

Please contact: Access to Information Team

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05 July 2023

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-3232-LSC**

Thank you for your request dated 13 May 2023.

Please find our response to your questions below:

We can confirm that the ICB does not hold the information you requested.

1. 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
2. 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
3. a) 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  
  - b) 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
4. 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
    - o NHS staff
    - o Social care staff
  - Number of hub service users who received Mid level support – Mid-level CBT and other psychological interventions
    - o NHS staff
    - o Social care staff
  - Number of hub service users to received High level psychological support – acute support, including trauma informed therapies and clinical combined treatments
    - o NHS staff
    - o Social care staff
  - Number of hub service users who were referred to other services
    - o NHS staff
    - o Social care staff
5. What is the annual running cost of the hub?
6. What alternative mental health and wellbeing support is available for NHS and social care staff, in the ICB/ICS area, excluding the hub?
7. 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.

**The resilience hub is hosted by Lancashire and South Cumbria NHS Foundation Trust, you may wish to redirect your request to them as they may hold the information you require.**

<https://www.lscft.nhs.uk/about-us/publications-reports-policies/freedom-information>

### **Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

### **To request an internal review**

You can request this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**On behalf of Kevin Lavery**

## ICB Chief Executive