

**Information Governance**

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24 August 2023

**Our reference: FOI DA4849**

I am responding to your request for information received 24 July 2023. I am 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,

Information Rights Coordinator

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**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:** I would like to request the following under the Freedom of Information Act:

**Question 1:** a) A copy of your current protocol for managing high intensity service users (meaning people with complex mental health difficulties who frequently present to services)

**Answer:** Please see Appendix 1, Appendix 2, Appendix 3 attached.

**b) If any changes have been made to this protocol in the last 18 months, please provide the previous version(s), with dates they were in use.**

**Answer:** Please see Appendix 4 attached.

**c) The date the current protocol was introduced.**

**Answer:** City & Hackney – April 2023

Newham – Oct 2022

Tower Hamlets - March 2018

**d) The number of service users currently supported under this protocol.**

**Answer:** Currently, there are 114 services under this protocol.

**Question 2:** a) A copy of your current protocol for multi-agency working, including with the police, in relation to high intensity service users (meaning people with complex mental health difficulties who frequently present to services).

**Answer:** Please see Appendix 1, Appendix 2, Appendix 3 attached.

**b) If any changes have been made in the last 18 months, please provide the previous version(s), with dates they were in use.**

**Answer:** Please see Appendix 5 attached.

**c) A copy of the current template for drafting multi-agency crisis response plans relating to high intensity service users (meaning people with complex mental health difficulties who frequently present to services).**

**Answer:** Please see Appendix 6, Appendix 7 and Appendix 8 attached.

**d) If any changes have been made to this multi-agency crisis response plan template in the last 18 months, please provide the previous version(s), with dates they were in use.**

**Answer:** Not applicable.

**Question 3:** Figures for the numbers of high intensity service users (meaning people with complex mental health difficulties who frequently present to services) who have been affected by the below.

**a. Please give an overall figure From a) May 2021 to Feb 2023 and b) from March 2023 to present:**

**Answer:** The Trust has reviewed question 3a of your request for information under the Freedom of Information Act (FOI) 2000.



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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.*

Although East London NHS Foundation Trust captures information on the number of patients identified as on enhanced programme, the Trust is not able to identify complex mental health difficulty and is therefore unable to provide a response.

**b. a breakdown by each category below for two separate time frames:**

- i. Behaviour contracts**
- ii. Community behaviour orders**
- iii. Police caution**
- iv. Arrest**
- v. Criminal prosecutions**

Answer: The Trust has reviewed question 3b of your request for information under the Freedom of Information Act (FOI) 2000.

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.*

East London NHS Foundation Trust's systems do not capture this information and the Trust is therefore unable to provide a response.



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