FOINHSD26/1935

NHS Devon
Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds part of the requested information.

You requested the following information.

> **My team are interested in investigating patterns of referrals to and access to complex emotional needs services, including whether these differ by sex or gender. For the purposes of this freedom of information request, by *"complex emotional needs services"* we mean specialist services designed for people experiencing complex emotional needs, including services described using equivalent terminology, such as complex needs services, personality disorder services, or services established specifically for people diagnosed with, or experiencing difficulties associated with, personality disorder.**
>
> **The data we are requesting under the Freedom of Information Act are as follows.**
>
> **For each NHS-commissioned complex emotional needs service, or equivalent service as defined above, in Devon ICB, please provide the**

following information separately for each service and for each financial year from 2021/22 onwards:

1. **The name of the service.**

   NHS Devon ICB commissions services aligned to the definition of complex emotional needs provided. For the Plymouth footprint the service is provided by Livewell Southwest and for the Devon and Torbay footprint this is Devon Partnership NHS Trust.

   The data requested aligned to questions 3 to 14 and question 16 is not held by the ICB.

2. **The organisation providing the service.**

   Please refer to the response provided to answer question 1.

3. **The number of males, including trans males where recorded as male, who were referred to the service.**

4. **The number of males, including trans males where recorded as male, whose referral was accepted by the service.**

5. **The number of males, including trans males where recorded as male, who accessed the service.**

6. **The number of females, including trans females where recorded as female, who were referred to the service.**

7. **The number of females, including trans females where recorded as female, whose referral was accepted by the service.**

8. **The number of females, including trans females where recorded as female, who accessed the service.**

9. **The number of individuals recorded as non-binary who were referred to the service.**

10. **The number of individuals recorded as non-binary whose referral was accepted by the service.**

11. **The number of individuals recorded as non-binary who accessed the service.**

12. **The number of individuals for whom sex or gender was recorded as unknown, not stated, not recorded, or equivalent, who were referred to the service.**

13. **The number of individuals for whom sex or gender was recorded as unknown, not stated, not recorded, or equivalent, whose referral was accepted by the service.**

14. **The number of individuals for whom sex or gender was recorded as unknown, not stated, not recorded, or equivalent, who accessed the service.**

15. **The geographical location of the service, including the county or equivalent geographical area in which it is based.**

    Please refer to the response provided to answer question 1.

16. **The interventions currently offered by the service.**

For the purposes of this request, we provide the following definitions:

***"Accepted following referral"* means that the referral was accepted by the service for assessment, treatment, or other clinical input.**

***"Accessed the service"* means that, following referral, the individual attended at least one assessment or other clinical contact with the service.**

A *"clinical contact"* means an attended contact with a member of the service for the purpose of assessment, treatment, review or other therapeutic or clinical support. This may take place face-to-face, by telephone or by video call. Administrative contacts, unsuccessful attempts to contact an individual, and appointments that were not attended should not be counted as clinical contacts.

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the "contact us" details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commissioner at:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 01625 545 700
Fax: 01625 524 510

Yours sincerely,

The Freedom of Information Office
NHS Devon Integrated Care Board