



Peer Support Workers Census 2023 Bespoke Report

September 2023

Oxford Health NHS Foundation Trust

PSW290

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Benchmarking Network



Executive Summary

Background and purpose

Health Education England (now NHS England Workforce, Training and Education Directorate (NHSE WT&E)) commissioned the NHS Benchmarking Network (NHSBN) to undertake a census of the Peer Support Worker (PSW) workforce, analyse the data collected and report key findings.

The purpose of the census was to establish a comprehensive profile of the PSW (total) workforce in England, which can be used to monitor progress in expanding and evolving the workforce in this area. Additionally, where appropriate, comparison is made to the 2019 PSW census undertaken by NHSBN.

Scope

The census included all PSWs working in NHS commissioned mental health services. This included the voluntary, community and social enterprise (VCSE) sector, independent sector, and NHS mental health trusts. The census included both paid and unpaid PSW staff.

The definition of a PSW used in this census was as follows: A PSW employed in mental health services where the employee/volunteer has obtained their role through having lived experience of mental health services.

Process

NHSBN worked closely with NHS England to design the census collection and agree the content and the scope.

The census collected PSW information as of 31st March 2023 and collection opened in April, and closed mid June, although this was extended until the end of June to maximise participation. Following data collection, the data was validated, and a draft report sent to NHSE in July, and following comments this final report was released in September 2023.



Key findings

Following analysis of the census data the key findings have been collated into the themes, 'where are the workforce?' 'who are the workforce?' and 'what are the challenges?' as detailed below.

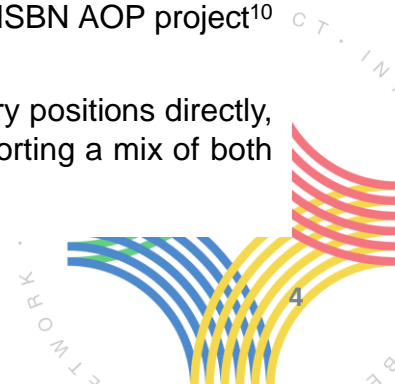
- **There were 738.7 WTE PSW (total) reported in England at 31st March 2023**
- **95% of PSWs were paid, with 5% unpaid**
- **The workforce has grown compared to 2019**

Where are the workforce?

There were 1,018 PSWs (headcount) collected as part of this census, with the majority reported in the NHS (893, 88%) and a smaller number in the VCSE (125, 12%) sector. There were no submissions from the independent sector. This equated to 738.7 WTE across the NHS (643.4 WTE) and VCSE (95.3 WTE) sectors.

There were an extra 45.2 WTE paid PSW (total) staff from eight organisations (seven NHS Mental Health Trusts and one VCSE providers) that didn't participate in the PSW census but did participate in the NHSBN AOP project¹⁰. Therefore, the total WTE was 783.9, Please note that the NHSBN AOP project¹⁰ didn't include unpaid PSW (total) or headcount figures.

The majority (64%) of PSWs were employed/offered voluntary positions directly, with 8% accessed through partnership models and 28% reporting a mix of both approaches.



The census highlighted that 90% of organisations reported PSWs (total) supporting mental health services for working age adults, 51% supported MH services for older adults and under half (44%) supported services for children and young peoples' mental health.

A number of inpatient services have no PSW (total) input from the VCSE sector either directly delivered or in partnership. CYP MH is the exception with three VCSE submissions supporting this service both directly and in partnership.

Just over half (51%) of respondents stated that PSWs (total) had supported local recovery college models, and this reduces to 10% for VCSE compared to 80% in NHS Mental Health Trusts.

Who are the workforce?

The majority of the PSW (total) workforce were PSWs (role) (72%), with the remainder made up of PSW coordinator/managers (7%), trainee PSWs (2%), specialised PSWs (4%) senior PSWs (11%), and other PSWs (4%).

Most (95%) PSWs (total) in England were paid.

The majority (87%) of NHS Mental Health Trusts reported that paid staff details were held on the Electronic Staff Record (ESR) but fell to 23% for unpaid staff.

Over three quarters (79%) of respondents stated that a team manager provided supervision duties, and 88% reported that a team manager had a line management role.

At the start of employment/volunteering 73% of the PSW (total) workforce had undertaken in-house training, however, 44% of specialist PSW and 47% PSW coordinator/managers had undertaken a further education college course or university degree.

The highest percentage of staff were band 3 (50%) reflecting the pay scale of PSWs (role), the largest proportion of the workforce. Specialist and senior PSWs were mainly bands 4 and 5 (80% and 89% respectively).

For paid PSWs (total) over half (54%) were part time with most (85%) on permanent contracts. Overall, 49% of paid PSWs (total) had been in post for less than a year with 17% in post for three years or more.

The majority (72%) of PSWs (total) in England were white, but is lower than the England working age (16-69) population average of 81% in the 2021 population census.

What are the workforce challenges?

The vacancy rate reported for all PSWs (total) was 27%. This compared with 8% reported by NHS Digital¹ in March 2023 for all staff in provider Trusts in England.

The average sickness absence rate across all roles was 9.9% which was higher than the rate reported by NHS Digital¹ of 5.0% for all staff across the NHS in February 2023, in all organisation types.

Under half (41%), of PSW (total) staff had a disability (with 39% no disability, and 20% unknown status). The disability profile of PSWs (total) raises the issue of how reasonable adjustments are made for staff to undertake their role and how recruitment is managed to ensure it reaches all sectors of the workforce. This is particularly relevant given the high number of vacancies reported.



Conclusions

The growth and development of the PSW workforce has formed part of national policy and is referenced in several key strategy documents.

The Mental Health Implementation Plan⁵ set out key targets for workforce growth, including within:

- Perinatal Mental Health
- Severe Mental Illness
- Problem Gambling Mental Health Support.

Targets at the end of 2022/23 for the PSW workforce were set at 3,520,

increasing to 4,730 in 2023/24. The NHS Long Term Workforce Plan⁴ (LTWP) sets out an ambition to grow the workforce further to 6,500 by 2036/37 across health services.

There is some evidence of growth in the PSW workforce but it does not fully reflect the number of PSWs trained by NHSE WT&E in 2022/23 (1500). This report provides insight into the current profile of the PSW workforce across England and these findings will support organisations to deliver against the national PSW workforce targets.

The origins of peer support work is within the VCSE sector (Peer Support: Working with the VCSE sector⁶). Further work could be focused on this sector to comprehensively capture the growth and development of the PSW workforce.



Peer Support Workers Census at 31st March 2023

27%

Vacancy rate



9.9%

Sickness absence rate



41%

PSW (total) with a disability



72%

PSW (total) staff who were white



50%

PSW (total) at bands 3



738.7

PSWs (total; WTE) at 31st March (paid and unpaid)



95%

PSWs (total) that were paid



73%

PSWs (total) undertaken in-house training



51%

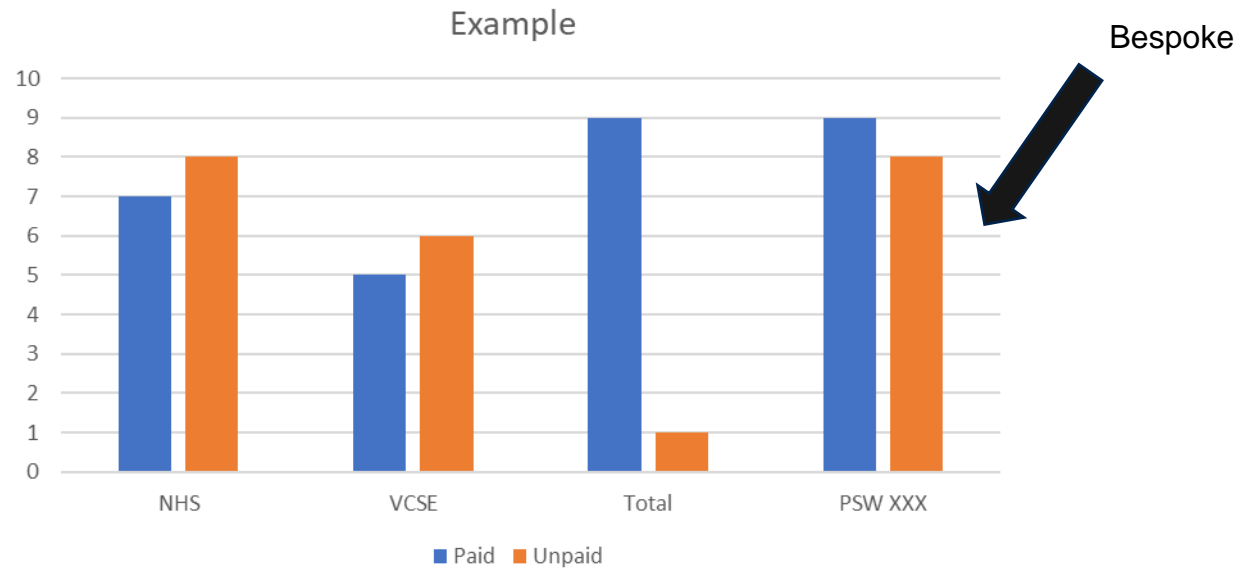
support local recovery college models



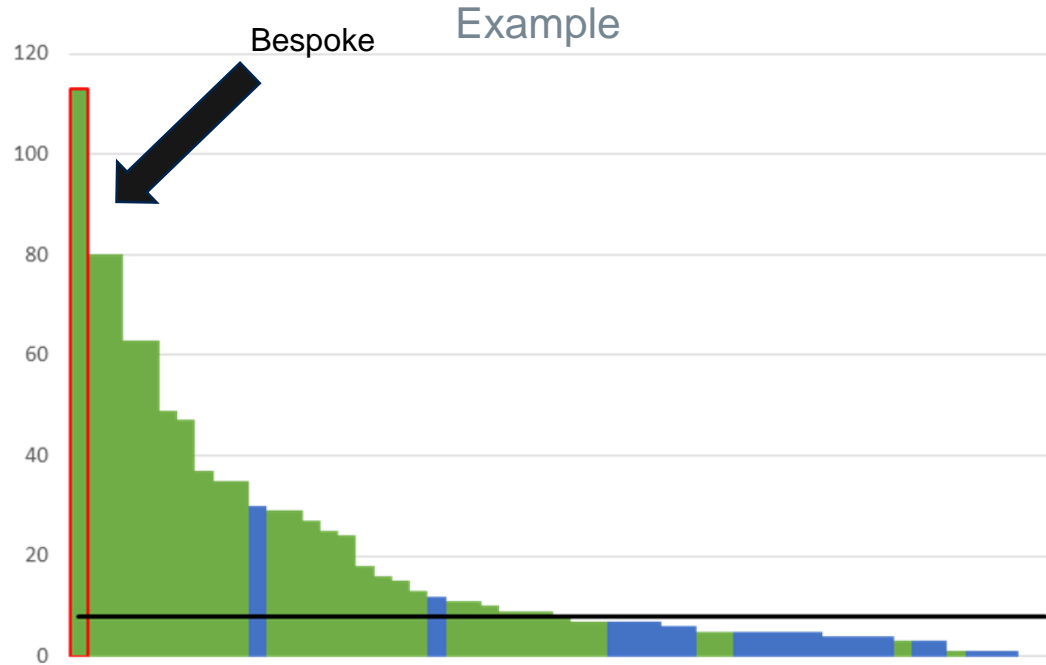
How to read your report

- This is your bespoke version of the national report. It is largely identical to the national report but includes your data alongside the national analysis. The narrative relates to the national position.
- All bespoke information is labelled with the submission code (PSW290) assigned by NHSBN (on the title page of this report).
- For stacked column charts, the submission is reported in the far-right column.
- Where “...” appears, this is due to no data being reported for this submission.

On stacked column and stacked bar charts, the local position is shown to the right and bottom of the charts respectively.



How to read your report (Continued)



- For bar charts, the submission position is highlighted in a red bar. Please note that if no/not enough data was provided to calculate the metric, then the red bar doesn't appear.

Bespoke

Scope	% Yes Total	% Yes Total % (n)	% Yes NHS % (n)	% Yes VCSE % (n)	PSWXXX
Have staff been transferred from another organisation? (at any point)		6% (3)	7% (2)	5% (1)	No
Are Peer Support Worker staff employed in mental health services for children and young people?		44% (22)	41% (12)	48% (10)	Yes
Are Peer Support Worker staff employed in mental health services for working age adults?		90% (46)	93% (28)	86% (18)	Yes
Are Peer Support Worker staff employed in mental health services for older people?		51% (26)	47% (14)	57% (12)	Yes
Do your Peer Support Workers support local recovery college models?		51% (26)	80% (24)	10% (2)	No

- For yes/no charts, the column to the right shows the submission response. If no response is provided, then three dots appears.



Introduction

Background and purpose

Health Education England (now NHS England Workforce, Training and Education Directorate (NHSE WT&E)) commissioned the NHS Benchmarking Network (NHSBN) to undertake a census of the Peer Support Worker (PSW) workforce, analyse the data and report the findings.

The purpose of the census was to establish a comprehensive profile of the PSW workforce in England, to monitor progress on growing and evolving this workforce. Additionally, where appropriate, comparison to the 2019 PSW census undertaken by NHSBN is included.

“Peer support workers are people who have lived experience of mental health challenges themselves. They use these experiences and empathy to support other people and their families receiving mental health services. Peer support workers join other members of someone’s care team to help support their wellbeing and provide inspiration for their recovery.”²

Previously NHSBN were commissioned by HEE to undertake a PSW workforce census as at 30th September 2019. 55 NHS provider organisations participated in this project, alongside independent and Voluntary, Community, and Social Enterprise (VCSE) organisations. This census found that there were 862 PSW (total; headcount) staff working with NHS mental health services across England, with 742 (86%) of these in the NHS³.

The main data source for this project was a bespoke workforce census which captured data on training, level of education, supervision, roles, grades, WTE, salary profile, contract type, contract hours, time in post, and staff demographic profiles. The census also collected data on staff metrics such as vacancy, turnover, retention and sickness absence rates. Additionally, data on which services PSWs (total) supported within inpatient and community settings was also collected. Demographic profiles were collected for paid and unpaid staff separately.



Objectives

- Undertake a comprehensive census of the PSW (total) workforce for the in England.
- Work with participants to maximise the completeness, validity and accuracy of the data collected.
- Provide a national overview of the workforce and service models providing insight and highlighting key themes.
- Feedback to participants their position in the context of the national position, allowing them to focus on areas for development.

Scope

The scope of this census was all PSWs (total) working in NHS commissioned mental health services. This included Voluntary, Community and Social Enterprise (VCSE) sector, independent sector, and NHS Mental Health Trusts. The census included both paid and unpaid PSW (total) staff.

The definition of a PSW used in this census is as follows: A PSW employed in mental health services where the employee/volunteer has obtained their role through having lived experience of mental health services.

The census was as at 31st March 2023.



Methods

Process

This project was commissioned by HEE (now NHSE WT&E) in February 2023.

The Peer Support Workers workforce census content and scope was designed in collaboration with NHSE WT&E.

Data collection opened in April, and closed mid-June, although this was extended until the end of June to maximise participation. A draft report was sent to NHSE in July, and following comments and amendments, this final report was released in September.

Data was submitted to NHSBN using the project excel collection template. To support participation:

- A data collection walkthrough event was held to provide participants with details on how to submit information accurately
- MS Teams weekly drop-in sessions which gave participants the opportunity to raise queries
- project specific e-mail address
- project webpage with all project information.

Data quality

Following the data collection deadline, the data was reviewed for completeness, consistency and plausibility. Where responses were deemed to be incorrect/unlikely or key fields were missing, issues were raised directly with the participants.

Additional data sources

A number of organisations who did not participate in this 2023 PSW census did participate in the 2023 NHS Benchmarking Network Adult and Older People's



Mental Health Benchmarking (AOP) project¹⁰. This project asked for the number of paid PSW (total) by WTE. As the scope of this census was both paid and unpaid PSW (total), there is a slight discrepancy in scope between the census and the AOP¹⁰ project. Permissions was granted from the eight organisations who didn't submit to the PSW census but did for the AOP¹⁰. This extra WTE is referenced in the workforce overview section (and the associated executive summary and conclusion).

Submission numbers varied between the 2019 and 2023 censuses, making a direct comparison of the overall number of PSW (total) between the two years inappropriate, with 18 organisations participating in both years of the census. Of these 18, PSW (total) WTE increased from 131 in the 2019 census to 407 in 2023, an increase of 277.

Using the benchmarking data

The primary focus of the project was to provide a national profile of the PSW (total) workforce. However, it also had a clear objective to ensure that outputs can be used by individual providers, Integrated Care Boards and regional colleagues to benchmark data to identify areas for service improvement, provide assurance about current practice and promote shared learning across organisations and areas.

Definitions and Terminology

Throughout the report, when the whole PSW workforce is referred to it is PSW (total), however when the specific PSW job role is referred to it is PSW (role).



Participation

The table below summarises the project participation.

10 NHS Mental Health Trusts and one Independent sector) provider informed us that they were not going to participate in this census. Reasons for non-participation included data burden of multiple workforce censuses the participants were asked to complete, although we didn't get comprehensive feedback around reasons for non-

participation. For organisations that provide PSWs (total) across multiple ICSs, they were asked to provide one submission for each ICS.

Note, as there was no pre-existing list of known VCSE organisations with PSWs (total) in NHS commissioned services we made the decision to contact a broad range of organisations. We did not necessarily expect them all to be within scope.

	Organisations that were communicated with about the project	Submissions	Organisations	Organisations % submitted	Organisations said they are not participating
NHS Mental Health Trusts	54	34	34	63%	10
Independent Sector	29	0	0	0%	1
VCSE	222	21	14	6%	0
Total	305	55	48	16%	11

Workforce overview and service profile

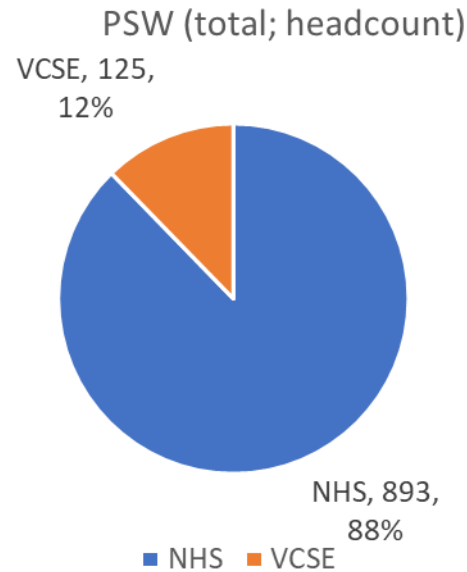


Workforce overview

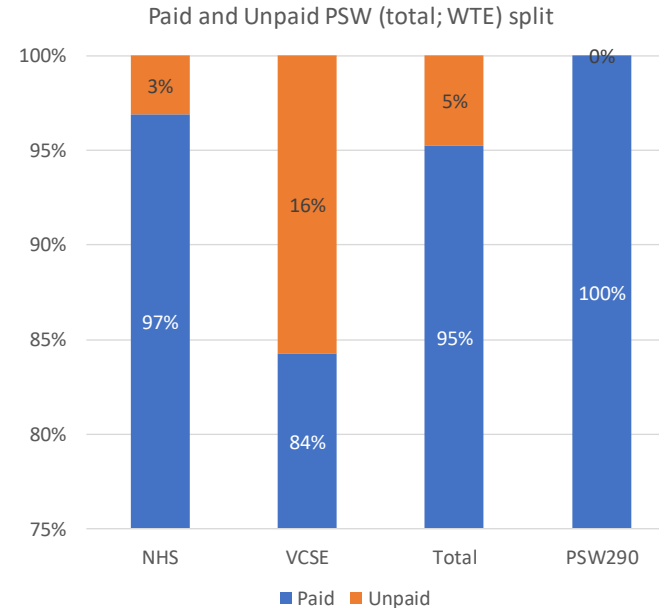
At 31st March 2023, there were 738.7 WTE (1,018 by headcount) Peer Support Workers (PSW, total) working in NHS commissioned services collected as part of this census. The majority (87%) were in NHS Mental Health Trusts (643.4 WTE) and 12% in the VCSE sector (95.3 WTE).

• **There were 738.7 WTE PSW (total) reported in England at 31st March 2023, 1,018 headcount**

The pie chart below shows the profile by sector showing that the majority of PSWs (total) reported to this census were in NHS MH trusts.

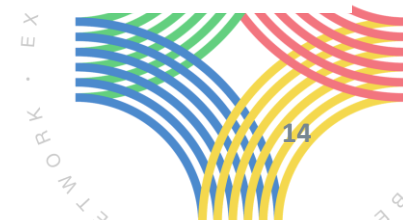


The chart below shows that 95% of the PSWs (total) in England were paid (704 WTE), with 5% (35) unpaid. The table shows the WTE breakdown by sector.



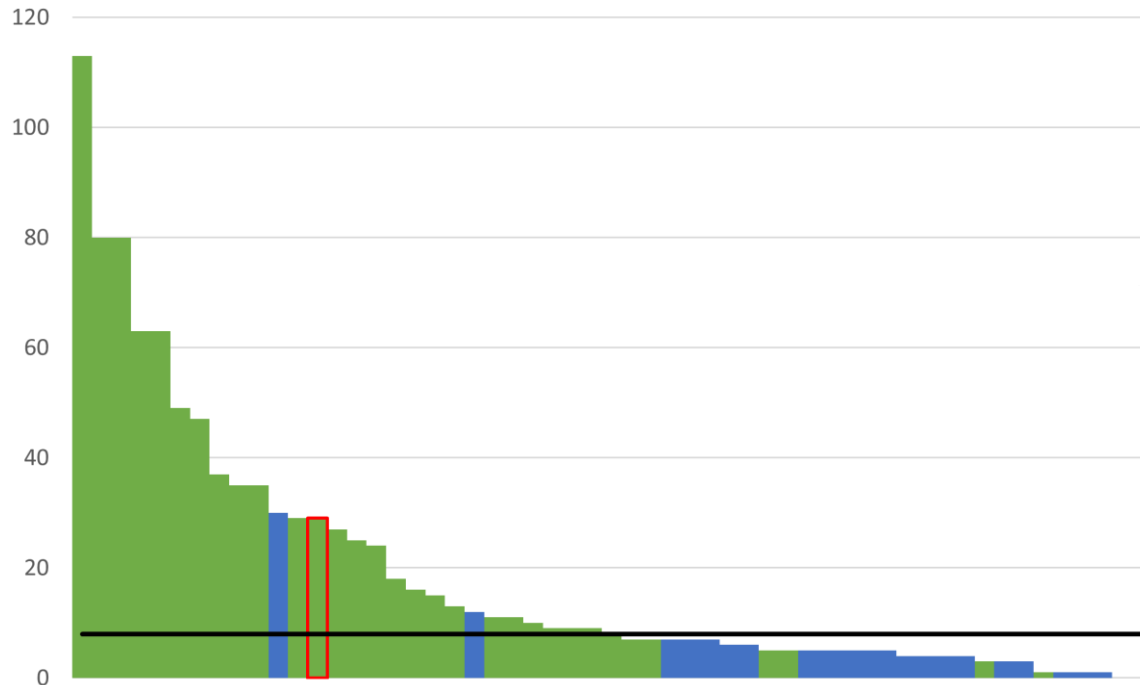
WTE	Paid	Unpaid
NHS	623	20
VCSE	80	15
Total	704	35
PSW290	15	0

There were an extra 45.2 WTE paid PSW (total) staff from eight organisations (seven NHS Mental Health Trusts and one VCSE providers) that didn't participate in the PSW census but did participate in the NHSBN 2023 AOP project¹⁰. Therefore, the total WTE was 783.9, Please note that the NHSBN AOP project¹⁰ didn't include unpaid PSW (total) or headcount figures.

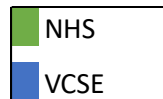


PSW (total; headcount)

Number of PSW (total; headcount) at 31st March 2023



Median	
All	9
NHS	16
VCSE	5
Selected submission	
PSW290	29

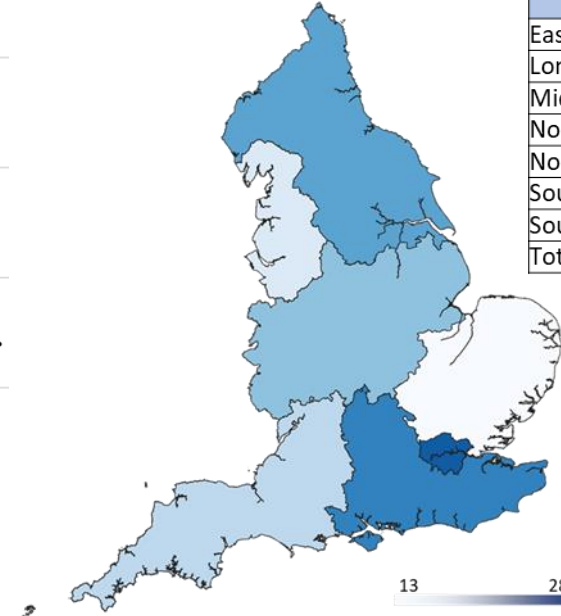


The number of PSW (total) working in NHS commissioned services is detailed in the chart to the left.

The mean across all submissions was 20.9, and the median 9. The NHS median was 16 and the VCSE median five. Five NHS organisations had more than 50 PSW (total), with the highest at 113.

However, even within the NHS and VCSE sectors, the chart shows the variation in the number of PSW (total) working reported within different sized organisations.

Number of PSW (total; headcount) at 31st March 2023 by region



Region	PSW (total; headcount)	Submissions
East of England	13	4
London	289	8
Midlands	139	10
North East & Yorkshire	205	10
North West	57	5
South East	215	10
South West	100	8
Total	1018	55



Comparison with previous census - NHS

WTE	30th Sept 2019	31st March 2023	Difference
NHS Mental Health Trust 1	2.9	1.4	-1.5
NHS Mental Health Trust 2	3.4	20.4	17.0
NHS Mental Health Trust 3	0.0	15.4	15.4
NHS Mental Health Trust 4	2.6	2.8	0.2
NHS Mental Health Trust 5	27.5	63.0	35.5
NHS Mental Health Trust 6	4.0	3.4	-0.6
NHS Mental Health Trust 7	3.1	12.8	9.7
NHS Mental Health Trust 8	3.6	18.9	15.3
NHS Mental Health Trust 9	5.9	4.8	-1.1
NHS Mental Health Trust 10	12.6	26.0	13.4
NHS Mental Health Trust 11	5.0	15.8	10.8
NHS Mental Health Trust 12	4.8	4.6	-0.2
NHS Mental Health Trust 13	4.8	56.2	51.4
NHS Mental Health Trust 14	4.4	9.4	5.0
NHS Mental Health Trust 15	4.3	16.8	12.5
NHS Mental Health Trust 16	0.0	62.0	62.0
NHS Mental Health Trust 17	17.6	43.8	26.3
NHS Mental Health Trust 18	24.0	29.6	5.6
Total	130.6	407.1	276.5

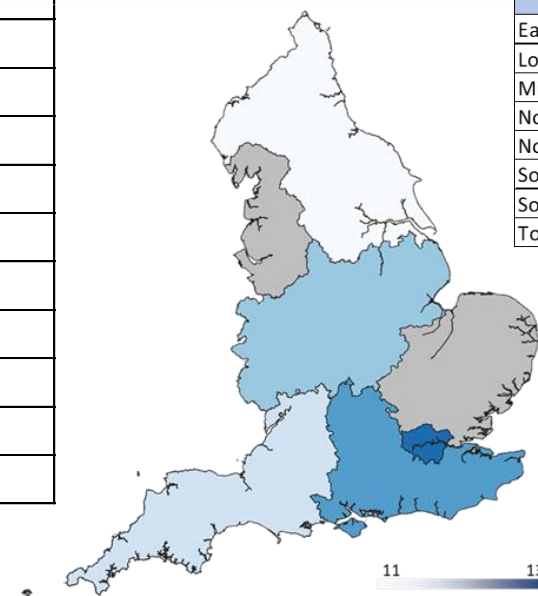
Submission numbers varied between the 2019 and 2023 censuses, making a direct comparison of the overall number of PSW (total) between the two years inappropriate.

However, the table shows the 2019 and 2023 PSW (total) WTE for the 18 NHS Mental Health Trusts that submitted PSW (total) WTE in both censuses.

Of the 18 organisations, 14 reported an increase in PSWs (total) and overall, across the 18 organisations PSW (total) WTE increased from 131 in the 2019 census to 407 in 2023, an increase of 277.

Difference in PSW (total; WTE) by region

WTE	30th Sept 2019	31st March 2023	Difference
East of England	0.0	0.0	0.0
London	11.5	149.8	138.4
Midlands	18.7	49.2	30.5
North East & Yorkshire	19.1	29.7	10.6
North West	0.0	0.0	0.0
South East	49.5	131.6	82.2
South West	31.9	46.8	14.9
Total	130.6	407.1	276.5



Please note that no Trusts in the East of England or the North West regions participated in both 2019 and 2023.



Service delivery

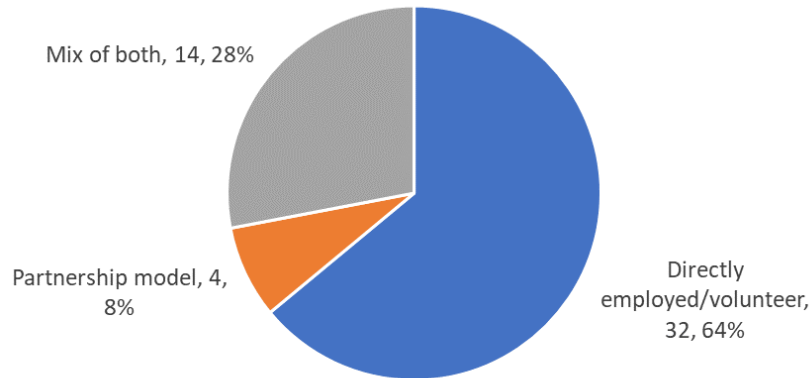


Scope

Scope	% Yes Total	% Yes Total % (n)	% Yes NHS % (n)	% Yes VCSE % (n)	PSW290
Have staff been transferred from another organisation? (at any point)		6% (3)	7% (2)	5% (1)	No
Are Peer Support Worker staff employed in mental health services for children and young people?		44% (22)	41% (12)	48% (10)	No
Are Peer Support Worker staff employed in mental health services for working age adults?		90% (46)	93% (28)	86% (18)	Yes
Are Peer Support Worker staff employed in mental health services for older people?		51% (26)	47% (14)	57% (12)	No
Do your Peer Support Workers support local recovery college models?		51% (26)	80% (24)	10% (2)	Yes

The figure in brackets after the percentage is the number of Yes responses.

Are PSW (total) staff employed (or volunteer) in your services or accessed through partnership arrangements (including secondment)?



PSW290 Directly employed/volunteer

The majority (90%) of respondents reported that PSW (total) staff supported mental health services for working age adults, 51% supported services for older adults and just less than half (44%) reported that PSW (total) staff supported CYP mental health services. Just over half (51%) of respondents stated that PSWs (total) had supported local recovery college models, however, this reduced to 10% for the VCSE sector compared to 80% in NHS Mental Health Trusts.

Organisations were asked whether PSW (total) staff were employed/volunteered in their services or were accessed through partnership arrangements (including secondment). Of the 50 respondents, the majority (64%) directly and exclusively employed or offered voluntary positions to PSW (total), 8% used a partnership model, and 28% had a mix of both models.



This question was also asked in the 2019 census. For the 14 organisations that responded in both years, in 2019 71% directly and exclusively employed or offered voluntary positions, slightly higher than the 64% reported in 2023.



Service users and contacts

Approximately a third (35%) of respondents collect data on the number of service users that PSWs (total) support and 25% collect data on the number of contacts with service users where a PSW (total) was present.

The census also asked about the number of service users and contacts supported by PSWs (total), although due to minimal data submissions for these metrics, these are not presented in this report.

	% Yes Total	% Yes Total	% Yes NHS	% Yes VCSE	PSW290
		% (n)	% (n)	% (n)	
Do you collect data on the number of service users that Peer Support Workers support?		35% (17)	31% (9)	40% (8)	No
Do you collect data on the number of contacts with service users where a Peer Support Worker was present?		25% (12)	28% (8)	21% (4)	No

Inpatient services delivered directly or partnership

Inpatient Delivered Directly	% Yes Total	% Yes Total	% Yes NHS	% Yes VCSE	PSW290
Recovery College and out of care		% (n)	% (n)	% (n)	
Recovery College		27% (12)	44% (12)	0% (0)	No
Talking Therapies for Anxiety and Depression		7% (3)	11% (3)	0% (0)	No
Inpatient care		% (n)	% (n)	% (n)	
Acute Inpatient		30% (14)	46% (13)	6% (1)	No
Psychiatric Intensive Care Units		11% (5)	15% (4)	6% (1)	No
Eating Disorders		7% (3)	12% (3)	0% (0)	No
Mother and Baby		23% (10)	38% (10)	0% (0)	No
Low Secure		20% (9)	31% (8)	6% (1)	No
Medium Secure		18% (8)	27% (7)	6% (1)	No
High Secure (NHS only)		7% (3)	12% (3)	0% (0)	No
Older Adults e.g. aged 65+ or appropriate frailty for organic illness		19% (9)	28% (8)	6% (1)	No
High Dependency Rehabilitation		11% (5)	19% (5)	0% (0)	No
Longer Term Complex / Continuing Care		14% (6)	23% (6)	0% (0)	No
Neuropsychiatry / Acquired Brain Injury		2% (1)	4% (1)	0% (0)	No
Substance Misuse		12% (5)	16% (4)	6% (1)	No
Children and Young Peoples Mental Health services		16% (7)	16% (4)	17% (3)	No
Crisis, Liaison and Home Treatment Services		% (n)	% (n)	% (n)	
Approved Mental Health Professional Rota		2% (1)	4% (1)	0% (0)	No
Crisis Resolution		18% (8)	26% (7)	6% (1)	No
Intensive Home Treatment service		20% (9)	30% (8)	6% (1)	No
Psychiatric Liaison		13% (6)	19% (5)	6% (1)	No

Inpatient Delivered in Partnership	% Yes Total	% Yes Total	% Yes NHS	% Yes VCSE	PSW290
Recovery College and out of care		% (n)	% (n)	% (n)	
Recovery College		17% (6)	35% (6)	0% (0)	No
Talking Therapies for Anxiety and Depression		16% (6)	22% (4)	11% (2)	Yes
Inpatient care		% (n)	% (n)	% (n)	
Acute Inpatient		17% (6)	19% (3)	16% (3)	Yes
Psychiatric Intensive Care Units		9% (3)	6% (1)	11% (2)	Yes
Eating Disorders		6% (2)	12% (2)	0% (0)	Yes
Mother and Baby		9% (3)	19% (3)	0% (0)	No
Low Secure		6% (2)	6% (1)	5% (1)	No
Medium Secure		11% (4)	12% (2)	11% (2)	No
High Secure (NHS only)		0% (0)	0% (0)	0% (0)	No
Older Adults e.g. aged 65+ or appropriate frailty for organic illness		3% (1)	0% (0)	5% (1)	No
High Dependency Rehabilitation		6% (2)	6% (1)	5% (1)	No
Longer Term Complex / Continuing Care		9% (3)	6% (1)	11% (2)	Yes
Neuropsychiatry / Acquired Brain Injury		0% (0)	0% (0)	0% (0)	No
Substance Misuse		17% (6)	24% (4)	11% (2)	No
Children and Young Peoples Mental Health services		17% (6)	19% (3)	16% (3)	No
Crisis, Liaison and Home Treatment Services		% (n)	% (n)	% (n)	
Approved Mental Health Professional Rota		3% (1)	7% (1)	0% (0)	No
Crisis Resolution		12% (4)	21% (3)	5% (1)	Yes
Intensive Home Treatment service		6% (2)	7% (1)	5% (1)	No
Psychiatric Liaison		9% (3)	13% (2)	5% (1)	Yes

The tables above detail inpatient services that were delivered supported by PSWs (total). The lefthand table shows the responses for delivered directly, and the table on the right shows delivered in partnership with another organisation. Nearly a third (30%) of respondents reported supporting Acute Inpatient Care directly, this was primarily NHS Mental Health Trusts.

Neuro Psychiatry / Acquired Brain Injury that was delivered directly by the

organisation was the service with the least PSW (total) input for inpatients (2%).

A number of inpatient services had no PSW (total) input from the VCSE sector either directly delivered or in partnership. CYP MH was the exception with three VCSE submissions supporting this service both directly and in partnership.



Community services delivered directly or partnership

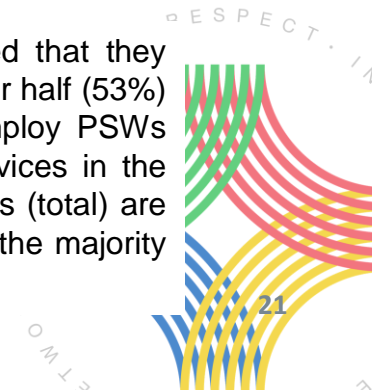
Community Directly	% Yes Total	% Yes Total	% Yes NHS	% Yes VCSE	PSW290
General services		% (n)	% (n)	% (n)	
Mental Health Promotion in the community		51% (24)	46% (13)	58% (11)	No
Single Point of Access to Mental Health		24% (11)	26% (7)	21% (4)	No
Assessment & Brief Intervention (including Primary Mental Health Team)		30% (14)	44% (12)	11% (2)	No
Generic Community Mental Health Team		53% (25)	71% (20)	26% (5)	No
Assertive Outreach		26% (12)	30% (8)	21% (4)	No
Early Intervention (including Early Onset Psychosis)		40% (19)	55% (16)	16% (3)	No
Rehabilitation and Recovery		36% (17)	46% (13)	21% (4)	No
Forensic		24% (11)	41% (11)	0% (0)	No
Eating Disorders		19% (9)	29% (8)	5% (1)	No
Perinatal		46% (21)	67% (18)	16% (3)	No
Older People		29% (14)	41% (12)	11% (2)	No
Memory Services		11% (5)	14% (4)	5% (1)	No
Employment and Day Services		% (n)	% (n)	% (n)	
Employment Support Services		19% (9)	29% (8)	5% (1)	No
Day Services		11% (5)	18% (5)	0% (0)	No
Children and Young People's Services		% (n)	% (n)	% (n)	
Children and Young Peoples Mental Health services		32% (15)	36% (10)	26% (5)	No
Support to Youth Offending Teams		4% (2)	4% (1)	5% (1)	No
Specific services for children in and leaving care, adopted children and foster carers		4% (2)	4% (1)	5% (1)	No
Support to LA behaviour support & inclusion services		2% (1)	4% (1)	0% (0)	No
Substance Misuse services and Police liaison/custody		% (n)	% (n)	% (n)	
Liaison and diversion for Police custody		17% (8)	22% (6)	11% (2)	No
Support to Drug & Alcohol Services		11% (5)	15% (4)	5% (1)	No
Prison Healthcare Services		4% (2)	8% (2)	0% (0)	No

Community Delivered in Partnership	% Yes Total	% Yes Total	% Yes NHS	% Yes VCSE	PSW290
General services		% (n)	% (n)	% (n)	
Mental Health Promotion in the community		33% (12)	41% (7)	26% (5)	Yes
Single Point of Access to Mental Health		17% (6)	17% (3)	17% (3)	Yes
Assessment & Brief Intervention (including Primary Mental Health Team)		27% (10)	44% (8)	11% (2)	Yes
Generic Community Mental Health Team		28% (10)	28% (5)	28% (5)	Yes
Assertive Outreach		8% (3)	6% (1)	11% (2)	No
Early Intervention (including Early Onset Psychosis)		18% (7)	17% (3)	20% (4)	Yes
Rehabilitation and Recovery		19% (7)	17% (3)	21% (4)	No
Forensic		8% (3)	11% (2)	5% (1)	No
Eating Disorders		8% (3)	6% (1)	11% (2)	Yes
Perinatal		16% (6)	21% (4)	11% (2)	Yes
Older People		5% (2)	6% (1)	5% (1)	No
Memory Services		3% (1)	0% (0)	5% (1)	No
Employment and Day Services		% (n)	% (n)	% (n)	
Employment Support Services		22% (8)	33% (6)	11% (2)	Yes
Day Services		8% (3)	11% (2)	5% (1)	Yes
Children and Young People's Services		% (n)	% (n)	% (n)	
Children and Young Peoples Mental Health services		11% (4)	18% (3)	6% (1)	No
Support to Youth Offending Teams		6% (2)	0% (0)	11% (2)	No
Specific services for children in and leaving care, adopted children and foster carers		3% (1)	0% (0)	6% (1)	No
Support to LA behaviour support & inclusion services		0% (0)	0% (0)	0% (0)	No
Substance Misuse services and Police liaison/custody		% (n)	% (n)	% (n)	
Liaison and diversion for Police custody		19% (7)	33% (6)	5% (1)	No
Support to Drug & Alcohol Services		22% (8)	41% (7)	5% (1)	No
Prison Healthcare Services		0% (0)	0% (0)	0% (0)	No

The tables above detail community services that were delivered supported by PSWs (total). The lefthand table shows the responses for delivered directly, and the table on the right shows delivered in partnership with another organisation.

Comparing to inpatient services, the VCSE sector supports more services in the community. The largest percentage of this was Mental Health Promotion

in the community, where 11 (58%) VCSE submissions reported that they directly deliver this service with PSW (total) involvement. Just over half (53%) of NHS and VCSE submissions reported that they directly employ PSWs (total) in the delivery of Generic Community Mental Health services in the community. Under half (46%) of respondents reported that PSWs (total) are directly involved in the delivery of perinatal community services, the majority of which are delivered within NHS Trusts.



Workforce profile



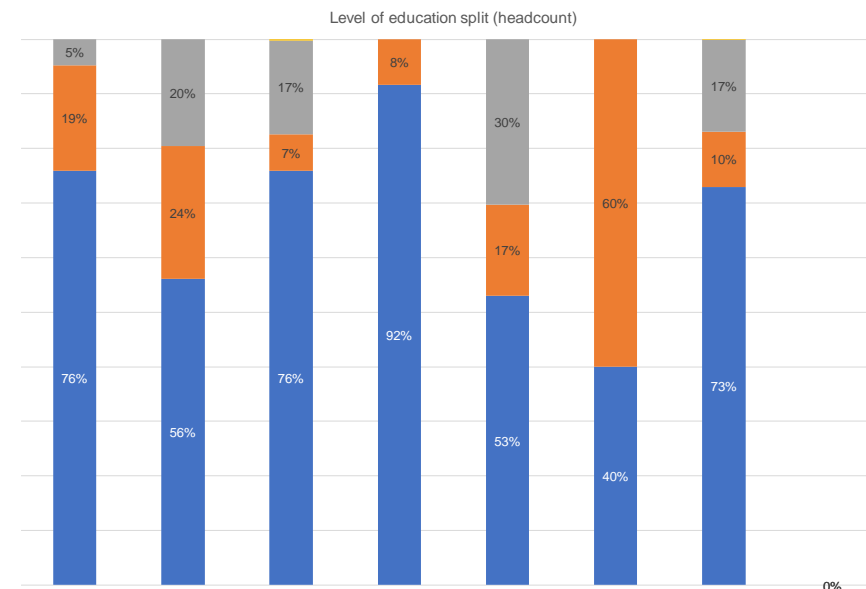
Training and level of education

The majority (88%) of submissions reported that PSWs (total) had undertaken in-house training by the organisation, whereas this reduced to 20% and 15% respectively for a university course or a further education college course. Over half (58%) of submissions reported that training is provided by a VCSE sector provider. PSWs (total) may have undertaken more than one type of training.

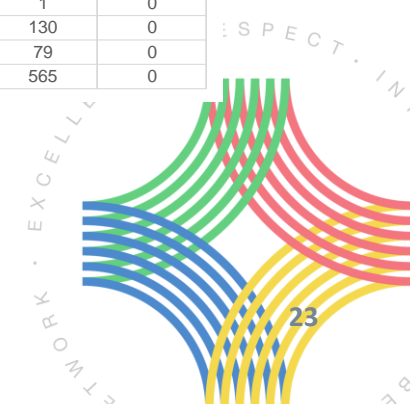
Three quarters of submissions (75%) stated that PSW (total) training was led by someone with lived experience, however this varied by organisation type (87% in NHS, 57% in VCSE).

	% Yes Total	% Yes Total	% Yes NHS	% Yes VCSE	PSW290
Training		(n)	(n)	(n)	
In-house training by your organisation		88% (44)	83% (24)	95% (20)	Yes
University course		20% (10)	24% (7)	15% (3)	No
Further Education College course		15% (7)	14% (4)	16% (3)	No
VCSE Sector Provider		58% (29)	53% (16)	65% (13)	No
Is your Peer Support worker training led by someone with lived experience?		75% (38)	87% (26)	57% (12)	Yes

The chart shows the level of education that PSWs (total) had attained at the start of employment. The majority of staff (73%) had in-house training. For Specialist PSW and PSW coordinator/managers 44% and 47% respectively had undertaken a further education college or university course.



	Senior PSW	Specialised PSW	PSW (role)	Trainee PSW	PSW Coordinator / Manager	Other	PSW (total)	PSW290
None	0	0	1	0	0	0	1	0
Further Education College Course	4	8	98	0	20	0	130	0
University Degree	16	10	38	1	11	3	79	0
In-house training	63	23	431	11	35	2	565	0



ESR, Supervision and Line Management

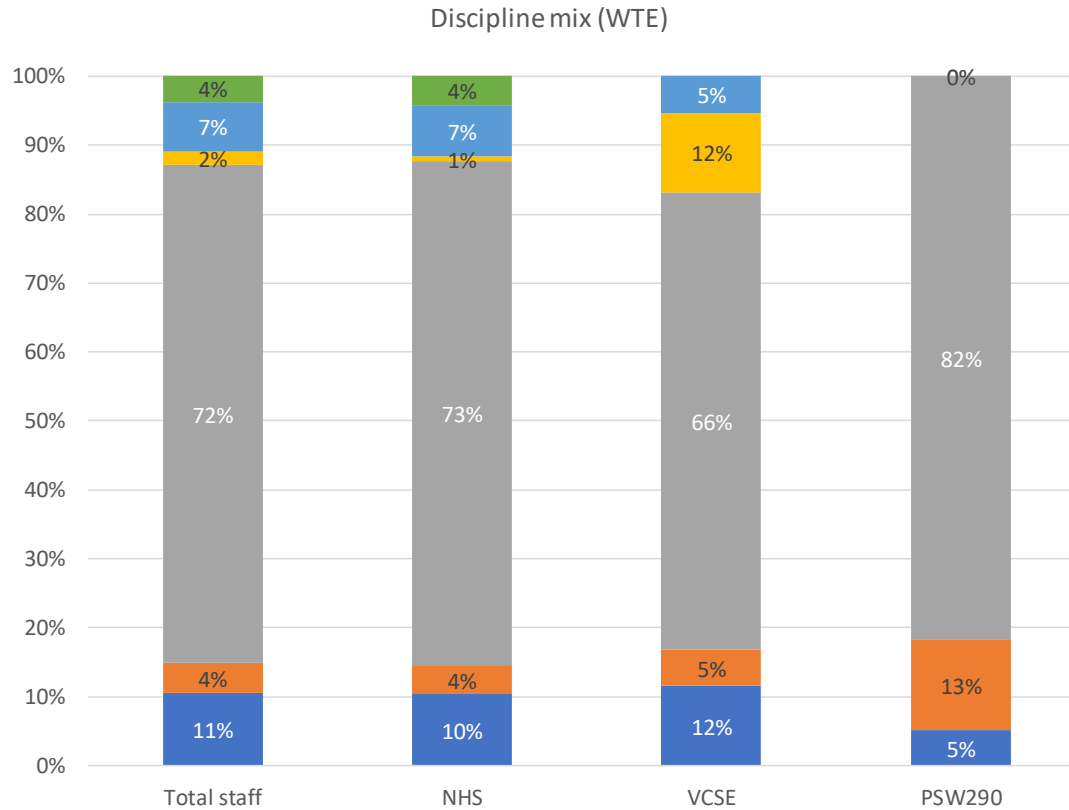
	% Yes Total	% Yes Total	% Yes NHS	% Yes VCSE	PSW290
Supervision		% (n)	% (n)	% (n)	
Team Manager		79% (34)	83% (19)	75% (15)	No
Nurse		33% (13)	48% (10)	16% (3)	No
Occupational Therapist		30% (12)	50% (11)	6% (1)	No
Social worker		11% (4)	20% (4)	0% (0)	No
Senior Peer Support Worker		25% (10)	38% (8)	11% (2)	No
Mix of the above		54% (25)	75% (21)	22% (4)	Yes
Other		45% (17)	48% (10)	41% (7)	No

	% Yes Total	% Yes Total	% Yes NHS	% Yes VCSE	PSW290
Line management		% (n)	% (n)	% (n)	
Team Manager		88% (36)	86% (19)	89% (17)	No
Nurse		26% (10)	35% (7)	16% (3)	No
Occupational Therapist		19% (7)	37% (7)	0% (0)	No
Social worker		6% (2)	11% (2)	0% (0)	No
Senior Peer Support Worker		11% (4)	11% (2)	11% (2)	No
Mix of the above		39% (17)	56% (15)	12% (2)	Yes
Other		24% (8)	32% (6)	13% (2)	No

For paid PSW (total) staff 87% of staff details were held on ESR in 2023. For unpaid PSW (total) staff, this was 23%.

The two tables to the left are responses to the questions 'who provides supervision to PSW staff' and 'who provides line management to PSW staff' respectively. More than three quarters (79%) of respondents stated that a team manager provided supervision duties, and 88% reported that a team manager had a line management role.

Discipline mix



Across all submissions, 72% of the PSW (total) workforce were PSWs (role), whilst the remaining staff were made up of PSW coordinators/managers (7%), trainee PSW (2%), specialised PSW (4%), senior PSW (11%), and other PSW (4%). The VCSE sector had the highest proportion of trainee PSW (12%).

Other	27.2	27.2	0.0	0.0
PSW Coordinator / Manager	53.0	48.0	5.0	0.0
Trainee PSW	15.0	4.0	11.0	0.0
PSW	533.9	470.6	63.3	12.6
Specialised PSW	31.6	26.6	5.0	2.0
Senior PSW	77.9	66.9	11.0	0.8

Skill mix

Across all PSW (total) roles the highest percentage of staff were employed on band 3 (50%) which largely reflected the salary profile of peer support workers who made up most of the workforce.

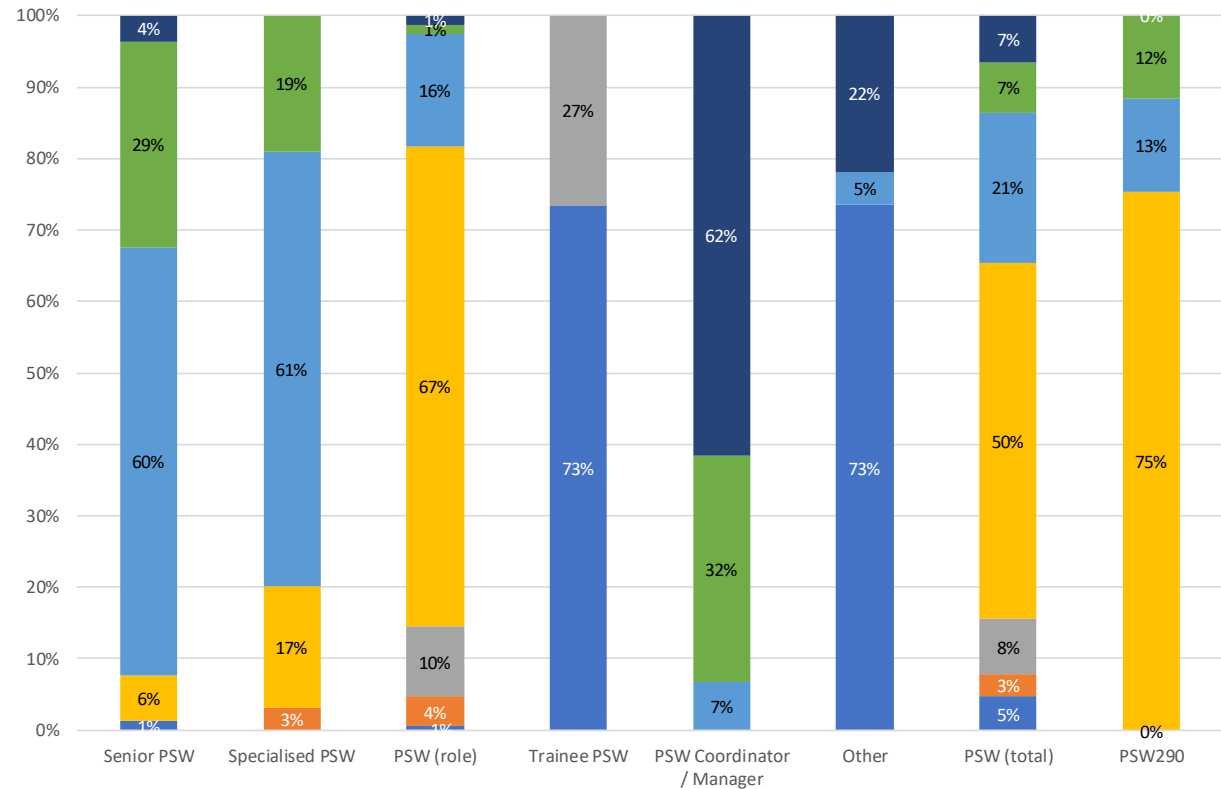
Senior and specialist PSWs were mainly band 4 (60% and 61% respectively) with both also employed at band 5 (29% and 19% respectively).

PSW coordinators and managers were mostly employed on bands 5 (32%) and 6 and above (62%).

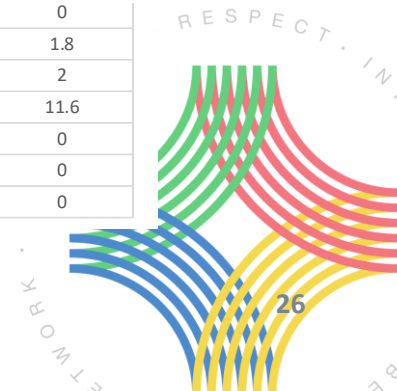
Nearly three quarters (73%) of trainee PSWs were unpaid, with the remainder employed on band 2 – although this was 11 and four WTE respectively.

Under half of the total submissions (23) responded to the question 'do you collect data on the unpaid staffing allocation', with 20 of these responding 'No'. Of these three, two were from the NHS and one was a VCSE sector provider, and these submissions also provided a breakdown by WTE, with the majority of unpaid staff working less than 0.3 WTE (98%).

Skill mix (WTE)



	Senior PSW	Specialised PSW	PSW (role)	Trainee PSW	PSW Coordinator / Manager	Other	PSW (total)	PSW290
Band 6 and over	2.8	0.0	7.2	0.0	32.6	6.0	48.6	0
Band 5	22.5	6.0	6.6	0.0	16.8	0.0	51.9	1.8
Band 4	46.6	19.2	84.4	0.0	3.6	1.3	155.1	2
Band 3	5.0	5.4	357.9	0.0	0.0	0.0	368.3	11.6
Band 2	0.0	0.0	52.7	4.0	0.0	0.0	56.7	0
Band 1	0.0	1.0	22.1	0.0	0.0	0.0	23.1	0
Unpaid	1.0	0.0	3.0	11.0	0.0	20.0	35.0	0

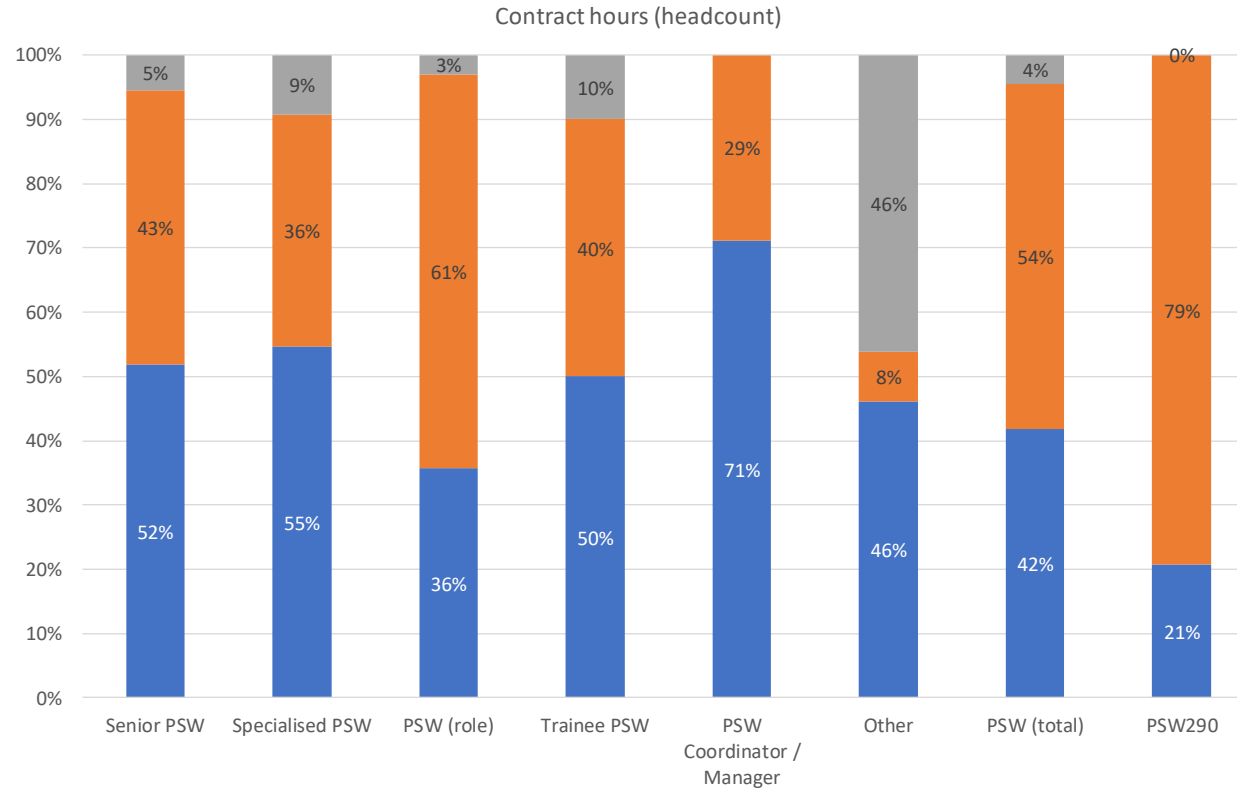


Contract hours

Across all submissions for all job roles, 42% of staff were full time, and just over half (54%) were part time.

The lowest percentage of full-time contracts was reported by PSWs (role) (36%), the largest staff group.

PSW coordinators and managers had the highest percentage of staff on full time contracts (71%). The 'other' PSW category was 46% bank and agency (6 staff out of a total of 13).



Bank & Agency	6	10	22	1	0	6	45	0
Part time	47	39	437	4	17	1	545	23
Full time	57	59	255	5	42	6	424	6

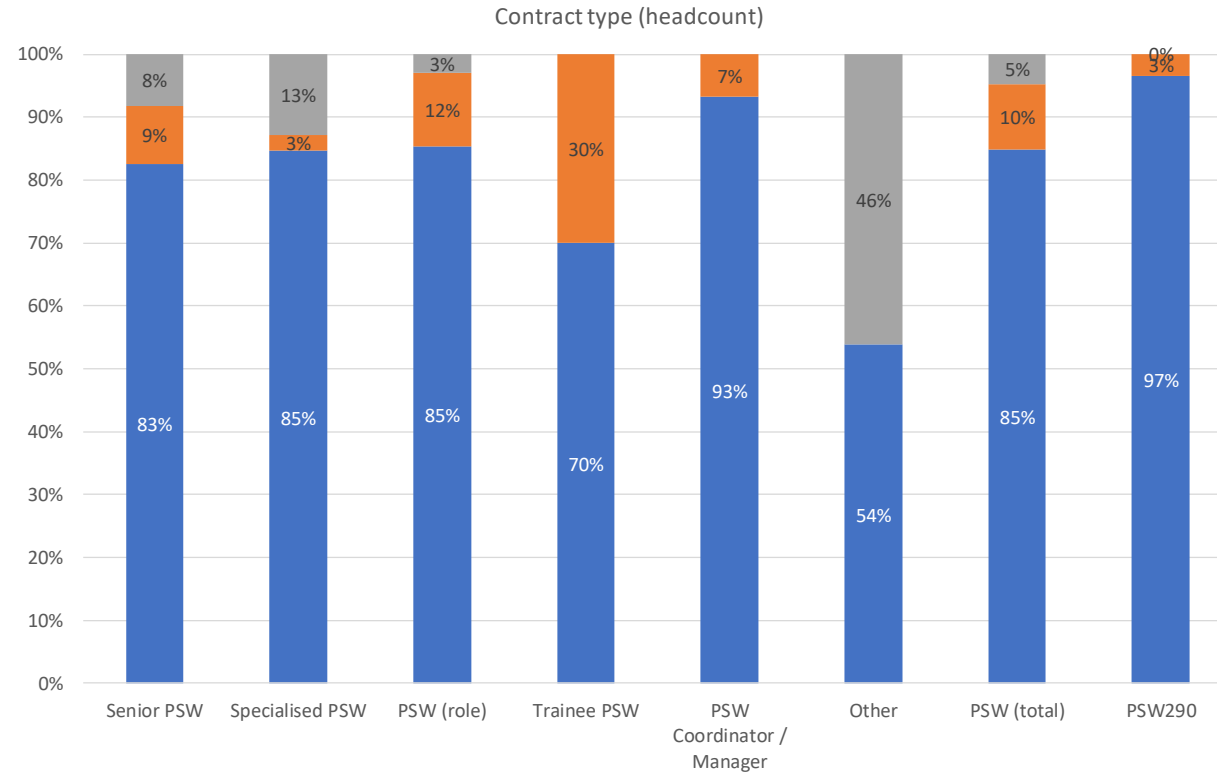
■ Full time ■ Part time ■ Bank & Agency



Contract type

Across all participants, most staff (85%) were on a permanent contract, with 10% on a fixed term and 5% on a temporary contract. Just under a third (30%) of trainee PSW staff were on a fixed term contract (three out of 10 staff).

The high percentage of 'other' roles on temporary contracts reflects that these were bank and agency staff as shown on the previous page.

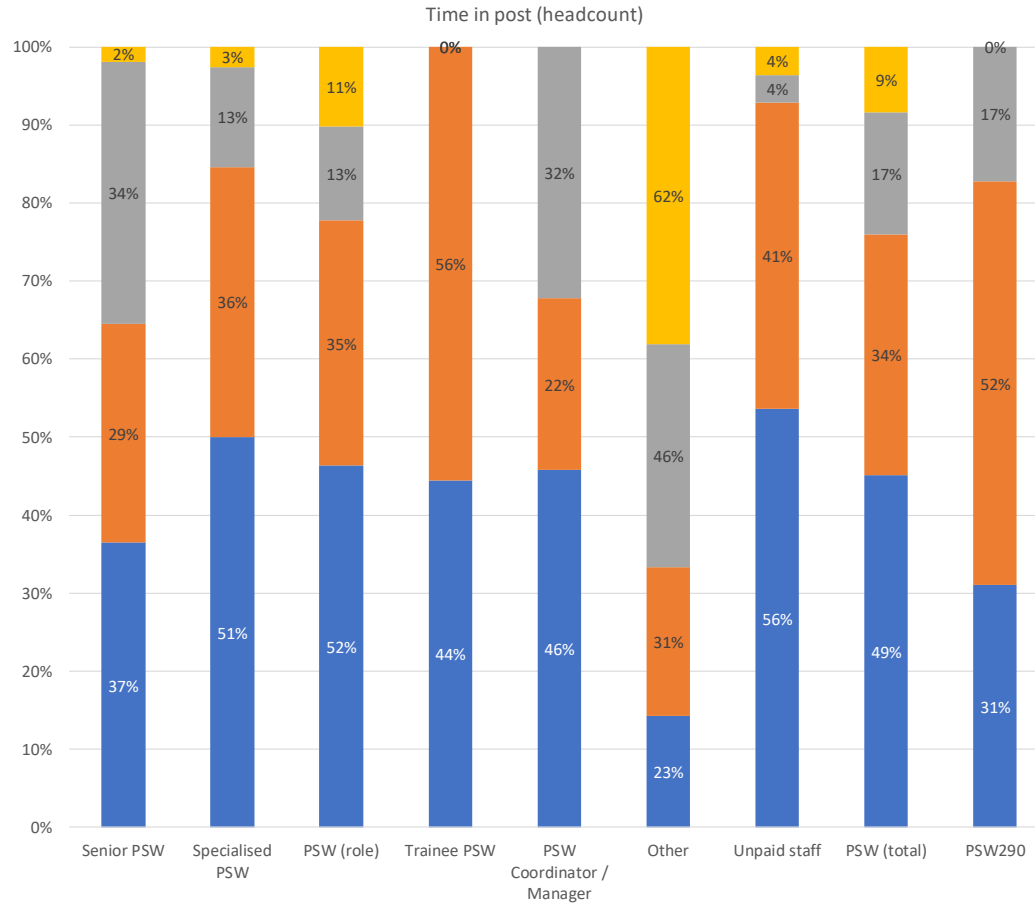


■ Temporary	9	10	21	0	0	6	46	0
■ Fixed	10	2	81	3	4	0	100	1
■ Permanent	90	66	598	7	55	7	823	28

■ Permanent ■ Fixed ■ Temporary



Time in post



■ Up to 1 year	39	39	333	4	27	3	15	460	9
■ 1 to < 3 years	30	27	226	5	13	4	11	316	15
■ More than 3 years	36	10	87	0	19	6	1	159	5
■ Not known	2	2	73	0	0	8	1	86	0

■ Up to 1 year ■ 1 to < 3 years ■ More than 3 years ■ Not known

Just under a half (49%) of all PSW (total) staff had been in post under a year, with 34% in post one to less than three years. Just over a fifth of the workforce had been in post three years or more.

For unpaid staff, 97% had been in post under three years, with 56% of unpaid PSW (total) staff in post for less than a year. The sample size for unpaid PSW (total) staff was 28 headcount.

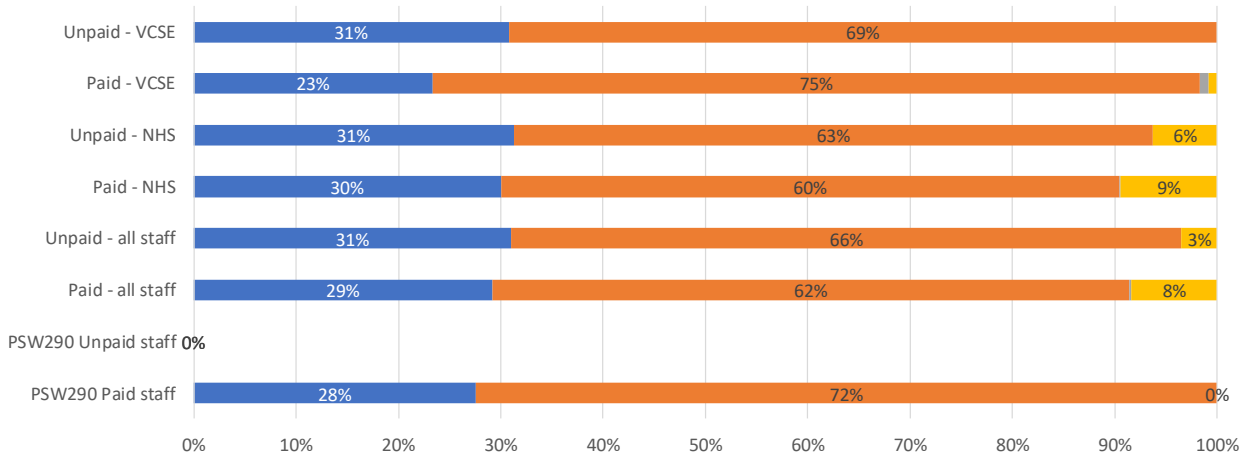
Disability and Gender

For the NHS workforce overall, for all staff groups, 77% were female⁷ whereas for paid PSWs (total), this was 62%, indicating a slightly larger male presence in the workforce. For unpaid PSW (total), the sample size was 28 compared to 907 for paid PSWs (total). Across both sectors 62% were female.

Across all paid PSWs (total), 40% of staff had a disability (390 staff). Across unpaid PSWs (total), 16 staff had a disability, zero had no disability, and 15 staff were unknown. For both paid and unpaid staff 41% had a disability.

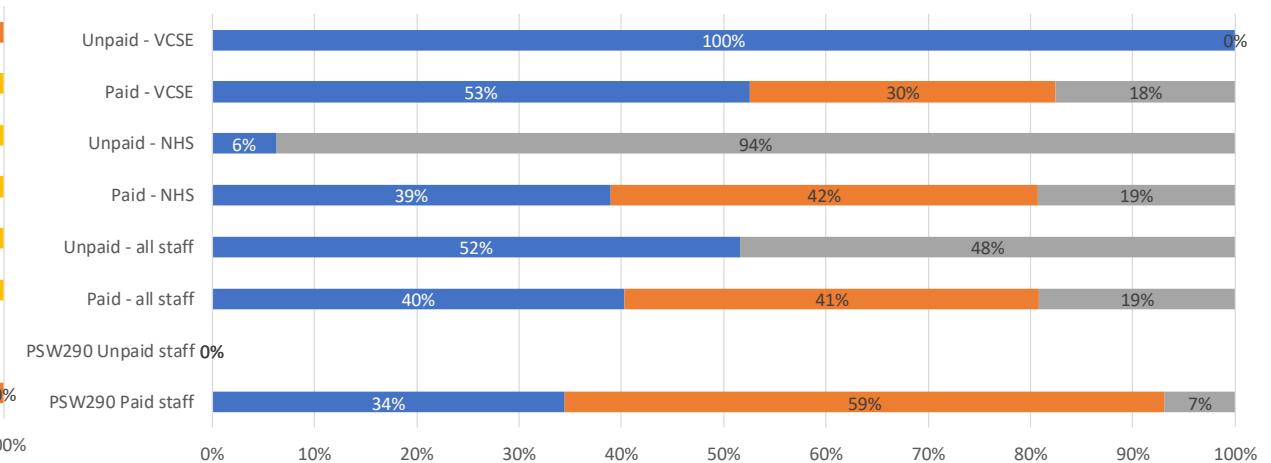
In addition, for the 10 NHS Mental Health Trusts that provided data across 2019 and 2023, the percentage of paid and unpaid PSW (total) staff with a disability varied slightly in this cohort from 55% in 2019 to 50% in 2023.

Gender profile (headcount)

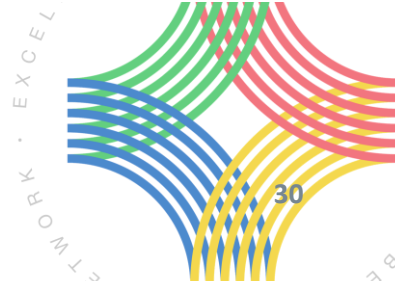


	PSW290 Paid staff	PSW290 Unpaid staff	Paid - all staff	Unpaid - all staff	Paid - NHS	Unpaid - NHS	Paid - VCSE	Unpaid - VCSE
Male	8	0	289	9	261	5	28	4
Female	21	0	616	19	526	10	90	9
Other gender identity	0	0	2	0	1	0	1	0
Unknown	0	0	83	1	82	1	1	0

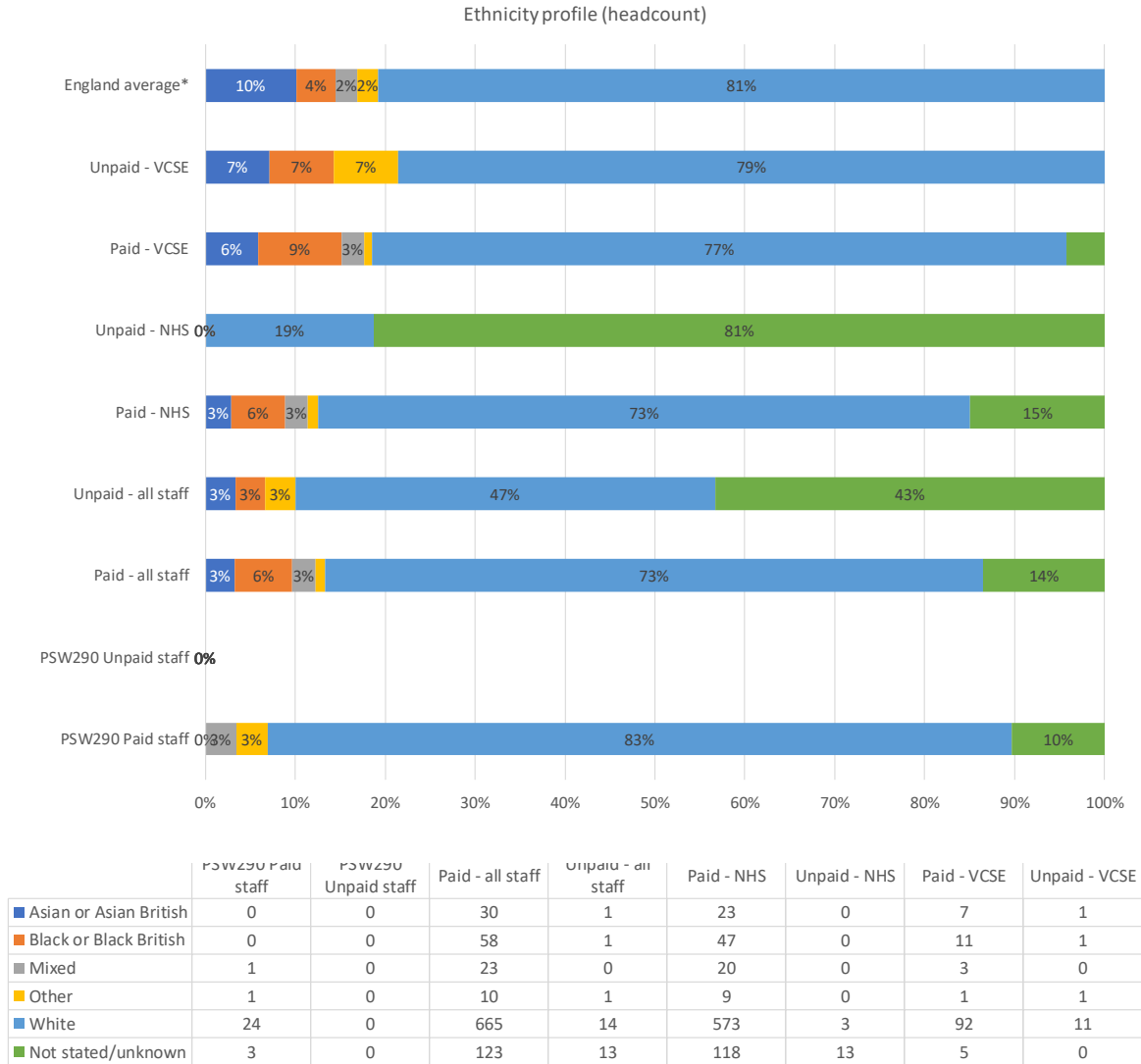
Disability profile (headcount)



	PSW290 Paid staff	PSW290 Unpaid staff	Paid - all staff	Unpaid - all staff	Paid - NHS	Unpaid - NHS	Paid - VCSE	Unpaid - VCSE
Staff who have a disability	10	0	390	16	339	1	51	15
Staff who do not have a disability	17	0	392	0	363	0	29	0
Unknown	2	0	185	15	168	15	17	0



Ethnicity



The chart to the left shows the ethnicity profiles for paid and unpaid PSWs (total) for VCSE, NHS, as well as all staff for ethnicity.

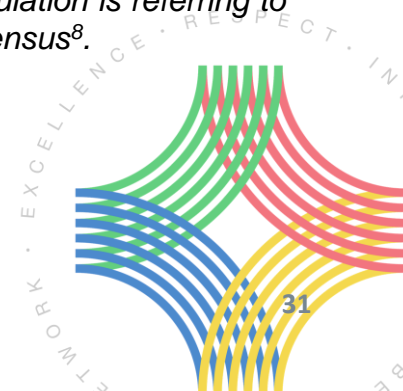
Ethnicity data was completed for 786 paid PSWs (total) (124 not stated/unknown) compared to 17 unpaid PSW (total) staff (13 not stated unknown).

The majority (73%) of paid PSWs (total) in England were white, which is lower compared to the England working age (16-69) population average of 81% in the 2021 population census. For both paid and unpaid staff 72% were white.

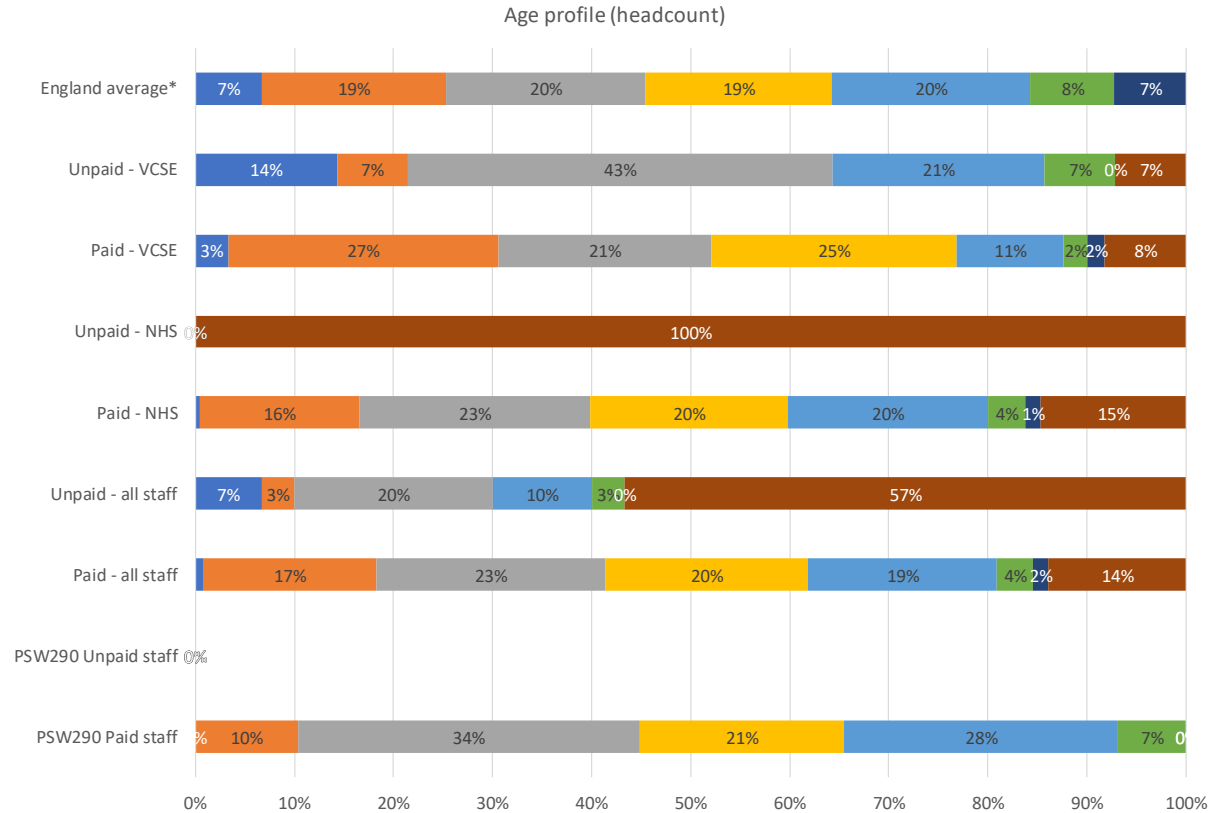
For paid PSWs (total), 3% were Asian or Asian British percentage compared to 10% in the England working age population, but the black or black British percentage was 6% compared to 4% in England working age population.

The table at the bottom of the page is the headcount numbers of the ethnicity profile of paid and unpaid staff.

**The England working age population is referring to the 2021 England population census⁸.*



Age



	PSW290 Paid staff	PSW290 Unpaid staff	Paid - all staff	Unpaid - all staff	Paid - NHS	Unpaid - NHS	Paid - VCSE	Unpaid - VCSE	England average*
Under 20	0	0	8	2	4	0	4	2	2574783
20-29	3	0	173	1	140	0	33	1	7129732
30-39	10	0	229	6	203	0	26	6	7747974
40-49	6	0	203	0	173	0	30	0	7183050
50-59	8	0	189	3	176	0	13	3	7714118
60-64	2	0	36	1	33	0	3	1	3255998
65+	0	0	15	0	13	0	2	0	2767496
Unknown	0	0	138	17	128	16	10	1	

The chart to the left shows the age profile for paid PSWs (total) for VCSE, NHS, as well as all staff.

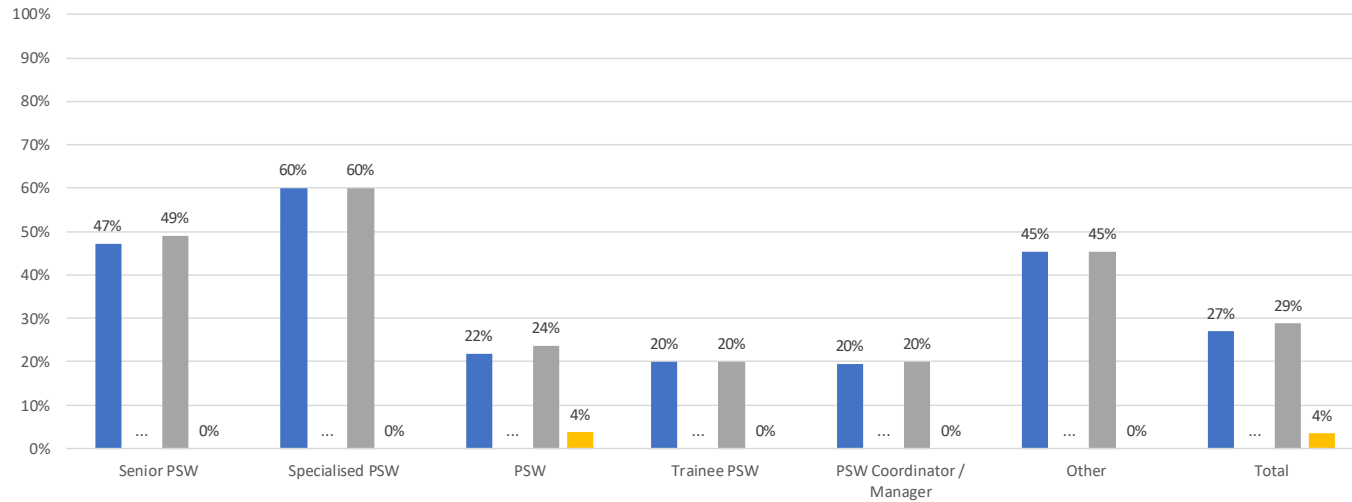
Age data was completed for 853 paid PSWs (total) (138 unknown age) compared to 13 unpaid PSW (total) staff (17 unknown age).

Two fifths (41% for paid staff and overall) of PSWs (total) were aged 39 or under which was slightly under the England working age population profile (46%). There was a lower percentage to the PSW (total) paid workforce aged 60 or over compared to the working age population at 6% compared to 15%.

*The England profile is referring to the 2021 England population census⁸.

Vacancy rate

Vacancy rate



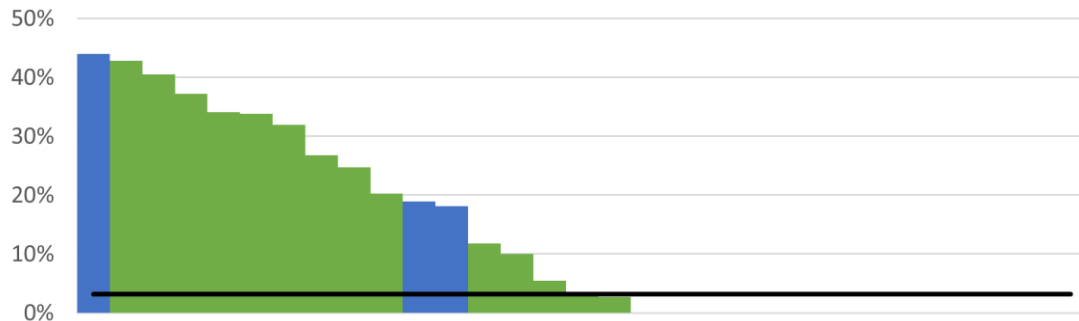
The vacancy rate reported for all PSWs (total) was 27%. This compared with 8% reported by NHS Digital¹ in March 2023 for all staff in provider Trusts in England. The calculation for vacancy rate is shown in appendix b.

The table beneath the chart refers to the number of vacancies.

The PSW (role) vacancy rate is shown in the chart below.

All staff	23.4	3.0	86.2	1.0	7.7	30.6	151.8
PSW290	0.0
NHS	23.4	3.0	84.8	1.0	7.7	30.6	150.5
VCSE	0.0	...	1.4	...	0.0	...	1.4

PSW (role) vacancy rate



NHS
VCSE

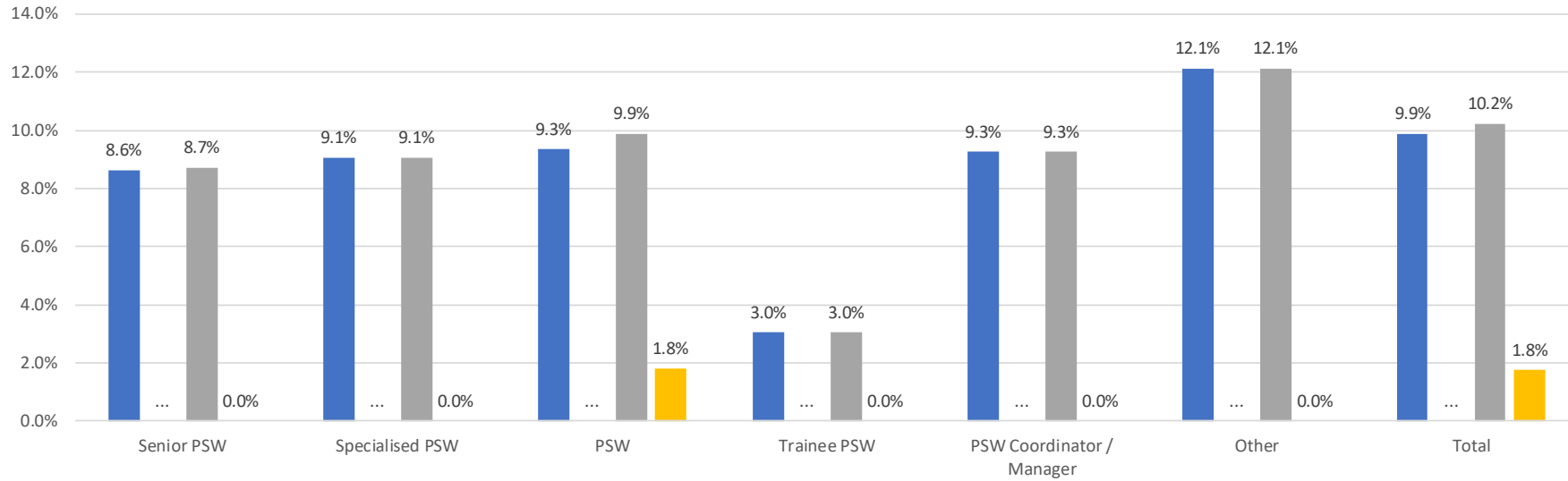
Median	
All	3.2%
NHS	10.9%
VCSE	0.0%
Selected submission	
PSW290	...

Sickness absence rate

The average sickness absence rate across all roles was 9.9% which was higher than the rate reported by NHS Digital¹ of 5.0% for all staff across the NHS in February 2023, in all organisation types. NHS Digital¹ in March 2023 for all staff in provider Trusts in England. The calculation for sickness absence rate is shown in appendix b.

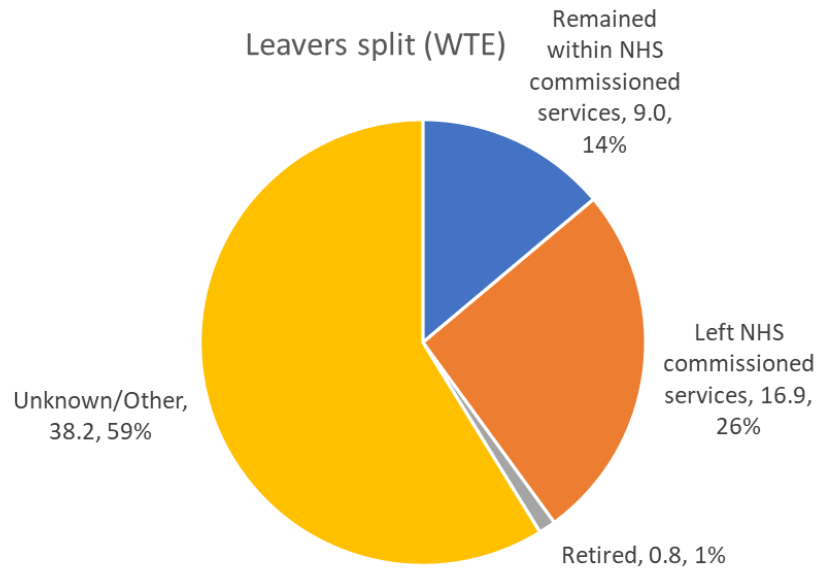
The table beneath the chart refers to the number of sickness absence days. Please note that sickness absence rate only applies to paid staff.

Sickness Absence Rate



All staff	993	251	7117	35	649	3788	12833
PSW290	0
NHS	993	251	7025	35	649	3788	12741
VCSE	0	...	92	...	0	...	92

Turnover, Leaver Profile and Progression



Limited data was completed for leavers, leaver destination and the progression of those who left their post but remained within service.

65 WTE PSW (total) staff were reported as leaving the service between 1st April 2022 and 31st March 2023, but most providers did not provide the average staff in post data to allow a turnover (leaver) rate to be calculated.

The census asked participants to provide information on where staff went when they left – remained within NHS commissioned service, left NHS commissioned services, retired or not known. Of the staff reported as leaving the service, 59% WTE had ‘unknown/other’ as a destination on leaving, 14% remained within and 26% left NHS commissioned services.

The census also aimed to capture the progression of staff who remained within NHS services regarding their new roles (PSW role, nursing role, other clinical roles, non-clinical or unknown/other). However, with under 10 WTE in this category across all submissions, analysis of this data is not appropriate.

WTE	PSW290	
	WTE	%
Remained within NHS commissioned services
Left NHS commissioned services
Retired
Unknown/Other
Total	0	

Summary of findings and conclusions



Summary of findings

This census builds on the work undertaken in the 2019. The key findings are summarised below.

Workforce overview

There were 1,018 PSWs (total; headcount) as at 31st March 2023, within the NHS (893, 88%) and VCSE (125, 12%) sectors, working in NHS commissioned services. This equated to 738.7 WTE in total with the majority in the NHS (643.4 WTE) and a smaller proportion in VCSE (95.3 WTE) organisations. There were no submissions by independent providers.

There were an extra 45.2 WTE paid PSW (total) staff from eight organisations (seven NHS Mental Health Trusts and one VCSE providers) that didn't participate in the PSW census but did participate in the NHSBN AOP project 2023¹⁰. Therefore, the total WTE was 783.9, Please note that the NHSBN AOP project 2023¹⁰ didn't include unpaid PSW (total) or headcount figures.

Approximately a third of all NHS Mental Health Trusts (18 out of 54) took part in both the 2019 and 2023 PSW censuses and for these organisations the number of PSWs (total; WTE) increased from 131 in 2019 to 407 in 2023 – a 277. increase.

The mean PSW (total, headcount) across all submissions was 20.9, and the median 9. The NHS median was 16 and the VCSE median 5. Five NHS organisations had more than 50 PSW (total), with the highest at 113. However, even within the NHS and VCSE sectors, there is variation in the number of PSW (total) working within organisations.

Service profile

The majority (64%) of organisations directly and exclusively employed or offered voluntary positions to PSW (total), 8% use a partnership model, and 28% had a mix of both models.

The majority (90%) of respondents reported that PSW (total) staff were

employed in mental health services for working age adults, 51% work in services for older adults and less than half (44%) reported that PSW (total) staff were employed in CYP mental health services.

Just over half (51%) of respondents stated that PSWs (total) had supported local recovery college models, and this reduced to 10% for VCSE compared to 80% in NHS Mental Health Trusts.

The majority (88%) of submissions reported that PSWs (total) are trained in house by their organisation, and 20% and 15% respectively had completed a university course or a further education college course. PSWs (total) may have undertaken more than one type of training. Three quarters (75%) stated that PSW (total) training was led by someone with lived experience, however this varied by organisation type (87% in NHS, 57% in VCSE).

Discipline and skill mix profile

Most (95%) PSWs (total) in England were paid (704 headcount), with 5% (35 headcount) unpaid.

Across all submissions, 72% of the PSW (total) workforce were PSWs (role), with the remainder made up of PSW coordinator/managers (7%), trainee PSWs (2%), specialised PSWs (4%) senior PSWs (11%), and other PSWs (4%). The VCSE sector has the highest proportion of trainee PSW (12%) compared to the NHS (1%).

Across all PSW (total) the highest percentage of staff were employed on band 3 (50%) which largely reflected the salary profile of peer support worker specific role who make up the majority of the workforce. Specialist and senior PSWs were mainly bands 4 and 5 (80% and 89% respectively) with 62% of PSW coordinators and managers band 6 and above.

The majority (87%) of NHS mental health trusts reported that paid staff details were held on the Electronic Staff Record (ESR) but fell to 23% for unpaid staff.

Over three quarters (79%) of respondents stated that a team manager provided supervision duties, and 88% reported that a team manager had a line management role.

At the start of employment/volunteering 76% of PSW (total) had undertaken in-house training, however, 44% of specialist PSW and 24% PSW coordinator/managers had undertaken a further education college course or university degree.

Staff contract profile

Across all submissions for all job roles, 42% of staff were full time, and just over half (54%) were part time. The lowest percentage of full-time contracts was reported by PSWs (role) (36%), the largest staff group.

Across all participants, most staff (85%) were on a permanent contract, with 10% on a fixed term and 5% on a temporary contract. Just under a third (30%) of trainee PSW staff were on a fixed term contract (three out of 10 headcount staff).

Overall, 49% of paid PSWs (total) had been in post for less than a year with 17% in post for three years or more.

Demographic profile

Across all paid PSWs (total), 40% of staff had a disability (390 staff). When a like for like comparison (based on organisations reporting to both censuses) is made, 55% of paid staff were reported as disabled in 2019 compared to 50% in 2023. For both paid and unpaid staff, 41% had a disability.

Almost half (48%) of paid PSWs (total) were aged 39 or under, in line with the working age population but was higher for the VCSE sector (57%) including 4% (4

PSWs (total)) aged under 20. The PSW (total) reported a lower percentage of staff aged 60 or over compared to the working age population at 6% compared to 15%.

Vacancy and sickness rates

The vacancy rate reported for all PSWs (total) was 27%. This compared with 8% reported by NHS Digital¹ in March 2023 for all staff in provider Trusts in England.

The average sickness absence rate across all roles was 9.9% which was higher than the rate reported by NHS Digital¹ of 5.0% for all staff across the NHS in February 2023, in all organisation types. NHS Digital¹ in March 2023 for all staff in provider Trusts in England.



Conclusions

The growth and development of the PSW workforce has formed part of national policy and is referenced in several key strategy documents.

The Mental Health Implementation Plan⁵ set out key targets for workforce growth, including within:

- Perinatal Mental Health
- Severe Mental Illness
- Problem Gambling Mental Health Support.

Targets at the end of 2022/23 for the PSW workforce were set at 3,520, increasing to 4,730 in 2023/24. The NHS Long Term Workforce Plan⁴ (LTWP) sets out an ambition to grow the workforce further to 6,500 by 2036/37 across

health services.

There is some evidence of growth in the PSW workforce but it does not fully reflect the number of PSWs trained by NHSE WT&E in 2022/23 (1500). This report provides insight into the current profile of the PSW workforce across England and these findings will support organisations to deliver against the national PSW workforce targets.

The origins of peer support work is within the VCSE sector (Peer Support: Working with the VCSE sector⁶). Further work could be focused on this sector to comprehensively capture the growth and development of the PSW workforce.

Appendix



Appendix A – Key Definitions

Definitions	
Metric	Definition
Whole time equivalent (WTE)	A measure of working time expressed as a proportion of the standard whole time working for a grade EXAMPLE - The standard hours for a nurse are 37.5 and an individual Nurse contracts to work 22 hours per week, then that employee's WTE is 22 divided by 37.5 = 0.59 WTE. If the standard hours for a full time Junior Doctor are 40 hours a week and an individual Junior Doctor contracts to work 40 hours per week, then that employee's WTE is = 1.0
In post WTE	WTE as at 31st March 2023. This includes contracted staff in post and bank and/or agency cover who were in place on this date, this should also include all staff you directly employ regardless of the location in which they work. Please only include staff employed directly by your organisation or via an agency to fill a specific role. Do not include staff employed by other organisations working within your organisation as part of a service agreement - these staff should be captured by the employing organisation.
Number of Vacancies (WTE)	The difference between the number of reported Whole Time Equivalent (WTE) permanent or fixed-term staff in post and planned workforce levels. Funded Establishment - WTE permanent or fixed term staff in post.
Funded Establishment (WTE)	Describes the authorised amount of time which may be contracted for a position. Each grade and the amount of WTE within each grade are added to calculate the Budgeted WTE for the block.
WTE sickness absence days	Total number of WTE staff sickness days including non working days. For example, a member of staff that usually works Monday to Friday and is off sick Friday through to Monday would report 4 days sickness. In line with NHS Digital definition
Total available WTE working days	Total number of contracted WTE staff days available in the period. For example, a full time member of staff would have 365 available days compared to 182.5 for a staff member working 0.5WTE. Excludes: Maternity Leave & Unpaid Leave.
Average WTE staff in post	The In Post : Whole Time Equivalent (WTE) at the start of the census period+ In Post : Whole Time Equivalent (WTE) on the last day of the census period/2 (excluding bank or agency staff)
Staff Retention WTE	Staff in post (excluding bank and agency staff) on the 1st April 2022 who were still in post on 31st March 2023.
Joiners WTE in the period	The WTE of new staff that joined the service during the period. This could include staff who both joined and left their role within the 12 month period.
Leavers (WTE) by reason	
Remained within NHS commissioned secure services	Staff who left their post between 1st April 2022 and 31st March 2023 but remained either within this or another organisation providing NHS commissioned secure services.
Left NHS commissioned secure services	Staff who left their post between 1st April 2022 and 31st March 2023 , no longer working within this or another organisation providing NHS commissioned secure services.
Retired	Staff who retired from the workforce.
Unknown/Other	WTE leaving the organisation and either the reason is not one of those above or is not known.

Appendix B - Calculations

Metric	Numerator	Denominator
Vacancy rate	Vacancies (WTE) at 31 st March 2023	Funded Establishment (WTE) at 31 st March 2023
Sickness Absence rate	Sickness absence days in 2022/23	Total available days in 2022/23

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- [1. Workforce Statistics, NHS Digital, 2023](#)
- [2. Peer Support Workers, Health Education England, 2023](#)
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- [4. NHS Long Term Workforce Plan, NHS England, 2023](#)
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- [8. England Population Census 2021, GOV.UK, 2023.](#)
- [9. NHS Long Term Plan, NHS England, 2019.](#)
- [10. *Adult and Older People's Mental Health Benchmarking 2023, NHS Benchmarking Network, 2023.](#)