

Reference: FOI.ICB-2526/356

Subject: Commissioning of Urgent Mental Health Crisis Services

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

QUESTION	RESPONSE
1. Whether the ICB currently commissions a 24/7 urgent mental health crisis response service for the BNSSG area, including Bristol and South Gloucestershire	<p>BNSSG ICB commissions a range of crisis services, including the Voluntary Sector. These services form a dedicated 24/7 crisis response service.</p> <p>The ICB commission the Mental Health Integrated Access Partnership (IAP), which is a collaboration between BrisDoc Healthcare Services, Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) and South Western Ambulance Service NHS Foundation Trust (SWAST), that works in partnership with Avon and Somerset Police and the Avon Fire and Rescue service, providing an integrated front door service for urgent and emergency mental health care for people in crisis, across both 999 and 111.</p>
2. The provider(s) commissioned to deliver that service	<p>AWP SWAST BrisDoc</p>
3. The contracted hours of operation for the crisis response service(s), including whether they are specified to operate 24 hours a day, 7 days a week	<p>The Integrated Access Service operates 24 hours a day, 7 days a week.</p>

<p>4. Whether the commissioned service includes a direct crisis telephone line, and if so, whether that line is specified to be operational 24/7</p>	<p>The service is accessible through NHS 111, press 2 for mental health, and is available 24 hours a day, seven days a week.</p>
<p>5. Whether NHS 111 (option 2) is commissioned as:</p> <ul style="list-style-type: none"> a) an access route into a separate crisis response service, or b) a substitute for a direct crisis response service 	<p>The service is (a) an access route into a separate crisis response service.</p> <p>The service can offer both telephone support directly to the caller, through help and advice. It can also offer an access route into other crisis services as appropriate and respond to mental health crisis where necessary. The service operates as an integrated front door across 111 and 999.</p>

The information provided in this response is accurate as of 20 January 2026 and has been approved for release by Helena Fuller, Deputy Director of Business, Strategy and Planning for NHS Bristol, North Somerset and South Gloucestershire ICB.