

Our Reference North East and North Cumbria ICB\
FOI ICB 26-038

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 512 8484
E-mail: nencicb.foi@nhs.net

By Email

22 May 2026

Dear Applicant

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 on 28 April 2026 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000. The ICB covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley.

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

Your Request

This is a request under the Freedom of Information Act 2000. I am seeking information about urgent and emergency services commissioned by your organisation for young people following self-harm. Please could you provide the following information?

1. A list of all services/pilots/programmes commissioned or funded by your organisation that offer support, assessment or intervention to young people (aged 25 years or under) within 24 hours of a self-harm episode (defined according to NICE 2022: intentional self-poisoning or injury, irrespective of the apparent purpose).
2. For each service identified, please provide (where available):
 - a. Service name
 - b. Brief description of the service (e.g., aim and objectives)
 - c. Eligibility criteria (including age)
 - d. Access routes (e.g., telephone, walk-in service, referral from A&E/GP)
 - e. Service setting (e.g., online, community-based, hospital-based)
 - f. Availability (days and hours of operation)
 - g. Geographic area covered

I am specifically interested in services that respond within 24 hours of a self-harm episode, instead of longer-term or routine care (eligible services may include crisis teams, liaison psychiatry services, safe havens, crisis cafes, helplines and other urgent mental health support services). For the avoidance of doubt, I am looking for any services for individuals aged 25 years or under, including both specialist children/young people's services and services primarily designed for adults that may also be accessed by this age group.

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

1. The ICB commissions and/or funds a range of urgent mental health assessment, crisis response and liaison services across the North East and North Cumbria footprint. These services are not exclusively self-harm services; however, they may provide urgent support, assessment, intervention, safety planning and onward care coordination for children, young people and young adults following self-harm or suicidal distress.

The ICB commissions urgent mental health assessment and crisis response pathways in line with national guidance, including National Institute for Health and Care Excellence NICE Guideline NG225: Self-harm: assessment, management and preventing recurrence (2022). This includes arrangements for urgent psychosocial assessment, liaison psychiatry support within acute hospitals, crisis response pathways and, where clinically indicated, inpatient admission and discharge planning for children and young people following self-harm.

2. The following services and pathways may provide support within 24 hours of presentation following self-harm:

Service name	Brief description	Eligibility criteria	Access routes	Service setting	Availability	Geographic area covered
NHS 111 Mental Health Option	Urgent mental health access line providing advice, triage, crisis support and onward referral to local mental health crisis services.	All ages, including children and young people.	Telephone access via NHS 111 and selection of the mental health option.	Telephone / remote access.	24 hours a day, 7 days a week.	North East and North Cumbria.
Children and Young People Crisis and Intensive Community Treatment Services	Urgent assessment and intensive support for children and young people experiencing acute mental health distress, including following self-harm or suicidal crisis. Services may include crisis assessment, brief intervention, safety planning, home treatment support and hospital admission avoidance/discharge support.	Children and young people; age thresholds vary by provider locality.	NHS 111 mental health option, emergency departments, urgent professional referral and local crisis pathways.	Community-based, home-based and hospital-linked services.	Urgent crisis response arrangements operating across provider footprints.	North East and North Cumbria provider localities

Service name	Brief description	Eligibility criteria	Access routes	Service setting	Availability	Geographic area covered
Liaison Psychiatry / Mental Health Liaison Services	Mental health assessment and intervention for individuals presenting to acute hospitals following self-harm, overdose, suicidal distress or acute mental health crisis.	All-age arrangements vary across localities and hospital sites; includes children, young people and young adults where appropriate.	Referral via Emergency Department or acute hospital services.	Hospital-based.	Linked to emergency department urgent response arrangements.	Acute hospital sites across North East and North Cumbria.
Crisis Resolution and Home Treatment Services	Urgent mental health assessment and intensive home treatment for people experiencing acute mental health crisis, including young adults aged 18–25 following self-harm or suicidal crisis.	Primarily adults and young adults aged 18 and over; some local models may support younger age groups.	NHS 111 mental health option, emergency departments, GP and professional referral.	Community and home-based.	24 hours a day, 7 days a week.	North East and North Cumbria localities.
CALMER / Shout Text Support	Free confidential mental health text support for people experiencing emotional distress, including self-harm thoughts or suicidal crisis.	All ages.	Text messaging access.	Digital / text-based support.	24 hours a day, 7 days a week.	North East and North Cumbria.
Together in a Crisis and related VCSE crisis support services	Practical and emotional support services working alongside NHS crisis pathways to support individuals experiencing mental health crisis and distress.	Primarily adults aged 18 and over, including young adults aged 18–25.	Referral through crisis pathways and associated referral routes.	Community-based support.	Availability varies by locality and provider arrangement.	Relevant commissioned localities within North East and North Cumbria.

Please note that service configuration, operational delivery arrangements and age thresholds vary across provider footprints within North East and North Cumbria. The services listed above represent the principal urgent and emergency mental health pathways that may respond to individuals aged 25 years and under following self-harm.

The ICB does not commission a single dedicated self-harm-only urgent response service across the entire footprint. Instead, support following self-harm is delivered through integrated urgent and emergency mental health pathways, including crisis assessment, liaison psychiatry, intensive community support and urgent mental health access arrangements.

In accordance 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 request a review of our decision, you should write to the Information 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 review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or www.ico.org.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 faithfully

Information Governance Support Officer

**Information Governance Support Officer
North East and North Cumbria Integrated Care Board**