

**Information Governance**

Robert Dolan House  
9 Alie Street  
London  
E1 8DE

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

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

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**Our reference: FOI DA4558**

I am responding to your request for information received 25 January 2023. 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,



Keshia Harvey  
Information Governance Manager

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](http://www.ico.org.uk)

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We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:** Please could I request the following information Under the Freedom of Information Act:

**Question 1:** The number of calls your NHS mental health trust received on its urgent mental health helpline for each month of the years i) 2022, ii) 2021, iii) 2020

**Answer:** Please see table below:

	2020	2021	2022
<b>January</b>	830	6391	8851
<b>February</b>	743	5637	7999
<b>March</b>	882	7224	8623
<b>April</b>	2581	6796	7999
<b>May</b>	2689	6718	9043
<b>June</b>	5436	7211	7047
<b>July</b>	6160	8061	6334
<b>August</b>	5870	7820	6597
<b>September</b>	5573	7634	6058
<b>October</b>	5923	7432	6125
<b>November</b>	5534	8017	6403
<b>December</b>	6105	7365	5661

Please note, some services did not open until June 2020. In addition, data was manually collated until March 2021.

**Question 2:** The number of referrals made for a face to face assessment after someone called your urgent mental health helpline by your NHS mental health trust for each month of the years i) 2022, ii) 2021, iii) 2020

**Answer:** Please see table below:

	2020	2021	2022
<b>January</b>	72	198	276
<b>February</b>	89	255	284
<b>March</b>	76	413	295
<b>April</b>	102	346	226
<b>May</b>	123	322	207
<b>June</b>	205	362	192
<b>July</b>	317	298	224
<b>August</b>	320	289	201
<b>September</b>	264	285	190
<b>October</b>	301	274	187
<b>November</b>	253	288	234
<b>December</b>	272	275	188

Please note, some localities are not able to break down the means of an appointment following a call to an urgent mental health helpline and these figures may include telephone assessments.



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