

11 November 2022

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Our Ref: FOI/04436

Thank you for your request concerning Mental Health Helpline.

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

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.

In Hertfordshire a Single Point of Access (SPA) has been operational since 2012 and takes all contacts across crisis; adult, young people, older people and learning disability. Over time the SPA has expanded further taking calls via NHS 111 option 2 for crisis on a freephone number as well as integrating with Crisis First Response and Children Crisis Assessment and Treatment Team (CCATT). Contacts are taken via telephone, electronic referrals, portal referrals and live webchats. Referrals are also undertaken from urgent care i.e. ambulance services. The helpline is operational 24 hours a day, 7 days a week for both children and adults/older people.

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.

	Number of calls received
a) 2019/20	100,579
b) 2020/21	100,428
c) 2021/22	104,342

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.

	% of calls waiting over 60 Seconds
a) 2019/20	20.74
b) 2020/21	19.32
c) 2021/22	19.01

CAVEAT: Calls that have been waiting for over 60 seconds are classed as abandoned and not necessarily 'true abandoned'

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.

	Average time taken to answer a call
a) 2019/20	Currently we are unable to provide the annual average time taken to answer a call because this information is not recorded in a reportable manner. Our telephony system only provides daily levels of ASA – average speed to answer.
b) 2020/21	
c) 2021/22	

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.

	Maximum time taken to answer a call
a) 2019/20	Currently we are unable to provide the maximum time taken to answer a call because this information is not recorded in a reportable manner. Our telephony system only provides daily levels.
b) 2020/21	
c) 2021/22	

If the following questions cannot be answered within the 18 hour time limit, please answer only questions 1 to 5.

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).

SPA is an integrated service, that has Band 4 Referral Advisors trained for undertaking contacts for Mental Health/Crisis. They are non-qualified but with appropriate training facilitated.

Band 5 and Band 6 Mental Health Nurses as well as Social workers are also included as qualified Mental Health professionals (Registered).

Each speciality area has speciality clinicians i.e. Young People Nurses / Social Workers with CAMHS background; Older Peoples Nurses / Social Workers background in Early Memory Diagnosis and Support (EMDSS) / Specialist Mental Health Team for Older People (SMHTOP) Memory / Dementia community backgrounds, Adults - Crisis Mental Health Liaison Team (MHLT) and Adult community backgrounds.

Each speciality is also overseen by a band 7 Clinical team lead with relevant experience.

		Full Time Equivalent
Referral Advisors	Band 4	16.09
Tele-coaches	Band 5	3.29
Clinical Nurses (Triage Nurses)	Band 5	3.00
Clinical Nurses (Triage Nurses)	Band 6	13.13
Social Workers	Band 6	2.00
Clinical Leads	Band 7	5.00

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.**

All Band 5, Band 6 and Band 7 Clinicians are registered Mental Health Professionals.

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](#).

