

FOI_0869_2022-23 – FOI Request Concerning – Crisis lines

Please Note: Solent NHS Trust's Mental Health Service does not operate a crisis line that meets the definition of the below request, as the lines operated by Solent NHS Trust are only available to patients open to the CRHT or CMHT teams. Therefore, the below request is not applicable to Solent NHS Trust.

- 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.**
- 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
 - c) 2021/22
- 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
- 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
- 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

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).**
- 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.**