

Information Governance

Charter House
7 Alma Street
Luton
LU1 2PJ

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

21 December 2022

Our reference: FOI DA4367

I am responding to your request for information received **14th September 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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Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request:

Question 1: What date did your mental health crisis helpline become operational? Please give a date for both the adult crisis line and crisis line for children and young people if separate.

Answer: Please see table below:

Area	Operational Start Date
Bedfordshire and Luton – all ages	June 2020
Newham – adults	November 2017
Newham – Children and Young people	May 2020
City and Hackney – all ages	July 2016
Tower Hamlets – all ages	October 2018

Question 2: How many calls did you receive to your mental health crisis line in the following financial years. If separate, please break down the figures for each year by calls to an adult crisis line and calls to a crisis line for children and young people.

Answer: Please see table below:

Years	Tower Hamlets	Newham	Bedford and Luton	City and Hackney
2019/2020	7125	Information not recorded for this period as the current system only came into place in April 2020. Prior to that the service was not managed through a dedicated phone system	Not applicable	22874
2020/2021	11000	22,450 (Children and Young People included from May 2020)	7523 (June 2020 March 2021)	29337
2021/2022	14378	34,939	15930	25426

Question 3: How many calls to your mental health crisis line were abandoned in the following financial years. If separate, please break down the figures for each year by calls to an adult crisis line and calls to a crisis line for children and young people.

Answer: Please see table below:

Years	Tower Hamlets	Newham	Bedford and Luton	City and Hackney
2019/2020	Information not recorded for this period	Information not recorded for this period	Information not recorded for this period	This information is not recorded by the system provider.
2020/2021	2830	2469 - from May 2020 (Please note we are unable to separate between adults and children as calls come through to one number)	Information not recorded for this period	This information is not recorded by the system provider.
2021/2022	2648	5167 (Please note we are unable to separate between adults and children as calls come through to one number)	1366	This information is not recorded by the system provider.



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Question 4: In seconds, what was the average time taken to answer calls to your mental health crisis line in the following financial years. If separate, please break down the figures for each year by calls to an adult crisis line and calls to a crisis line for children and young people.

Answer: Please see table below:

Years	Tower Hamlets	Newham	Bedford and Luton	City and Hackney
2019/2020	57	Information not recorded for this period	Information not recorded for this period	This information is not recorded by the system provider.
2020/2021	74	Information not recorded for this period	Information not recorded for this period	This information is not recorded by the system provider.
2021/2022	56	78 (September 2021 - March 2022). Please note this data was not recorded pre September 2021. Please also note we are unable to separate between adults and children as calls come through to one number)	101 seconds	This information is not recorded by the system provider.

Question 5: In seconds, what was the maximum time taken to answer a call to your mental health crisis line in the following financial years. If separate, please break down the figures for each year by calls to an adult crisis line and calls to a crisis line for children and young people.

Answer: Please see table below:

Years	Tower Hamlets	Newham	Bedford and Luton	City and Hackney
2019/2020	77	Information not recorded for this period	Information not recorded for this period	This information is not recorded by the system provider.
2020/2021	95	Information not recorded for this period	Information not recorded for this period	This information is not recorded by the system provider.
2021/2022	86	Technical issue – information not recorded.	4980	This information is not recorded by the system provider.

If the following questions cannot be answered within the 18 hour time limit, please answer only questions 1 to 5.



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Question 6: How many crisis line call handlers were in post on 1 April 2022, across both adult and child/young people helplines? (If data for 1 April 2022 is not available, please provide figures correct at the time of responding to this request).

Answer: Please see table below:

Area	Crisis line call handlers – at the time of responding to this request
Bedfordshire and Luton – all ages	Ten
Newham – adults	Two across both services. Please note the Trust does not have a dedicated crisis line team as the crisis line is integrated with other crisis pathway functions.
Newham – Children and Young people	
City and Hackney – all ages	The Trust has two staff members during the day and one staff member during the night to respond to crisis calls.
Tower Hamlets – all ages	Fourteen

Question 7: How many of those in question 6 were qualified mental health professionals? For example, they might have a Registered Mental Health Nurse Diploma or degree or relevant professional qualification.

Answer: Please see table below:

Area	Qualified mental health professionals from the response to question 6
Bedfordshire and Luton – all ages	Ten
Newham – adults	Two across both services. Please note the Trust does not have a dedicated crisis line team as the crisis line is integrated with other crisis pathway functions.
Newham – Children and Young people	
City and Hackney – all ages	Three
Tower Hamlets – all ages	Twelve



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