

Our Ref: PW/AKB/FOI-05-376

15<sup>th</sup> May 2023

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

**FOI-05-376**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information received on the 15<sup>th</sup> May 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

**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 Staffordshire and Stoke on Trent Staff Psychological Wellbeing 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)**
    - 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. 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  
and
- 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:  
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
    - NHS staff
    - Social care staff
  - Number of hub service users who received Mid level support – Mid-level CBT and other psychological interventions
    - NHS staff
    - Social care staff
  - Number of hub service users to received High level psychological support – acute support, including trauma informed therapies and clinical combined treatments
    - NHS staff
    - Social care staff
  - Number of hub service users who were referred to other services
    - NHS staff
    - 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.

Please be advised that the ICB does not hold this information. The Psychological Hub is hosted by North Staffordshire Combined Healthcare NHS Trust (NSCHT). Your request should be sent to NSCHT as per contact details below:

**Psychological Hub**  
**North Staffordshire Combined Healthcare NHS Trust**  
[staffwellbeinghub@staffsstoke.icb.nhs.uk](mailto:staffwellbeinghub@staffsstoke.icb.nhs.uk)

### **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 an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at [StaffsStokeFOI@staffsstoke.icb.nhs.uk](mailto:StaffsStokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

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 Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**