

Freedom of Information Request **20 189**

Our Reference: FOI 20 189 / AA / LP
Name:
Date: 4th November 2020
Address:

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

I am writing to you under the Freedom of Information Act 2000 to request the following information.

Please can you tell me:

1. The number of calls made to your Trust's urgent mental health helpline in the following months:

Humber Teaching NHS Foundation Trust ("the Trust") can advise as follows:

- a. January 2019 - Data not available (The Trust did not have facility to track individual call centres)
- b. February 2019 - Data not available (The Trust did not have facility to track individual call centres)
- c. March 2019 - Data not available (The Trust did not have facility to track individual call centres)
- d. April 2019 – 5,259
- e. May 2019 – 6,710
- f. June 2019 - Incomplete data (recording issue from portal)
- g. July 2019 – 6,863
- h. August 2019 – 5,069
- i. September 2019 – 5,375

- j. January 2020 - Incomplete data (recording issue from portal)
- k. February 2020 – 4,989



l. March 2020 – 4,532

m. April 2020 – 7,359

n. May 2020 – 6,360

o. June 2020 – 7,158

p. July 2020 – 6,637

q. August 2020 – 6,416

r. September 2020 – 6,412

2. What age range does this service cover?

The service covers all ages and anyone requiring the service will be directed to the relevant crisis team, as follows:

Under 18 – Child and Adolescent Mental Health Service (CAMHS)

Working age adults – Mental Health Response Service (MHRS)

Older adults – Crisis and Intervention Team for Older People (CITOP)

3. Please specify opening hours of helpline.

The service is open 24 hours a day, seven days per week.

4. Was this service extended in response to the coronavirus pandemic?

For example, opening hours extended or additional staff to help.

The Trust did not extend the service internally in response to the Coronavirus pandemic but the service commission a 24/7 support, guidance and signposting line through the third sector.

Kind regards,

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<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>



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