

Information Governance & Records Management Department

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 33839 under the Freedom of Information Act 2000 regarding: -

Call Figures

Your request is set out below:

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.

April 2020 (18 years + adult line)

In April 2020, NHS England instructed all mental health telephony services to be 24/7 to enable support during COVID-19.

The urgent mental health helpline (formerly single point of access), has been in operation for six years in total. The service originally accepted referrals from GPs for clients whose patients required secondary mental health services.

The service now accepts self-referrals and referrals from carers, family and third sector organisations.

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.
 - a) 2019/20 - **45,261**
 - b) 2020/21 – **49,121**

c) 2021/22 – **24,204**

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.

a) 2019/20 – **15,943**

b) 2020/21 – **21,559**

c) 2021/22 – **2,652**

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.

a) 2019/20 – **this was not required to be recorded at this time.**

b) 2020/21 - **this was not required to be recorded at this time.**

c) 2021/22 – **980 seconds**

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.

a) 2019/20 - **this was not required to be recorded at this time.**

b) 2020/21 - **this was not required to be recorded at this time.**

c) 2021/22 – **3611 seconds**

The number 3611 seconds shows the total time taken to answer all 2,652 calls during the period 2021- 22. By this we mean the total time all 2,652 calls waited to have their call answered.

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).

14 call handlers were in post on 01/04/2022.

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.

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Our call handlers are trained to handle the calls they receive. Each call handler used the agreed script and the questions are marked according to the answered given to ascertain risk. This will indicate where calls needed to be handled by a qualified member of staff. Each handler is supported by qualified registered mental health nurses, who sit with the call handlers and are able to take over the call if required.

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department