Reference: FOI.ICB-2425/170

Subject: Mental Health Crisis Line & Adult Eating Disorder Services

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
Please provide this information for the following financial years: 2020/21 2021/22 2022/23 2023/24	
In relation to your 24/7 mental health crisis line, for the years set out below, please can you confirm: 1) what is spent annually on the line 2) what is the annual average call volume for the same crisis line 3) what is the average time to answer a call for the same crisis line 4) what is the average call abandonment rate 5) when is the line due to be reprocured.	1) | 20/21	21/22	22/23
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£394,200	£525,600	£394,200	 2) BNSSG ICB does not hold this information. Please contact the trust directly: Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) - https://www.awp.nhs.uk/contact-us/freedom-information 3) As above 4) As above 5) As above

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In relation to adult eating disorder services, please can you confirm:

1) what was the total annual spend for the years set out below

2) what is your currently planned spend for 2024/25

3) what was the total number of referrals to adult eating disorder services for the years set out below.

4) when are eating disorder services planned for reprocurement.

1)

21/22	22/23	23/24
£311,113	£1,050,266	£1,502,428

2)

24/25
£1,408,910

3) The ICB does not hold this information. Please contact the trust directly, details above.

4) The service is part of the AWP contract awarded yearly under Provider Selection Regime Direct Award A process. AWP also subcontract part of this service. For information on when the subcontract arrangements are due to end please contact AWP directly.

The information provided in this response is accurate as of 22 August 2024 and has been approved for release by Sarah Truelove, Deputy Chief Executive and Chief Finance Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

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