

Information Governance

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10 April 2024

Our reference: FOI DA5259a

I am responding to your request for information received 26 March 2024. 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
Senior Information Governance Manager - Compliance

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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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: Thanks for your response.

To clarify, could I please the number of daily calls to all of these helplines from May 2020 onward?

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

Answer: Please see appendix 1 attached.

Please note, only the last year of data is held by the Trust for adult crisis lines, tab 1.

The data for Newham children and young people is not recorded in the way requested and the Trust is therefore unable to provide the information.



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Original Request:

Question 1: I would like to know the number of daily calls made to the NHS urgent mental health helpline at your Trust since the helpline was established in May 2020.

Clarification: I refer to these helplines "<https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>" and also described here "<https://www.england.nhs.uk/mental-health/case-studies/crisis-mental-health-case-studies/24-7-urgent-mental-health-helplines-available-across-the-country/>" which states "As part of their response to the pandemic, all NHS mental health trusts in England opened crisis lines in May 2020."

Clarification: I refer to "local NHS urgent mental health helpline in England
NHS urgent mental health helplines are for people of all ages in England.
You can call for:

- 24-hour advice and support for you, your child, your parent or someone you care for
- help speaking to a mental health professional
- an assessment to find the right care for you"

Answer: The Trust is unable to establish what crisis line referred to in your request. The Trust set up crisis lines in:

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

However, it is unclear whether these were in direct response to the pandemic.

If there is a specific telephone number you are requesting information for, please get in touch.



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