



Reference: FOI.ICB-2526/270

**Subject: AWP Crisis Assessment Target Timescales** 

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

QUESTION	RESPONSE
Further to the information provided FOI.ICB-2526/249: Bristol  MH Crisis Service Specification (Agreed attendance timescales)  - BNSSG Healthier Together, can you please provide copy of any agreement document between AWP and the commissioners agreeing to these response timescales.  Timescales	The NHS standard contract between AWP and BNSSG ICB applicable to the financial year of 2022_2023 included locally agreed reporting requirements within schedule 6A. Please find document 01 enclosed.
	The reporting template is included in the contract appendix. Line 61 includes the performance metrics target of emergency referrals assessed within 4 hours. Please find document 02 enclosed.
	The 24 hour urgent assessment target is an internal best practice standard AWP apply to the service, not an NHS mandated target therefore not reported to the ICB. Further information may be available directly from AWP. Freedom of Information:: Avon and Wiltshire Mental Health Partnership NHS Trust

The information provided in this response is accurate as of 26 November 2025 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

Nation	al Requirements Reported Locally				
1a.	Activity and Finance Report	Monthly	If and when mandated by NHS Digital, in the format specified in the relevant Information Standards Notice (DCB2050)	[For local agreement, when applicable]	A, MH
1b.	Activity and Finance Report	Monthly	[For local agreement]	[For local agreement]	All except A,
	a. Monthly Activity Report – Core Services	Monthly	Excel, Template 1b-a	Monthly, Email	МН
	b. Monthly Activity Report – Specialist Services	Monthly	Excel, Template 1b-b	Monthly, Email	МН
	c. Locality Performance Report (Trust wide activity report detailing activity for all six AWP regions)	Monthly	Excel, Template 1b-c	Monthly, Email	МН
	d. Individual CCG level Out of Trust (OOT) detail reports to show usage and associated financial risk	Monthly	Excel, Template 1b-d	Monthly, Email	МН

Intensive services												
	BNSSG total			Bristol Services			N.Somerset Services			S.Glos Services		
Key questions	Most recent month	Average for last 3 months	Average for last 6 months	Most recent month	Average for last 3 months	Average for last 6 months	Most recent month	Average for last 3 months	Average for last 6 months	Most recent month	Average for last 3 months	
What is the number of monthly referrals received?												
What is the planned level of referrals?												
Variance from plan												
Source of the referral												
A&E												
Place of Safety												
External												
Internal												
						<u> </u>			<u>.                                    </u>		•	•
What is the mix of referral priority?											T	
emergency												
urgent												
routine												
How many patients have accessed crisis services before?												
total where this is their first episode												
total with 1-4 prior spells												
total with 5 or more prior spells												
average number of prior spells												
average length of time since last crisis referral (weeks)												
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How many service users does the team have on the caseload?												
average daily caseload size												
planned caseload size												
variance from plan												
For those discharged, what level of service did they receive?												
triage, close												1
assessment, close			$\vdash$									
assessment, home treatment, close												
assessment, home treatment, close												
assessment, admission, close								-				
assessment, admission, facilitated discharge, close		1	$\vdash$	-				1				
admission, facilitated discharge, close		1		-				1				
aumission, racincated discharge, close			oxdot									
What was the average number of f2f contacts? (Discharged)												

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home treatment							
facilitated discharge							
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What was the average length of time open to the service? (weeks)							
assessment only							
those who received home treatment							
of which, duration of home treatment							
all (who were assessed)							
DNA & Cancellation				 			
DNA rate							
patient cancellation rate							
service cancellation rate							
	-						
Performance metrics				 		 	
Emergency referrals assessed within 4 hours (95% target)							
Gate keeping of inpatient admissions (95% target)							
Staffing metrics				 	 		
retention rate							
fill rate							
sickness rate (4.6% target)							
supervision rate (85% target)							
appraisal rate (95% target)							
overall stat / man training compliance (90% target)							