

Dear,

**Re: Freedom of Information Act 2000  
Cheshire and Merseyside Resilience Hub**

Thank you for your information request indicated in bold below, which has now been considered under the Freedom of Information Act 2000 by NHS Cheshire & Merseyside Integrated Care Board (ICB). I am able to provide you with the following information and responses.

Please note from 01 July 2022, Clinical Commissioning Groups (CCGs) were disestablished, and their statutory functions and responsibilities inherited by NHS Cheshire and Merseyside ICB.

**Your Request:**

**Information requested under the Freedom of Information act is with reference to the NHS staff mental health and wellbeing hub – also known as staff support hubs, or resilience hubs – named Cheshire and Merseyside Resilience Hub.**

**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)**

**i) Individuals**

**ii) Teams**

**b) Social care staff**

**i) Individuals**

**ii) 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)**

**i) Individuals**

**ii) Teams**

**b) Social care staff**

**i) Individuals**

**ii) Teams**

**3a) 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,**

- i) NHS staff (please breakdown by profession, if possible)**
- ii) Social care staff**

**3b) 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:**

- i) NHS staff (please breakdown by profession, if possible)**
- ii) 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:**

**a) Number of hub service users who received Lower level support – signposting to information and advice, guided self-help, low-level CBT, psychological education**

- i) NHS staff**
- ii) Social care staff**

**b) Number of hub service users who received Mid level support – Mid-level CBT and other psychological interventions**

- i) NHS staff**
- ii) Social care staff**

**c) Number of hub service users to received High level psychological support – acute support, including trauma informed therapies and clinical combined treatments**

- i) NHS staff**
- ii) Social care staff**

**d) Number of hub service users who were referred to other services**

- i) NHS staff**
- ii) 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.**

**Our Response:**

1 – 7) Information not held. Please be advised that Mersey Care NHS Foundation Trust manage the Cheshire and Merseyside Resilience Hub on behalf of the whole Cheshire & Merseyside Integrated Care System (ICS). Consequently, you may wish to redirect your request for this information to Mersey Care NHS Foundation Trust, who can be contacted for Freedom of Information requests via: [FOI@merseycare.nhs.uk](mailto:FOI@merseycare.nhs.uk)

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that, where you are not satisfied with the response to your request for information, a formal complaints and internal review process is available.

This can be formally requested by emailing [foi@cheshireandmerseyside.nhs.uk](mailto:foi@cheshireandmerseyside.nhs.uk) and must be done within a reasonable time period (3 calendar months) from the date this response was issued.

Where you remain dissatisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

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

Should you need any further clarification or assistance, please do not hesitate to contact us quoting the above FOI reference.