

9 October 2020

OUR REF: FOI/22984

Sara Boyce
sara@pprproject.org

Dear Sara

FOI RE: TALKING HEADS HUB

I refer to your Freedom of Information (FOI) request received on 28 September 2020. Please find below Trust response.

1. A list of the Hubs in your Trust area and the localities served by each.
The Trust has one single Hub serving the whole of Belfast, consisting of 4 localities: North, South, East & West
2. A list of counselling providers contracted to provide counselling via the Hubs.
 - *Bridge of Hope*
 - *Ballynaveigh Community Development Association*
 - *Cancer Lifeline*
 - *Counselling All Nations*
 - *Community Wellbeing Alliance*
 - *East Belfast Community Counselling*
 - *Healthy Minds Coaching*
 - *Trinity Counselling*
 - *Lenadoon Counselling*
 - *Lighthouse*
 - *LORAG/Shafesbury Recreation Centre*
 - *New Life Counselling*
 - *Praxis Care*
 - *Relate NI*
 - *Wave Trauma Centre*

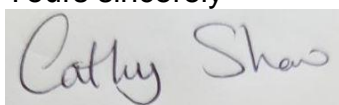
3. The number of referrals to the Hubs in 2019/2020
9679
4. No of people offered counselling via the Hubs in 2019/20
4330
5. A breakdown of waiting times as follows (i) longest (ii) shortest (iii) average
We can only report on average waiting times:
Hub average from referral to triage – 8 weeks
Provider average from Hub referral to therapy = 21+ working days
6. Average number of sessions offered to people who accessed counselling via the Hubs
6
7. Budget and expenditure for the Hubs in 2019/20
Budget 1,474,656 Spend 1,426,651
8. Financial allocation for the Hubs for 2020/21
Budget 1,329,273
9. A copy of evaluation reports for 2018/19 and 2019/20
The Trust do not have evaluation reports. We have Project Board information.

If you are dissatisfied with how this request has been handled, you can seek a review within the Trust in the first instance. You should write to: Public Liaison Service, Belfast Health & Social Care Trust, Nore Villa, Knockbracken Health Care Park, Saintfield Road, Belfast BT8 8BH or alternatively e-mail: publicliaison@belfasttrust.hscni.net within two months of the date of this response and your complaint will be considered and a response provided usually within 20 working days of receipt.

Should you still be dissatisfied with the outcome, you can proceed to the second review stage by contacting the Information Commissioner, The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF who will undertake an independent review. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's review process to try to resolve the matter with the Trust in the first instance.

If you have any queries regarding this letter, please do not hesitate to contact me.

Yours sincerely



Cathy Shaw
Communications Officer

Freedom of Information Request Reference SB290920

<p>A list of the Hubs in your Trust area and the localities served by each.</p>	<p>January 2019 – October 2019 EWBHs</p> <p>Antrim/Ballymena EWBH</p> <p>Coleraine / Ballymoney EWBH</p> <p>Larne/ Carrickfergus Newtownabbey EWBH</p> <p>November 2019</p> <p>Links Counselling Service:- Northern Emotional Wellbeing Service (NEWS).</p> <p>East Antrim Mid Antrim Causeway Coast and Glens Mid Ulster</p>
<p>A list of counselling providers contracted to provide counselling via the Hubs.</p>	<p>January 2019 – October 2019</p> <p>Antrim Youth & Information Counselling Centre</p> <p>Causeway Volunteer Centre</p> <p>East Antrim Counselling</p> <p>Health Minds Coaching</p> <p>Hummingbird</p> <p>Inspire Wellbeing</p> <p>Millburn</p> <p>Mindwise</p> <p>New Life Counselling</p> <p>PRAXIS</p> <p>Relate NI</p> <p>Rethink</p> <p>Safe Space To Be Me</p> <p>SOLAS</p> <p>Talking Helps</p> <p>Turning Point NI</p> <p>Vineyard Compassion</p> <p>November 2019 - present</p>

	Links Counselling Service:- Northern Emotional Wellbeing Service (NEWS).						
The number of referrals to the Hubs in 2019/2020	<p>January 2019 to October 2019</p> <table> <tr> <td>Antrim/Ballymena</td><td>771</td></tr> <tr> <td>Coleraine / Ballymoney</td><td>959</td></tr> <tr> <td>Larne/ Carrickfergus Newtownabbey</td><td>1597</td></tr> </table> <p>November 2019 – September 2020 2122</p>	Antrim/Ballymena	771	Coleraine / Ballymoney	959	Larne/ Carrickfergus Newtownabbey	1597
Antrim/Ballymena	771						
Coleraine / Ballymoney	959						
Larne/ Carrickfergus Newtownabbey	1597						
No of people offered counselling via the Hubs in 2019/20	<p>January 2019 to October 2019</p> <p>We do not have robust information on the numbers who completed a counselling course.</p> <p>November 2019 – September 2020 1349</p>						
A breakdown of waiting times as follows (i) longest (ii) shortest (iii) average	<p>From November 2019</p> <p>Waiting times referral to first contact: First contact is sought within 15 working days of referral details received into the service. Where the initial telephone conversation is held past the 15 working days is generally because we were unable to establish contact with the client or another date for contact was arranged as agreed with the client.</p> <p>Average time to start talking therapy: Currently with online talking therapy the average wait is 20 working days of initial telephone conversation. There are clients that have opted to remain on the waiting list until we are back to face-to-face talking therapy. These clients have been given the option of CCBT and we check-in with these clients on a monthly basis. At</p>						

	times clients opt for online talking therapy at check-in which we then facilitate.
Average number of sessions offered to people who accessed counselling via the Hubs	The number of session that are provided to individuals would be 6
Budget and expenditure for the Hubs in 2019/20	Response: Budget: £614,658 Expenditure: £635,323
Financial allocation for the Hubs for 2020/21	Response: The financial allocation for the hubs for 2020/21 is £327,000
A copy of evaluation reports for 2018/19 and 2019/20	The Northern Health and Social Care Trust does not have an evaluation report



Ms Sara Boyce
sara@pprproject.org

22 October 2020

Our Ref: RFI 36021

Dear Ms Boyce

**Freedom of Information Act 2000
Information in Relation to Primary Care Talking Therapy Hubs**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 29 September 2020.

A response to each of the questions raised has been provided by the Planning, Performance & Informatics Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Rebecca Manning
Information Governance Assistant

Please provide the following information in relation to the Primary Care Talking Therapy Hubs (the Hubs) for the period 1 April 2019 to 31 March 2020.

Q1. A list of the Hubs in your Trust area and the localities served by each.

A1. Lisburn Mental Well-Being Hub.

Q2. A list of counselling providers contracted to provide counselling via the Hubs.

A2. Counselling providers contracted to provide counselling via the Hubs are listed as follows:

- Praxis
- Project Ballynahinch
- Action Mental Health/New Life Counselling

Q3. The number of referrals to the Hubs in 2019/2020.

A3. There was 1,805 referrals made, 1,617 were accepted by the Hubs and 841 people were engaged.

Q4. No of people offered counselling via the Hubs in 2019/20.

A4. There were 758 people offered counselling via the Hub.

Q5. A breakdown of waiting times as follows (i) longest (ii) shortest (iii) average.

A5. The Trust is unable to provide the information requested above because it is not available in this format, however please see Table 1 for a breakdown of waiting times by weeks.

	0-3 Weeks	4-6 Weeks	7-9 Weeks	10-12 Weeks	>12 Weeks	Total
Number of Waiting for 1st Appointment	34	26	25	12	11	108

Q6. Average number of sessions offered to people who accessed counselling via the Hubs.

A6. The Trust commission an allocation of 6 sessions per person.

Q7. Budget and expenditure for the Hubs in 2019/20.

A7. The Trust budget for Hubs in 2019/2020 is £251,355 and expenditure is £244,747.

Q8. Financial allocation for the Hubs for 2020/21.

A8. The Trusts financial allocation for the Hubs for 2020/2021 is £251,355.

Q9. A copy of evaluation reports for 2018/19 and 2019/20.

A9. Please Attachment 1 – Wellbeing Hub Report Card 2018/2019 and Attachment 2 – Wellbeing Hub Report Card 2019/2020.

Our ref: BMcN/jmck/FOI – 219

19th October 2020

By Email: (sara@pprproject.org)

Dear Ms Boyce

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Your request for information regarding Primary Care Talking Hubs has now been considered and the information requested is enclosed.

If you are unhappy as to how this request has been handled, you should write to Dr Catherine Weaver, Head of Information Governance, the FOI lead for the Trust. You have the right to seek a review within the Trust in the first instance.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries or concerns then please contact Information Governance at the following address:

Southern Health & Social Care Trust
Ferndale
Bannvale Site
10 Moyallen Road
Gilford
BT63 5JX

Tel: 028 37 561458

Email: Foi.Team@Southerntrust.hscni.net

Yours sincerely

A handwritten signature in black ink, appearing to read 'Barney McNeany', with a stylized, cursive script.

BARNEY MCNEANY
DIRECTOR OF MENTAL HEALTH & DISABILITY SERVICES

Enc: Response/219
Patient Client Council -Talking Therapies Report

SOUTHERN HEALTH & SOCIAL CARE TRUST

FREEDOM OF INFORMATION RESPONSE 2020/219

Please provide the following information in relation to the Primary Care Talking Therapy Hubs (the Hubs) for the period 1 April 2019 to 31 March 2020

1. A list of the Hubs in your Trust area and the localities served by each.

There is one well Mind talking Therapy Hub within the SHSCT based in Armagh which provides a service across the entire Trust locality.

2. A list of counselling providers contracted to provide counselling via the Hubs.

Care in Crisis & Praxis up to the end of June 2019.

3. The number of referrals to the Hubs in 2019/2020

Total referrals 2,277

4. No of people offered counselling via the Hubs in 2019/20

A total of 162 to contracted services.

5. A breakdown of waiting times as follows (i) longest (ii) shortest (iii) average

Longest 4 weeks

Shortest 2 weeks

Average 2 weeks

6. Average number of sessions offered to people who accessed counselling via the Hubs

Average of 6 sessions

7. Budget and expenditure for the Hubs in 2019/20

SHSCT budget for 2019/20 was £239k. Total expenditure for the hub for the financial year 2019/20 was £207k.

8. Financial allocation for the Hubs for 2020/21

SHSCT funding allocation for 2020/21 is £239k.

9. A copy of evaluation reports for 2018/19 and 2019/20

No evaluation report completed for 2018/2019 we did however contribute to the regional evaluation coordinated by the Patient Client Council “Talking therapies – the experience of people accessing emotional/psychological support via their GP” See attached report.

The table below indicates the outcome of engagement for the 2,277 service users who were referred to the Well Mind Hub Talking Therapies Hub in 2019/2020.

Stress Control	120
PIPS	99
PMHC step ups	96
Care in Crisis	90
Praxis	72
Links	55
Talk it Over	54
CMP	35
Portadown Wellness centre	26
Mourne Matters	24
Future proof	23
Cruse	19
Versus arthritis	18
Mid Ulster Counselling	17
Relate	15
Hope for me & Fibro support	13
Nexus	12
Recovery College	11
Fit for you	9
CAT	9
Carers Trust	8
Ship	7
Spring	5
VSS	5
Everybody	5
Extern	5
Inspire	5
Men`s advisory project	5

Living life to the full	5
Men's shed	4
QUB counselling service	4
Mindwise	4
Wave	4
New Horizons	3
Charis	3
Via Wings	3
Dunlewy	3
B active for health	3
Stop smoking	2
First steps women's centre	2
Rural Health	2
Niamh Louise Foundation	2
Family support hub	2
Co-sync	2
Cancer focus	2
Verve	2
Women's Aid	2
Age NI	1
Good morning befriending	1
Parenting partnership	1
British Red Cross	1
CAB	1
Anama Cara	1
Falls Clinic	1
Combat Stress	1
Social Prescribing	1
Chest Heart & Stroke	1
Alzheimer's Society	1
Centred soul	1

22nd October 2020

**Sara Boyce
Campaign Organiser
PPR**

[sara@pprproject.org]

Our ref.: FOI/20/276

Dear Ms Boyce

RE: Freedom of Information (FOI) request – Primary Care Talking Therapy Hubs (the Hubs)

We refer to your Freedom of Information request which was received by the Western Health and Social Care Trust on 28th September 2020. You requested information in relation to Primary Care Talking Therapy Hubs (the Hubs) for the period 1 April 2019 to 31 March 2020.

Please see below a Trust response to your request.

1. A list of the Hubs in your Trust area and the localities served by each.

The WHSCT has one Hub, which serves the Limavady, Strabane and Londonderry areas.

2. A list of counselling providers contracted to provide counselling via the Hubs.

- Aurora
- Calms
- Cunamh
- Derry Well Woman
- Koram Centre
- North West Counselling

3. The number of referrals to the Hubs in 2019/2020.

For the period 1 April 2019 to 31 March 2020 the Hub received 1613 referrals.

4. No of people offered counselling via the Hubs in 2019/20.

For the period 1 April 2019 to 31 March 2020 the number of people offered counselling via the Hub was 1133.

5. A breakdown of waiting times as follows (i) longest (ii) shortest (iii) average.

• Ascert	(i) 14 days	(ii) Same day	(iii) 5 days
• Aurora	(i) 6 months	(ii) 2 weeks	(iii) 6 weeks
• Calms	(i) 15 weeks	(ii) 3 weeks	(iii) 8 weeks
• Koram Centre	(i) 6 months	(ii) 1 week	(iii) 3 months
• Cunamh	(i) 4 months	(ii) 1 week	(iii) 3 weeks
• North West Counselling	(i) 2 weeks	(ii) Same day	(iii) 1 week
• Derry Well Woman	(i) 9 months	(ii) 1 week	(iii) 5 weeks

6. Average number of sessions offered to people who accessed counselling via the Hubs.

The average number of sessions offered to people accessing counselling sessions via the Hub is six (6). However, this is increased where the individual requires further input.

7. Budget and expenditure for the Hubs in 2019/20.

For the 19/20 financial year the budget for the Hub was £338,199 and the expenditure was £205,918.

This budget included a non-recurring one-off Transformation funding of £90,000

8. Financial allocation for the Hubs for 2020/21

The financial allocation for the Hub for 2020/21 is £249,867.

This is the normal recurring budget.

9. A copy of evaluation reports for 2018/19 and 2019/20

A composite evaluation is currently being compiled and will be forwarded to you when completed.

Freedom of Information (FOI) Office, Western HSC Trust,
Lime Villa, Gransha Park, Clooney Road, Londonderry, BT47 6WJ
e-mail: foi.request@westerntrust.hscni.net

We hope you find this response helpful.

Yours sincerely

(Not signed – issued by email)

**Freedom of Information Office
Western Health and Social Care Trust**

Freedom of Information: If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the FOI Office, Lime Villa, Gransha Park, Clooney Road, Londonderry, BT47 6WJ (foi.request@westerntrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, usually within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.