

01/07/2026

NN-ICB/26-1594

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 29 April 2026, regarding Talking Therapy pathways for serving Armed Forces personnel. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

I am undertaking a public health review of the UK Ministry of Defence looking at early psychological support and access to talking therapy pathways for serving Armed Forces personnel.

I am particularly interested in how NHS Talking Therapies and related psychological support services are accessed by serving military personnel, and how this interacts with wider Defence, NHS and third sector support.

Please provide the following recorded information for your ICB footprint.

*For the purposes of this request, “serving military personnel” means **currently serving UK Armed Forces personnel, including regular personnel and reservists**, where this status is recorded or identifiable in the data you hold.*

Please provide information for the following periods where held:

- 2023/24 financial year
- 2024/25 financial year
- 2025/26 financial year

If the current ICB was created through merger or boundary change, please provide the information held for the predecessor ICBs or predecessor footprint where available.

NHS Talking Therapies provision

Please provide:

- a. The name of the NHS Talking Therapies service or services commissioned for your ICB population. [Nottingham and Nottinghamshire NHS Talking Therapies](#).
- b. The provider organisation or organisations delivering these services. [Vita Health Group](#).

- c. What services are delivered? [NHS Talking Therapies](#).
- d. Whether the service(s) accepts self-referrals. [Yes, the service does accept self-referrals](#).
- e. Whether the service accepts referrals from NHS GPs only, or from other routes such as Defence Medical Services GP practices. [The service accepts referrals from NHS GPs and Defence Medical Services GPs](#).
- f. Any eligibility criteria that apply to serving Armed Forces personnel. [There are no specific eligibility criteria that apply solely to serving Armed Forces personnel. Access is based on clinical need in line with the general NHS Talking Therapies service criteria](#).

Access by serving Armed Forces personnel

Please confirm whether serving military personnel can access your ICB-commissioned NHS Talking Therapies service if they are:

- a. Registered with an NHS GP in your ICB area. [Yes](#).
- b. Temporarily posted or resident in your ICB area. [Yes](#).
- c. A reservist registered with an NHS GP in your ICB area. [Yes](#).
- d. Under Defence Medical Services primary care rather than NHS primary care. [Yes](#).

Activity data

For each requested year, please provide the following information where held:

- a. Total number of referrals to NHS Talking Therapies by service(s) offered if multiple are offered.
[2023/24 - 37,292](#)
[2024/25 - 36,883](#)
[2025/26 \(Apr-25 to Feb-26\) - 36,713](#)
 - b. Number of referrals where the person was identified as serving Armed Forces personnel.
 - c. Number of serving Armed Forces personnel accepted for assessment.
 - d. Number of serving Armed Forces personnel entering treatment.
 - e. Number of serving Armed Forces personnel completing treatment.
 - f. Average or median wait from referral to assessment.
 - g. Average or median wait from referral to first treatment appointment.
 - h. Recovery, reliable improvement or other outcome measures for serving Armed Forces personnel, where separately recorded.
 - i. DNA/non-attendance rates for serving Armed Forces personnel, where separately recorded.
- [In response to Questions b-i above, the ICB does not hold this information for serving Armed Forces personnel.](#)

Recording of Armed Forces status

Please confirm:

- a. Whether Armed Forces status is routinely recorded in NHS Talking Therapies referrals or assessments. Veterans and veterans' dependants are routinely recorded and reported via the national NHS Talking Therapies dataset, which is published by NHS Digital. *[Please see link to the publicly available quarterly data - [NHS Talking Therapies Monthly Statistics Including Employment Advisors, Performance March 2026 and ...](#) - scroll down to 'Resources' and the document is in a 'zip' folder entitled "NHS Talking Therapies Quarter 4 2025/26 Activity Data – zipped files".*
Current serving Armed Forces personnel are recorded locally by the service in line with the Armed Forces Covenant but are not reported separately at ICB level.
- b. Whether the categories distinguish between serving personnel, reservists, veterans and family members. Yes, the categories do distinguish between serving personnel, reservists, veterans and family members.
- c. Whether this information is recorded in a structured data field or only in free text. Veterans and Veterans and veterans' dependants are recorded in structured data fields through the national dataset. Serving Armed Forces personnel are recorded locally by the provider.
- d. Whether the ICB has any local guidance on identifying or recording Armed Forces status within mental health or talking therapy services. The ICB does not hold local guidance specifically relating to the identification or recording of Armed Forces status within NHS Talking Therapies or mental health services.

Dedicated pathways, protocols or agreements

Please provide copies of, or links to, any recorded:

- a. Referral protocols between NHS Talking Therapies and Defence Medical Services.
- b. Referral protocols between NHS Talking Therapies and Departments of Community Mental Health or other Defence mental health services.
- c. Memoranda of understanding, service level agreements or local pathway documents relating to serving Armed Forces personnel and psychological therapies.

In response to Questions a-c above, the ICB does not hold this information.

- d. Commissioned arrangements with third sector or Armed Forces charities for psychological support, talking therapies, counselling, online support or related mental health provision for serving personnel.

The ICB does not have any commissioning arrangements with third sector or Armed Forces charities for psychological support, talking therapies, counselling, online support or related mental health provision for serving personnel.

Online, digital and third sector psychological support

Please provide details of any online, digital or third sector psychological support commissioned, funded or formally promoted by the ICB for people with mild to moderate anxiety, depression, stress, adjustment difficulties or related presentations.

For each service, please provide where held:

- a. Name of service.
- b. Provider.
- c. Whether it is available to serving Armed Forces personnel.

- d. Whether access is by self-referral, GP referral, NHS Talking Therapies referral or another route.
- e. Annual cost to the ICB, where held.
- f. Annual uptake or usage data, where held.
- g. Whether usage by serving Armed Forces personnel is separately recorded.

The ICB does not specifically commission services for Armed Forces Personnel but provides links on the ICB website to NHS England commissioned services - [Armed forces support - NHS Nottingham and Nottinghamshire ICB](#).

Strategy, needs assessment and equality considerations

Please provide copies of, or links to, any current:

- a. Needs assessments relating to Armed Forces communities and mental health.
- b. Health inequalities assessments or equality impact assessments relating to NHS Talking Therapies access.

The ICB holds a general Equality Impact Assessment relating to NHS Talking Therapies services. This assessment does not specifically reference serving Armed Forces personnel. As it does not fall within the scope of the request, it has not been provided.

- c. Commissioning strategies or service reviews that discuss Armed Forces personnel, reservists, or Armed Forces families in relation to mental health, psychological therapies or early intervention.

The ICB does not have any of the above listed documents relating to Armed Forces personnel.

Commissioning and contract information

Please provide:

- a. The current contract period for NHS Talking Therapies provision.
1st April 2023 to 31st March 2028.
- b. The annual contract value for NHS Talking Therapies provision, where not commercially exempt.
£21.2m.
- c. The ICB role responsible for commissioning NHS Talking Therapies. A generic team name or generic mailbox is sufficient. I am not requesting personal staff details.

The ICB's Mental Health Commissioning Team can be contacted via the general enquiries contact form on the ICB Website - [General Enquiries - NHS Nottingham and Nottinghamshire ICB](#).

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has 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, Director of Corporate Governance and Assurance 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 nnicb-nn.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 nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.