



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

Our Ref: PW/AKB/FOI/0824/951

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

15th August 2024

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0824-951

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 7th August 2024. 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:

I would like to know the number of daily calls made to the mental health helpline at your Trust since May 2020, i.e. for each day in the data range the number of calls made on that day.

Please be advised that the ICB does not hold this information. Your request should be sent to the following Providers:

Midlands Partnership University NHS Foundation Trust

<https://www.mpft.nhs.uk/about-us/freedom-information>

North Staffordshire Combined Healthcare NHS Trust

<https://www.combined.nhs.uk/get-in-touch/freedom-of-information/>

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.

Chair: David Pearson MBE

Chief Executive Officer: Peter Axon

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 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

Yours sincerely

Paul Winter
Associate Director of Corporate Governance