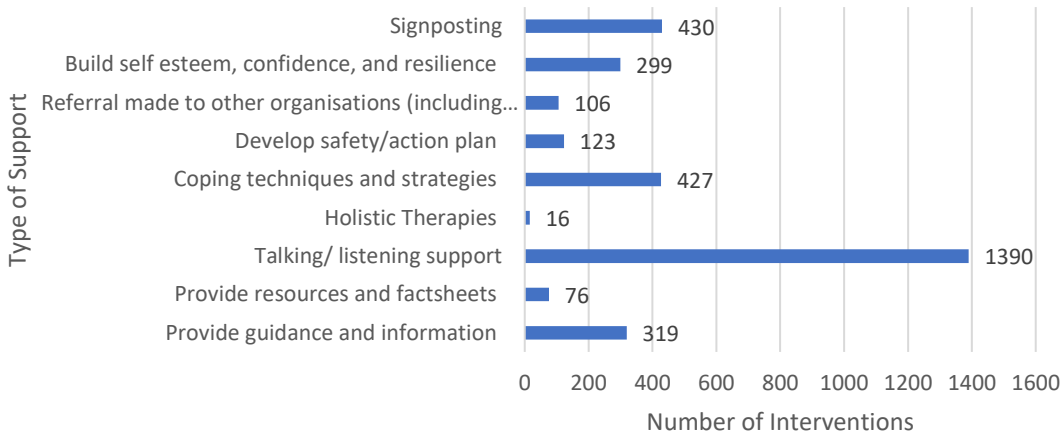
Nottingham and Nottinghamshire adult mental health JSNA Profile 2024: Crisis services

Crisis Sanctuaries

Nottinghamshire Crisis Sanctuaries provide mental health crisis support across Nottingham and Nottinghamshire, for anyone at, or near, crisis who needs a safe space to talk. People can access out of hours support (4pm-11pm) by phone, video calls or face to face at four sites: Nottingham City, Chilwell, Mansfield and Bassetlaw. A fifth site at Worksop has recently reopened. The majority of data below relates to the period 2023/24.

- Overall, the number of interventions provided at the Crisis Sanctuaries shows an upward trend since 2021/22, with the highest number of interventions to date being provided in March 2024 (n=214).
- The number of new services users accessing the Crisis Sanctuaries is also increasing. 514 new service users accessed the Crisis Sanctuaries in 2023/24.
- Data on primary reason for intervention shows that 30% of people present with a primary reason of 'negative thoughts / low mood', followed by 'long-term mental health' (26% of those presenting), 'anxiety' (19%) and 'suicidal thoughts' (15%).
- The majority of people are recorded as self-referring to Crisis Sanctuaries (74% of referrals). People are also referred from the voluntary sector (4%), Crisis Line (2%), A&E departments (1%), and Primary Care (2%) and a range of other services.
- Females (including trans women) are slightly more likely to be service users (48.7%) than males (including trans men) (42.1%). People who are non-binary make up 1.7% of service users.
- People in younger age groups made up greater proportions of the people accessing Crisis Sanctuaries: people aged 18-24 made up 18.8% of service users, and people aged 25-34 made up 23% of service users. Engagement in Crisis Sanctuaries decreased with each age group thereafter.
- Information on ethnicity is not available due to incomplete recording of ethnicity data.
- 40.3% of referrals to Crisis Sanctuaries were for Nottingham City residents, 31.4% for residents of Mid-Nottinghamshire, 24.5% for residents of South-Nottinghamshire, and 3.8% for Bassetlaw residents.
- The majority of interventions provided by Crisis Sanctuaries are talking and listening support, followed by signposting, and coping techniques (see figure 1).

Figure 1: Crisis Sanctuaries interventions in 2023-24

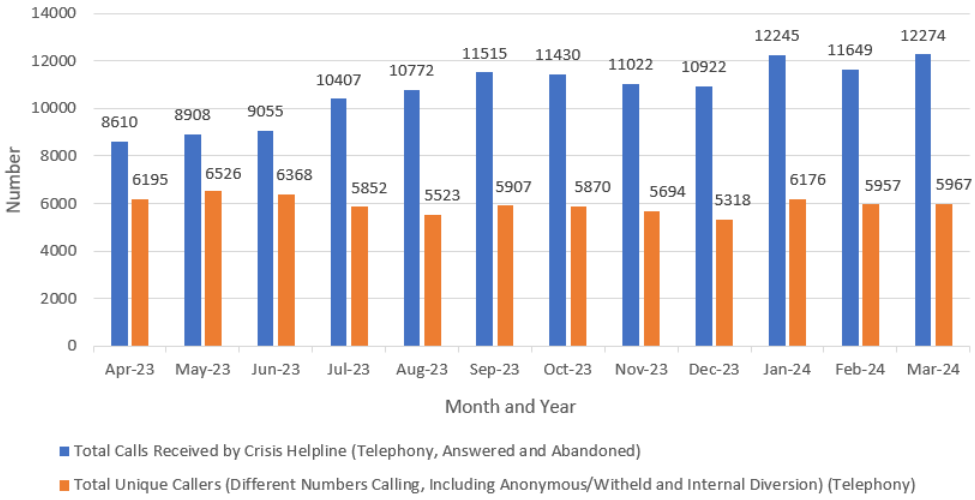


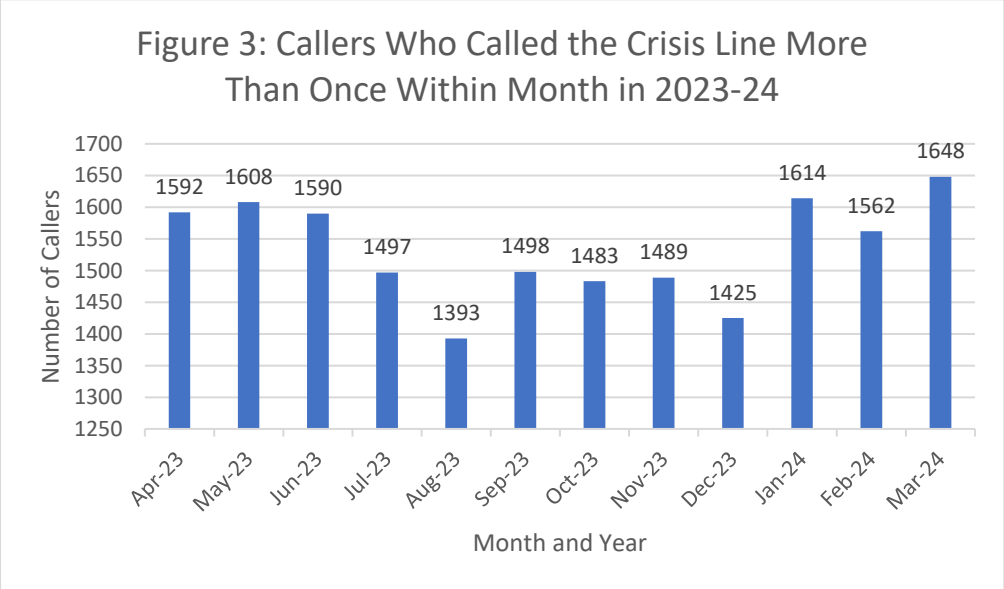
Crisis Line

The Nottinghamshire Crisis Line is open 24-hours a day, seven days a week. People of all ages who are experiencing a mental health crisis can call and speak with a mental health professional. The Crisis Line can also advise about other services that might be able to support. A new telephony system was launched in April 2024 and resulted in changes to data capture, therefore data from April 2024 is not included below. Data below relates to the period 2023/24.

- A total of 128,809 calls were made to the Crisis Line from 71,353 unique callers (see figure 2).
- On average, 5,946 unique callers contacted the service each month (see figure 2).
- The highest number of calls to the Crisis Line were in January 2024 and March 2024 (figure 2).
- The busiest time for calls to the Crisis Line was between 12pm (midday) and 4pm.
- On average, 1,533 people called more than once in each month during 2023/24 (see figure 3).

Figure 2: Total Calls and Unique Callers, 2023-24





Text SHOUT

Text SHOUT is a UK-wide free 24/7 text messaging service for people who need mental health support, providing text support and signposting to self-help resources. Data below related to service activity between March 2023 and February 2024 for people who self-reported being from Nottingham and Nottinghamshire. This likely underestimates service use by this group of people, as some service users do not report a location.

- 7,596 individuals took part in 13,797 conversations. 68% of texters were aged between 14 and 34, with 24% aged 14 to 17 (see figure 4)
- 74% of users were female, 20% male, 4% non-binary and 2% transgender male. 86% were White, 5% Asian, 5% mixed ethnicity, and 3% Black
- The most common presenting issue was suicidality (42%), followed by stress/worry (33%) and low mood/sadness (31%) (see figure 5)

Figure 4: Number of Text SHOUT conversations and texters from Nottingham and Nottinghamshire between March 2023 and February 2024

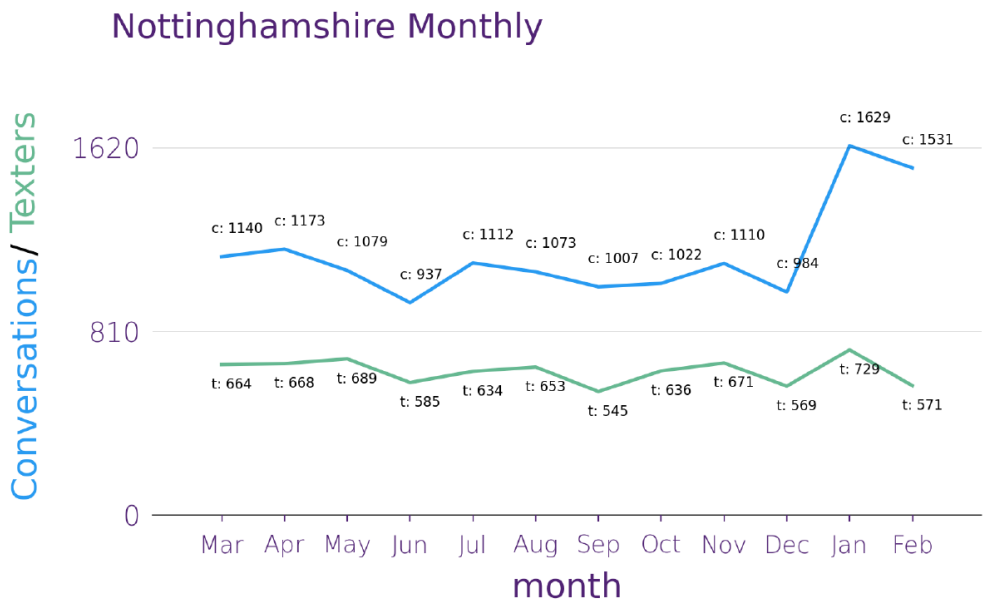
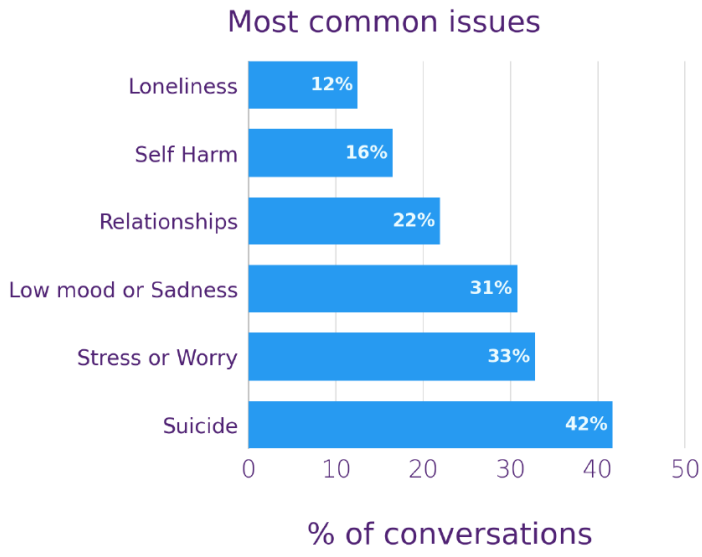


Figure 5: Most common issues reported to Text SHOUT by Nottingham/Nottinghamshire residents between March 2023 and February 2024



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Haven House

Haven House is a 5-bed residential setting, accessible by referral from City and County South Enhanced Crisis Resolution Home Treatment teams. It is for people aged 18 and over who are feeling distressed or experiencing a crisis that is affecting their mental health who may otherwise need to be admitted to hospital. Haven House provides a range of 24 hour practical and emotional support for up to seven days. The data below relates to 2023/2024.

- 223 stays were recorded. No data was available for this JSNA Profile on the number of people who stayed on more than one occasion during this period
- Total occupancy in days was 1,430
- Average length of stay was 7.1 in quarter 1 (Q1), 6.1 in Q2, 6.6 in Q3, and 7.1 in Q4
- The quarterly occupancy rate ranged from 65% to 98%
- 87% of referrals were accepted. The reason for 62% of people refused admission was an assessment of high risk