

FOI201 Request

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

2. What age range does this service cover?

3. Please specify opening hours of helpline.

4. Was this service extended in response to the coronavirus pandemic?

For example, opening hours extended or additional staff to help.

Response

Please note that the crisis line is commissioned by Birmingham and Solihull Clinical Commissioning Groups (BSOL CCG) and managed by MIND.

The Trust only provides mental health support and advice between the hours of 11pm - 9 am.

For further details of the crisis line please see link below.

Link: <https://www.bsmhft.nhs.uk/service-user-and-carer/how-to-get-urgent-mental-health-help/>

1. The number of calls made to your Trust's urgent mental health helpline in the following months:

Please see table below and note the following,

- For the period of January 2019 to May 2020 the requested data cannot be provided, this is because a system was not established to accurately capture the number of calls received.
- The Trust explicitly provides mental health support and advice via the crisis line to individuals within the Birmingham and Solihull area who are aged 25 years old and over, as well as children and young people who are aged between 0-19 years old and residing in the borough of Solihull or have a Solihull GP.
- For individuals under the age of 25 years old and residing in the Birmingham area, calls are covered by Forward Thinking Birmingham (FTB). For information on the number of calls received from individuals under the age of 25 years old please redirect your request to FTB.
- The Trust explicitly provides the crisis line service between the hours of 11pm - 9am and MIND provides the service between the hours of 9am -11pm. To obtain the number of calls call received between the hours of 9am – 11pm please redirect your request to MIND.

Month	Number of calls between 11pm and 9am
January 2019	Records not held
February 2019	Records not held
March 2019	Records not held
April 2019	Records not held
May 2019	Records not held
June 2019	Records not held
July 2019	Records not held
August 2019	Records not held
September 2019	Records not held
January 2020	Records not held
February 2020	Records not held
March 2020	Records not held
April 2020	Records not held
May 2020	42
June 2020	30
July 2020	104
August 2020	65
September 2020	49
Total calls received from May-Sept	290

2. What age range does this service cover?

The Trust explicitly provides mental health support and advice via the crisis line to individuals within the Birmingham and Solihull area who are aged 25 years old and over, as well as children and young people who are aged between 0-19 years old and residing in the borough of Solihull or have a Solihull GP.

For individuals under the age of 25 years old and residing in the Birmingham area, calls are covered by Forward Thinking Birmingham (FTB).

3. Please specify opening hours of helpline.

The Trust explicitly provides the crisis line service between the hours of 11pm - 9am and MIND provides the service between the hours of 9am -11pm

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

The service has not been extended and remains open 24 hours, 7 days a week.