

12/06/2023

NN-ICB/23/299

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we partially hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

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 Nottinghamshire Staff Support.

Q1) 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

Q2) 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

Q3a) 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

Q3b) 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:

- c) NHS staff (please breakdown by profession, if possible)
- d) Social care staff

Q4) 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
 - NHS staff
 - Social care staff
- Number of hub service users who received **Mid level support** – Mid-level CBT and other psychological interventions
 - NHS staff
 - Social care staff
- Number of hub service users to received **High level psychological support** – acute support, including trauma informed therapies and clinical combined treatments
 - NHS staff
 - Social care staff
- Number of hub service users who were referred to other services
 - NHS staff
 - Social care staff

NHS Nottingham and Nottinghamshire ICB do not hold the information requested for question 1, 2, 3a, 3b and 4. You may wish to request this information from Nottinghamshire Healthcare NHS Foundation Trust via their Freedom of Information contact details on the following link - <https://www.nottinghamshirehealthcare.nhs.uk/c-freedom-of-information>

Q5) What is the annual running cost of the hub?

Annual Running Cost: £681,900 (plus staffing - £176,666) = £858,566 per annum.

Q6) What alternative mental health and wellbeing support is available for NHS and social care staff, in the ICB/ICS area, excluding the hub?

The NHS and Councils hold Occupational Health and Employee Assistance Programme services.

Q7) 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.

None.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations

under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence \(OGL\)](#) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.