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15th March 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/02/28.

You requested the following information:

**Could you tell me the following please for the last 5 years, financial or calendar, whichever is easier?**

**The number of staff that have taken time off due to stress who work in the Dover district?**

**How long each took off?**

Unfortunately we can only provide information on the last 4 calendar years as our database does not hold information prior to 2012. Our figures are calculated using 'Episodes' rather than staff numbers as this is how our reports are configured.

These figures are based on A & E staff working out of the Ashford Make Ready Centre which covers the areas of Dover, Lydd, Folkestone and Ashford. We are unable to drill down to the area of Dover individually.

SECamb takes the welfare of its staff extremely seriously and recognises the stresses a career in the ambulance service places on its employees. We treat any concerns raised by staff very seriously and would encourage all staff to be open about how they feel. We have a number of mechanisms in place to assist with staff welfare including a contract with an external counselling provider through which the service guarantees to fund a number of sessions for staff who require them.

We also have a team of dedicated chaplains available to staff 24/7 and we have recently set up a trauma focussed peer support network which includes training a number of staff to support their colleagues following traumatic incidents. We work hard to support anyone who has had a prolonged period of time off because of stress to find a solution to the issues they are facing.

Please see the table below which shows the Full Time Equivalent (FTE) days lost and the number of episodes of sickness relating to anxiety, stress, depression and other psychiatric illnesses.

	<b>FTE days lost</b>	<b>No of Episodes</b>
Jan to Dec 12	339	15
Jan to Dec 13	238	13
Jan to Dec 14	72	6
Jan to Dec 15	151	10

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECAMB) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust  
40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW  
Email: [complaints@secamb.nhs.uk](mailto:complaints@secamb.nhs.uk)

Should you remain unhappy with the outcome of any such internal review , you may request a decision from the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust