



East London

NHS Foundation Trust

Information Governance

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21st May 2026

Our reference: FOI DA6594

We are responding to your request for information received 28th April 2026. This has been treated as a request under the Freedom of Information Act 2000.

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

Yours sincerely,

FOI Team

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

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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: A list of all services/pilots/programmes provided by your organisation that offer support, assessment or intervention to young people (aged 25 years or under) within 24 hours of a self-harm episode (defined according to NICE 2022: intentional self-poisoning or injury, irrespective of the apparent purpose).

For each service identified, please provide (where available):

- Service name
- Brief description of the service (e.g., aim and objectives)
- Eligibility criteria (including age)
- Access routes (e.g., telephone, walk-in service, referral from A&E/GP)
- Service setting (e.g., online, community-based, hospital-based)
- Availability (days and hours of operation)
- Geographic area covered

Answer: East London:

Service type	Brief description (aim & objectives?)	Eligibility (incl age)	Access routes (e.g., telephone, walk-in service, referral from A&E/GP)	Setting (e.g., online, community-based, hospital-based)	Availability (days and hours of operation)	Geographic area
Liaison Psychiatry / Psychiatric Liaison Services	Provides urgent mental health assessment and support for people presenting to acute hospitals, including following self-harm or overdose.	Adults, including 18–25 year olds, presenting at acute hospital settings.	Usually via A&E / acute hospital referral.	Hospital-based.	Available through acute hospital urgent care pathways.	Local acute hospital sites covered by ELFT adult mental health services. For East London, City & Hackney, Newham and Tower Hamlets boroughs. But also provide support to any out of area presentation.
Mental Health Crisis Line	24/7 telephone support, triage and advice for people experiencing mental health crisis, including following self-harm. Can arrange onward referral where required.	Adults, including 18 and over, subject to local pathway criteria.	Telephone self-referral, carers, professionals.	Telephone based	24 hours a day, 7 days a week.	North East London: Barking & Dagenham, Havering, Redbridge, Waltham Forest, Newham, Tower Hamlets, City & Hackney
Home Treatment Teams	Provide urgent assessment and intensive short-term support as an alternative to admission, where clinically appropriate.	Adults, including 18 and over, experiencing mental health crisis.	Referral from crisis lines, A&E, GP, community teams, emergency services or other professionals depending on local pathway.	Community-based / home treatment.	Urgent/crisis pathway availability; local operating hours may vary.	ELFT adult mental health boroughs. For East London, City & Hackney, Newham and Tower Hamlets boroughs.
Crisis assessment / urgent mental health services	Local urgent assessment for adults in mental health crisis, including those presenting with self-harm risk.	Adults, including 18 and over, subject to local referral criteria.	Referral through urgent care, crisis line, A&E, GP or professional referral routes.	Community or hospital-linked depending on locality.	Local arrangements vary.	ELFT adult mental health boroughs. For East London, City & Hackney, Newham and Tower Hamlets boroughs.

Bedford and Luton:

Service name	Bedford Psychiatric Liaison Service	Luton Psychiatric Liaison Service
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Brief description of the service (e.g., aim and objectives)	To provide input and/or assessment for service users that have presented to the acute hospital and have mental health needs	To provide input and/or assessment for service users that have presented to the acute hospital and have mental health needs
Eligibility criteria (including age)	Over the age of 18 years old, out of hours 8pm – 9am will support those 16 and over.	Over the age of 18 years old, out of hours 8pm – 9am will support those 16 and over.
Access routes (e.g., telephone, walk-in service, referral from A&E/GP)	Referrals from hospital team from all wards.	Referrals from hospital team from all wards.
Service setting (e.g., online, community-based, hospital-based)	Bedford North wing Hospital	Luton and Dunstable Hospital
Availability (days and hours of operation)	24/7 365 days a year	24/7 365 days a year
Geographic area covered	Specific to hospital site	Specific to hospital site

Service name	Luton and South Bedfordshire Crisis Team	Bedford and North Bedfordshire Crisis Team
Brief description of the service (e.g., aim and objectives)	The Crisis Resolution/Home Treatment (CRHT) teams work with a group of patients, who, without this support, would need to be admitted to hospital, or who cannot be discharged from hospital without intensive support. The service enables patients who are in crisis, and not able to function at their normal level, to be supported in their own homes.	The Crisis Resolution/Home Treatment (CRHT) teams work with a group of patients, who, without this support, would need to be admitted to hospital, or who cannot be discharged from hospital without intensive support. The service enables patients who are in crisis, and not able to function at their normal level, to be supported in their own homes.
Eligibility criteria (including age)	Over the age of 18 years old	Over the age of 18 years old
Access routes (e.g., telephone, walk-in service, referral from A&E/GP)	Self referrals, carers, GP referrals, mental health inpatient wards, mental health teams	Self referrals, carers, GP referrals, mental health inpatient wards, mental health teams
Service setting (e.g., online, community-based, hospital-based)	Community based service with an office based that appointments can also be offered.	Community based service with an office based that appointments can also be offered.
Availability (days and hours of operation)	24/7 365 days a year	24/7 365 days a year
Geographic area covered	Luton, Dunstable, south central Bedfordshire	Bedford and north central Bedfordshire.

Service name	Mental Health Crisis Line
Brief description of the service (e.g., aim and objectives)	To provide immediate triage and assessment of the needs presented to the service by the caller.
Eligibility criteria (including age)	Ageless service
Access routes (e.g., telephone, walk-in service, referral from A&E/GP)	Self referral via 111 Mental Health Option
Service setting (e.g., online, community-based, hospital-based)	Telephone service
Availability (days and hours of operation)	24/7 365 days a year
Geographic area covered	All of Bedfordshire and Luton

Service name	MIND recovery lounges
Brief description of the service (e.g., aim and objectives)	To aid in their mental health recovery, help to prevent their mental health worsening or seek support if experiencing severe mental distress. A supportive and safe environment where you can decompress, take some quiet time, speak, and connect with others A one-to-one session with a trained mental health worker Support to identify positive mental health coping strategies, including goal and safety plans Advice and guidance about other support services available in your area and nationally
Eligibility criteria (including age)	Over 18



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Access routes (e.g., telephone, walk-in service, referral from A&E/GP)	Walk in service, no appointments needed
Service setting (e.g., online, community-based, hospital-based)	Based at various sites across Bedfordshire
Availability (days and hours of operation)	<i>Each site is open 5pm – 11pm on their dedicated day 365 days a year.</i>
Geographic area covered	MONDAY The Lighthouse, Whichellos Wharf, The Elms, Stoke Road, Leighton Buzzard LU72TD TUESDAY The Lighthouse, Whichellos Wharf, The Elms, Stoke Road, Leighton Buzzard LU72TD WEDNESDAY Luton Wellbeing Centre, Dumfries Street, Chapel Langley, Luton LU1 5BP THURSDAY Bedford Wellbeing Centre, 3A Woburn Road, Bedford MK40 1EG FRIDAY The Lawns Mental Health Resource Centre, The Baulk, Biggleswade SG18 0PT SATURDAY Luton Wellbeing Centre, Dumfries Street, Chapel Langley, Luton LU1 5BP SUNDAY Florence Ball House, Kimbolton Road, Bedford MK40 2PU

CAMHS:

The Trust does not routinely categorise services specifically by a defined “within 24 hours of a self-harm episode” response standard.

For the purpose of this response, we have interpreted the request to include services that provide urgent or crisis mental health assessment, triage, or intervention for individuals aged 17 and under, including presentations involving self-harm:

- Bedford & Luton County wide Integrated Crisis / Home Treatment Pathway (CAMHS Crisis Service)
- CAMHS Home Treatment/Intensive Support Team
- East London County Wide CAMHS DBT Service

Service name	Bedford & Luton County wide Integrated Crisis / Home Treatment Pathway (CAMHS Crisis Service)	East London County Wide Integrated Crisis / Home Treatment Pathway (CAMHS Crisis Service)	East London County Wide CAMHS DBT Service
Brief description of the service (e.g., aim and objectives)	Provides rapid crisis response, assessment, and short-term intensive intervention for young people presenting with acute mental health risk (including self-harm), with a focus on: Fast access to care Risk management within the community Diversion from A&E and acute paediatrics where clinically appropriate Prevention of inpatient admission where possible Operates within the “getting risk support” quadrant, working across system partners to manage escalation and prevent deterioration.	Provides rapid crisis response, assessment, and short-term intensive intervention for young people presenting with acute mental health risk (including self-harm), with a focus on: Fast access to care Risk management within the community Diversion from A&E and acute paediatrics where clinically appropriate Prevention of inpatient admission where possible Operates within the “getting risk support” quadrant, working across system partners to manage escalation and prevent deterioration.	The DBT team will provide comprehensive DBT treatment. A high intensity, effective; evidence-based psychological treatment for adolescents with traits of an emerging BPD, including self-harm and suicidality. The DBT team will ensure that young people with traits of emerging BPD will receive effective, evidence-based care in an appropriate setting, which helps them to engage in community-based intervention targeting reduction in self-harm and suicidality. The team will offer DBT consultation, assessment and treatment across Newham, City & Hackney and Tower Hamlets. Full treatment will



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			comprise 8 months to a year-long treatment and includes weekly individual therapy sessions, weekly multifamily skills groups (for the young person and parent/carers) and access to telephone skills coaching 9-5 for skills generalisation.
Eligibility criteria (including age)	Young people up to 17 years. Presenting in mental health crisis, including self-harm or high-risk presentations Includes: -Those presenting at acute hospitals (A&E / paediatrics) -Those identified via internal CAMHS pathways with escalating risk -Young people detained under Section 136 (where clinically indicated)	Young people up to 17 years. Presenting in mental health crisis, including self-harm or high-risk presentations Includes: -Those presenting at acute hospitals (A&E / paediatrics) -Those identified via internal CAMHS pathways with escalating risk -Young people detained under Section 136 (where clinically indicated)	YP aged between 13-17 years of age, with 2 or more episodes of self-harm or suicidal behaviours in the last 6 months. The focus is on young people presenting with suicidal ideation and self-harm, in the context of pervasive emotional dysregulation.
Access routes (e.g., telephone, walk-in service, referral from A&E/GP)	-A&E / acute hospital presentations (Bedfordshire Hospitals NHS FT) -Internal CAMHS pathway referrals (risk escalation) -Primary care referrals -NHS 111 (Option 2 mental health line) -Emergency Duty Team (EDT) -Police (including S136 detentions)	-A&E / acute hospital presentations -Internal CAMHS pathway referrals (risk escalation) -Primary care referrals -NHS 111 (Option 2 mental health line) -Emergency Duty Team (EDT) -Police (including S136 detentions)	Referral from community teams, HTT and/or inpatient unit, while having community CAMHS care coordinator
Service setting (e.g., online, community-based, hospital-based)	Hospital-based (A&E, paediatrics, S136 assessments) Community-based (home treatment / outreach) System-wide partnership working (including police and EDT)	Hospital-based (A&E, paediatrics, S136 assessments) Community-based (home treatment / outreach) System-wide partnership working (including police and EDT)	Community based
Availability (days and hours of operation)	7 days per week 09:00 – 21:00	24 hours	Monday to Friday 9-5
Geographic area covered	Primarily Bedfordshire Also includes out-of-area presentations (e.g. Hertfordshire, Buckinghamshire) when presenting to local acute hospitals	City and Hackney, Newham and Tower Hamlets Also includes out-of-area presentations when presenting to local acute hospitals	City and Hackney, Newham and Tower Hamlets



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