



North East and North Cumbria

Our Reference SD\North East and North
Cumbria ICB\FOI ICB371

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30 May 2023

Dear

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 13 May 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

Information requested under the Freedom of Information Act is with reference to the NHS staff mental health and wellbeing hub – also known as staff support hubs, or resilience hubs – named North East and North Cumbria staff wellbeing hub.

1. What is the total number of referrals to the hub from the date the hub launched in 2021 until 31 March 2023, for the following service user groups:
 - a) NHS staff (please breakdown by profession, if possible)
 - a. Individuals
 - b. Teams
 - b) Social care staff
 - a. Individuals
 - b. Teams
2. How many referrals did the hub receive from 1 April 2022 until 31 March 2023, for the following service user groups:
 - a) NHS staff (please breakdown by profession, if possible)
 - a. Individuals
 - b. Teams
 - b) Social care staff
 - a. Individuals

b. Teams

3. **a)** What are the top 10 reasons for referral to the hub (e.g. work-related stress, Covid-19, anxiety, depression, relationship problems, trauma, burnout, financial worries) from the date the hub launched in 2021 until 31 March 2023, for the following service user groups,
- a) NHS staff (please breakdown by profession, if possible)
 - b) Social care staff; and
- b)** How many referrals did the hub receive for each reason for referral, from the date the hub launched in 2021 until 31 March 2023, for the following service user groups:
- a) NHS staff (please breakdown by profession, if possible)
 - b) Social care staff
4. Following clinical assessment, how many hub service users required each level of support categorised below, from the date the hub launched in 2021 until 31 March 2023, by service user group:
- Number of hub service users who received Lower-level support – signposting to information and advice, guided self-help, low-level CBT, psychological education
 - o NHS staff
 - o Social care staff
 - Number of hub service users who received Mid-level support – Mid-level CBT and other psychological interventions
 - o NHS staff
 - o Social care staff
 - Number of hub service users to received High level psychological support – acute support, including trauma informed therapies and clinical combined treatments
 - o NHS staff
 - o Social care staff
 - Number of hub service users who were referred to other services
 - o NHS staff
 - o Social care staff
5. What is the annual running cost of the hub?
6. What alternative mental health and wellbeing support is available for NHS and social care staff, in the ICB/ICS area, excluding the hub?
7. What other mental health and wellbeing support needs, if any, has the hub provided, since opening? For example, major incident response support, or provision out of initial scope for the hub. Please describe.

Our Response

NENC ICB are not responsible for the Hub so cannot assist with this request. For your assistance, the NHS England website staff and wellbeing [page](#) makes reference to:

North East and North Cumbria staff wellbeing hub

Email: hubstheword@cntw.nhs.uk

Phone: 0191 223 2030, available Monday to Friday (excluding Bank Holidays) from 9:30am – 5:00pm

The email contact Cumbria, Northumberland, Tyne & Wear NHS FT (CNTW), the mental health trust. Their FOI team can be contacted on foi@cntw.nhs.uk

In terms of alternative mental health and wellbeing support (question 6), the ICB have an Employee Assist Programme available for all staff which is an online/telephone platform with 24/7 availability for support and signposting. This programme also allows staff to self-refer for counselling in addition to the Occupational Health Referrals that can be made for employees.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

S Davies

S Davies
Information Governance Officer