29 April 2026

Request:

1. Please provide the total number of staff employed by your organisation (headcount). This should include all working patterns such as full time, part time, job share, temporary, fixed term, casual, and any other employment type.
2. How many Operational Staff (Uniformed total number) in your organisation?
3. What is the % Retained Staff in your organisation?
4. How many Occupational Health Staff (total number) employed in your organisation?
5. Are Occupational Health (OH) services in your organisation delivered In House, Outsourced to external suppliers, a Blend of both, or delivered in another way? If your model is Outsourced or a Blend, please specify which individual OH services are provided In House and which services are provided by external suppliers (e.g., physician services, counselling, physiotherapy, vaccination clinics, health surveillance, case management, etc.).
6. What is the Organisations Total spend on Occupational Health Services per year?
7. What are the main health factors driving demand for Occupational Health Services in your organisation? e.g. Mental Health, MSK. Please provide details.
8. Is your Occupational Health Service SEQOHS Accredited or are you working to achieve this accreditation?
9. Please describe the current level of demand for Occupational Health (OH) services within your organisation. This should include: (a) whether you operate waiting lists for any OH services, (b) current waiting times or backlog levels (if recorded), and (c) whether demand has increased, decreased or remained stable over the past 12–24 months. Please provide any available high-level data or commentary that explains the trend.
10. Does your organisation have a formal strategy, plan, or programme in place to change or develop the Occupational Health (OH) services it provides (for example, to increase capacity, improve service quality, modernise delivery, or reduce provision)? If yes, please provide high level details of the strategy or planned changes.
11. Would your organisation partner with a single Occupational Health Service Provider (Outsourced) to scale up services? Please provide details.
12. Does your organisation have sufficient internal capacity and capability to procure, oversee, and manage Occupational Health (OH) service contracts and suppliers? If yes, please outline the functions or teams responsible. If no, please indicate where capacity gaps exist (high level only).

13. What high level risks or considerations does your organisation typically take into account when procuring Occupational Health (OH) service contracts? Please provide general themes only (not commercially sensitive details), such as service quality, compliance, capacity, resilience, workforce needs, financial considerations, or market availability.

Response:

1. 468 (as at 31 March 2026)

2. 388

3. 40.81%

4. 7

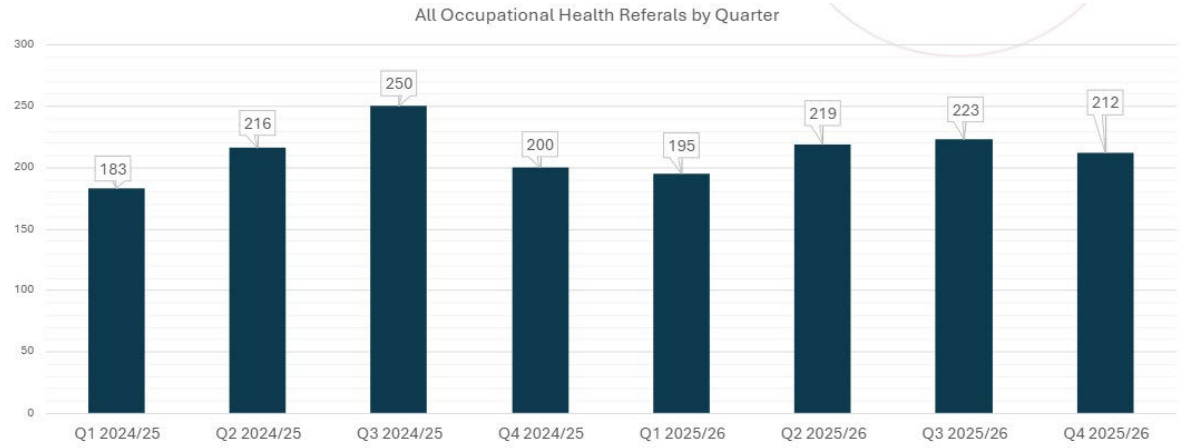
5. Blended delivery:
   - Counselling – commissioned out
   - Physio – external contract
   - Doctor – external contract
   - Other OH staff – mixture of agency and permanent staff
   - OH do not provide vaccinations

6. £1,145,839.18

7. The relevant departments have been approached within the force and I can confirm that Northamptonshire Fire and Rescue Service does not hold information relevant to your request.

8. No

9. Please find the level of referrals through to OH services below:



Waiting times are currently at 2-3 weeks for OH clinical staff and physio, and 10-12 weeks for counselling provision for our specialist service that delivers treatment for trauma and complex mental health concerns. Our Employee Assistance Programme service has no waiting lists.

10. There has been significant investment in our OH provision.

- Since 2023 NFRS have moved OH services back from a regional service to in-house provision with specialist external contracts where required.
- NFRS have invested in a psychological services contract, widening the treatment offer and support to employees.
- In May NFRS are launching a new online system to improve our OH data in order to utilise this in a more preventative way.

11. No, NFRS want to continue with a blended delivery of having an in house OH service with contracts with specialist providers when required, as described above.

12. We are fully supported by members of our commercial team to procure and oversee services and suppliers.

13. All of the above, but overall priority is the quality of service provided and specialist knowledge to ensure that services meet current workforce need. NFRS also want to ensure that we put services in place that can be flexible with the changing needs of the service, so that we can future proof the offer.

The numerical data presented in this response is an unaudited snapshot of unpublished data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Northamptonshire Fire and Rescue Service systems are designed primarily for the management of individual cases and not for the production of statistical information for Freedom of Information responses.

The figures provided therefore are our best interpretation of relevance of data to your request, but you should be aware that the collation of figures for ad hoc requests may have limitations and this should be taken into account when the data is used.

If you decide to write an article/use the enclosed data, we ask you to take into consideration the factors highlighted in this document so as to not mislead members of the public or official bodies or misrepresent the relevance of the whole or any part of this disclosed material.

APPEAL RIGHTS

If you are unhappy with how your request has been handled or you do not think the decision is correct, you have the right to ask for a review of the decision.

Prior to lodging a formal appeal you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again is to telephone the case officer. That person will be able to discuss the decision, explain any issues and assist with any problems.

Appeal

If you are dissatisfied with the handling procedures or the decision that the Service have made under the Freedom of Information Act 2000 (the Act) regarding access to information, you can lodge an appeal with the Service to have the decision reviewed.

Appeals should be made in writing within 20 days of receipt of your reply and either emailed to freedomofinformation@northants.police.uk or addressed to:

Freedom of Information Manager
Information Unit
Darby House
Darby Close
Park Farm Industrial Estate
Wellingborough
NN8 6GS

Where possible the Service will aim to respond to your appeal within 20 working days. However, meeting this time scale will depend upon the circumstances and complexity of the issue.

The Information Commissioner

After lodging an appeal with the Service, if you are still dissatisfied with the decision, you may make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make an application to the Information Commissioner please visit their website at www.ico.org.uk Alternatively, telephone or write to:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF Phone: 0303 123 1113