

Freedom of Information Request

Reference Number: [EPUT.FOI.22.2641](#)

Date Received:

Information Requested:

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.

[The Trust Mental Health Crisis Line for Adults started on the 1st April 2021. We do not operate a Mental Health Crisis Line for children.](#)

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.

Adult Health Crisis Line	
Year	Amount of calls
2019/2020	N/A
2020/2021	39,214
2021/2022	46,765

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.

Adult Health Crisis Line	
Year	Abandoned Cals
2019/2020	N/A
2020/2021	1,636
2021/2022	1,977

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.

Adult Health Crisis Line	
Year	Average Time
2019/2020	N/A
2020/2021	28 seconds
2021/2022	38 seconds

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.

Adult Health Crisis Line	
Year	Maximum Time To Answer
2019/2020	N/A
2020/2021	1522
2021/2022	6340

** Please note the maximum time taken to answer a call of 6340 seconds occurred in September 2021 and was a result of a technical system problem.

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).

Adult Health Crisis Line	
Year	Number of Call Handlers
1 st April 2022	30

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.

None of the above in question 6 are qualified staff but they have a team of dedicated qualified clinicians who take the Crisis Calls.

Publication Scheme:

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