

FOI 0137/2022 Response

Background information

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 regarding 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 (Supported by Birmingham and Solihull MHFT Staff)

Please note that the crisis line is commissioned by Birmingham and Solihull Integrated Care Board and managed by MIND.

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. 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.**

2019

- 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**

b) **2020/21**

The Trust is unable to provide a response to your query. This is because there are some data quality issues related to the requested information which therefore means that currently, the Trust is unable to provide consistent data.

Please note that the Trust will be looking to rectify the data quality issues related to the recording of Crisis Line calls.

However, we can confirm that from November 21- March 22 the Trust received 529 calls on the Crisis line.

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
 - b) 2020/21
 - c) 2021/22

******Clarification: abandoned calls' to mean any phone calls that were made to your crisis line but were not answered before the caller hung up.**

The Trust is unable to provide this information because it is not recorded.

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
 - b) 2020/21
 - c) 2021/22

The Trust is unable to provide this information because it is not recorded.

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
 - b) 2020/21
 - c) 2021/22

The Trust is unable to provide this information because it is not recorded.

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).

5 Qualified Nurses are employed in total by the Trust to ensure that there is one member of staff covering each shift, between the hours of 11pm - 9am daily to respond to callers aged 18 years and above.

To obtain staffing levels covered by Mind, please redirect this query to Birmingham Mind

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 5 of these staff are Qualified Mental Health Nurses