

4 August 2021

Information Rights & Compliance Team
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Our Ref: FOI/03779

Thank you for your request concerning Number of Calls to our MH Helpline.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. **The number of calls made to your Trust's urgent mental health helpline in the following months:**
 - a. January 2019
 - b. February 2019
 - c. March 2019
 - d. April 2019
 - e. May 2019
 - f. June 2019
 - g. July 2019
 - h. August 2019
 - i. September 2019

 - j. January 2020
 - k. February 2020
 - l. March 2020
 - m. April 2020
 - n. May 2020
 - o. June 2020
 - p. July 2020
 - q. August 2020
 - r. September 2020

Please see attached. Under S16 – Duty to provide advice and assistance - we have provided you with numbers up to and including May 2021.

2. **What age range does this service cover?**

The service covers all age ranges - children, young people, adults aged 18 to 64 and older people.

3. **Please specify opening hours of helpline.**

The Service is open 24/7 on a free phone number.



4. Was this service extended in response to the coronavirus pandemic? For example, opening hours extended or additional staff to help.

The 24 hour model was always in existence but it has been further integrated with our Single Point of Access and Crisis Services to respond more effectively to increased demand.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

