



Further to your information request FOI/EIR 25/26-354, please find your question and our response below.

Request:

This request relates to employee physiotherapy services (including Occupational Health Physiotherapy) provided by the council to its staff.

Service Delivery Model:

Does the Council currently deliver employee physiotherapy services (including Occupational Health Physiotherapy) in-house or through an externally commissioned provider?

Current Provider Details:

If the service is externally commissioned, please provide the name of the current provider and the duration of their contract (including start and end dates, and any extension options).

Referral and Triage Process:

How are employee referrals for physiotherapy triaged (e.g. direct line manager referral, occupational health, online form)?

Is triage completed internally or outsourced to the provider?

How many referrals in the last 12 months or last full year of MI?

Digital Systems / Case Management Tools:

Does the Council use any digital system or online portal for managing referrals, appointments, or management reporting (e.g. an online referral portal, HR case management system, or occupational health platform)?

If so, please specify the name of the system and whether it is operated by the provider or the Council.

Session Delivery:

What proportion of physiotherapy sessions are delivered:

- In person
- Via secure video call
- Via telephone consultation

Average Sessions Per Case:

On average, how many physiotherapy sessions are provided per employee (including assessment and follow-up appointments)?

Self-Managed vs Assisted Treatment Plans:

What proportion of cases result in self-managed treatment plans (e.g. exercise videos or online programmes) compared to assisted treatment (hands-on therapy)?

Performance and Reporting:

What Key Performance Indicators (KPIs) or management information are routinely collected to monitor physiotherapy service performance?

(e.g. referral turnaround times, attendance rates, discharge outcomes, employee satisfaction, etc.)

Price and Costing:

What is the current annual budget for occupational physiotherapy services and/or the average cost per physiotherapy session (including triage, assessment, and treatment)?

Optional / Educational Services:

Does the Council offer any additional musculoskeletal education, wellbeing sessions, or webinars (e.g. back care, posture, or early intervention workshops)?

If yes, are these delivered internally or by the provider?

Contractual and Procurement Details:

When is the current contract due to expire or be retendered?

If available, please provide the procurement reference number or link to the most recent tender notice.

Is there a planned tender for this service within the next 12 months?

Response:

East Cambridgeshire District Council does not deliver employee physiotherapy services.

This concludes your request FOI/EIR 25/26-354.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.