

Freedom of Information Request

Reference Number: EPUT.FOI.20.1686

Date Received: 9th October 2020

Information Requested:

1. The number of calls made to your Trust's urgent mental health helpline in the following months:
 - a. January 2019 – [Please see notes below](#)
 - b. February 2019 - [Please see notes below](#)
 - c. March 2019 - [Please see notes below](#)
 - d. April 2019 - [Please see notes below](#)
 - e. May 2019 - [Please see notes below](#)
 - f. June 2019 - [Please see notes below](#)
 - g. July 2019 - [Please see notes below](#)
 - h. August 2019 - [Please see notes below](#)
 - i. September 2019 - [Please see notes below](#)
 - j. January 2020 - [Please see notes below](#)
 - k. February 2020 - [Please see notes below](#)
 - l. March 2020 – [Incomplete data \(service launched mid-March 2020\)](#)
 - m. April 2020 - [2607](#)
 - n. May 2020 - [2839](#)
 - o. June 2020 - [2773](#)
 - p. July 2020 - [2854](#)
 - q. August 2020 - [3063](#)
 - r. September 2020 – [2991](#)

Notes:

In March 2020 EPUT launched a dedicated 24/7/365 Mental Health crisis line which operates pan-Essex. Prior to this date, Mental Health Patients in crisis had a number of avenues they could use to reach Mental Health support which differed by locality and service resulting in disparate and inaccurate telephony data capture

2. What age range does this service cover?
[Adult Mental Health – \(18+\)](#)
3. Please specify opening hours of helpline
[24/7/365](#)
4. Was this service extended in response to the coronavirus pandemic?
For example, opening hours extended or additional staff to help.
[The EPUT 24/7/365 Mental Health crisis line was always due to Launch in March. The decision was taken to launch as scheduled as a priority project with the understanding that this service would add value to the Covid-19 response. The service operates as a branch of the 111 service with dedicated operators hosted by EPUT. The service was already intended to operate 24/7/365 but the number of](#)

operators handling calls was increased in responses to the predicted call volume increase as a result of Covid-19

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>