

Information Governance

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12 January 2023

Our reference: FOI DA4413

I am responding to your request for information received **17th October 2022**. I am sincerely sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Shuchi Joshi
Senior Information Governance Coordinator – Information Rights

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Chair: Eileen Taylor

Request: I would like to find out the following information about the services that you are commissioned to deliver in Luton to people under the age of 18 who are experiencing emotional distress and/or who are at risk of attempting suicide:

Question 1: Inclusion/exclusion criteria

Answer: 0-18 years old. The Trust has a stepped model of care, based on the national iTHRIVE model:

- First step care - Giving Advice and Early Getting Help - mild to moderate mental health difficulties - our schools based and GP based service- brief therapeutic support, advice and training for schools
- Second step care - Later Getting Help and Risk Support - moderate to severe mental health difficulties - our multi-disciplinary teams offering medium term support. Included is a team supporting children with learning difficulties and autism.

A crisis team/response for young people needing urgent mental health support - over extended hours evenings and weekends.

Question 2: How the service is accessed, i.e. open access, self-referral, third party referral

Answer: The Trust has an open access policy and we accept referrals from many sources including Schools, GPs, self referrals, parents, third party, etc. Referrals are logged and screened for risk. They are triaged within 4 days of arriving and they are discussed at an MDT meeting twice week. The outcome of the meeting is communicated to the referee within 5 days after that.

Question 3: Channels of support, e.g. telephone, email, text, webchat, face-to-face, and types of location if face-to-face

Answer: The Trust offers appointments via telephone, web chat or face to face. Clinicians often communicate with clients via email or text as well but these are not used to conduct a session.

Question 4: Opening hours/availability

Answer: 9.00 am – 5.00pm Monday to Friday

Question 5: Type of support provided, i.e. structured therapeutic counselling, peer support, helpline

Answer: Various individual therapy modalities are provided: individual, with families, and group-format therapy - for children, young people and parents.

Our schools service and GP service both have dedicated helplines for, respectively, school and primary care staff - office hours.

We have a general helpline to a Clinician of the Day which operates during office hours and a crisis line which operates 24/7. There is also a crisis team working along extended hours (early morning to late evening, and weekends), supported by psychiatry on-call, available at hospital for young people in acute mental health crisis.



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The Trust has an active young people's user participation group, with young people actively involved in service developments, recruitment of staff, etc.

Question 6: If support is provided to parents or carers

Answer: East London NHS Foundation Trust CAMHS team support families, including parents and carers - individual, as co-parents, with their child, in group format with other parents/carers. Any therapeutic goals are explicitly co-produced with parents/carers and their children - age appropriately.

We also hold a variety of parent/carer psychoeducation sessions in the community on a range of mental health topics and hold trainings for foster carers.

Question 7: Length of support offered

Answer: The average length of support offered is 40 weeks from referral to discharge.

Question 8: If the support is provided by paid employees, freelance/contract staff, volunteers.

Answer: Support is provided by paid employees, agency staff and contract staff.

Question 9: Intended outcomes for the service

Answer: The intended outcomes for the service is to improve the mental health and wellbeing of children and young people receiving our support, contributing to their overall better functioning in their lives.

In our schools services, we also work with schools, so that they can by training consultation and support, support and include the young people struggling in their mental health in their education.

Question 10: Number of people under 18 that can be supported i) at any one time and/or ii) in any given twelve month period

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

The Trust does record the capacity of the service at any one time or during a twelve month period. The Trust does not hold the information requested and is therefore unable to disclose it to you.

Question 11: Where relevant, number of people under 18 that have been referred to the service in the most recent reporting period (quarter or year)

Answer: 183 children and young people were referred to the service in the last quarter (Q2 22/23).

Question 12: Number of people under 18 supported in the most recent reporting period (quarter or year)

Answer: 1383 children and young people were supported by the service in the last quarter (Q2 22/23).



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Supported has been interpreted as how those who have had one contact with staff in the last quarter.

Question 13: Safeguarding policy

Answer: The Trust has reviewed question 13 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2022-09/Safeguarding%20Children%20Policy%207.1.pdf>

Question 14: Confidentiality policy

Answer: The Trust has reviewed question 14 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/r_data_protection_confidentiality_policy_v1.1_-version_2.pdf

Question 15: Position statement on self-determination, decision making and choice

Answer: We co-produce our therapy goals with young people and their families, and monitor progress along the way, adjusting goals and aims they might have, along the way dynamically. Young people and families have a choice on what they think they need, and any offer is co-produced with the clinician. Service users, both young people, and increasingly, parents, are involved in service developments, recruitment of staff (they sit on all interview panels of clinical staff), helping to assess and review our services, and helping with how we can improve our offer that fits the needs locally.

Parents and young people can self-refer, giving them the choice to ask for and receive help, and that therapy and any goal setting is agreed collaboratively with the clinician.



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