



Member Report

(TEWV) NHS Foundation Trust Adult Mental Health Crisis Services Update

Report to: Tees Valley Joint Health Scrutiny Committee

Report from: Senior Democratic Services Officer

Portfolio: Adults and Health, Welfare and Housing

Report Date: 12 March 2026

Decision Type: Committee

Council Priority: All

HEADLINE POSITION

1.0 Summary of report

The Tees Valley Joint Health Scrutiny Committee has previously received a presentation from Tees, Esk and Wear Valley (TEWV) NHS Foundation Trust on its delivery of Adult Mental Health Crisis Services and the work undertaken to raise awareness of how to access mental health support through NHS 111. A further update is being presented at the Committee today by representatives of the Trust.

2.0 Recommendation

It is recommended that Members note the updated position and progress made since the previous update.

BACKGROUND

- 3.1 At the Committee's meeting on 13 March 2025 Members received an update on improvements to the mental health screening and triage service. It was advised that a new 24/7 single point of access had recently been made available through NHS 111 (option 2), where trained staff assessed all calls and directed people to the right support.
- 3.2 The General Manager, Crisis and Urgent Care advised at that time that early signs had shown fewer repeat calls, quicker responses and very low numbers of abandoned calls. It was also noted that TEWV planned to open two new safe havens in the Tees Valley and was working closely with voluntary and community groups to provide earlier help and reduce the need for crisis care.
- 3.2 Jamie Todd, Director of Operations and Transformation and Shaun McKenna, General Manager, Crisis and Urgent Care, Tees, Esk and Wear Valleys NHS Foundation Trust will be in attendance to provide an update and respond to Members queries on the provision of Crisis Mental Health Services across the Tees Valley.

4.0 Background Papers

4.1 Background papers used in the preparation of this report were minutes from the meeting of the TVJHS held on 13 March 2025.

5.0 Contact Officer

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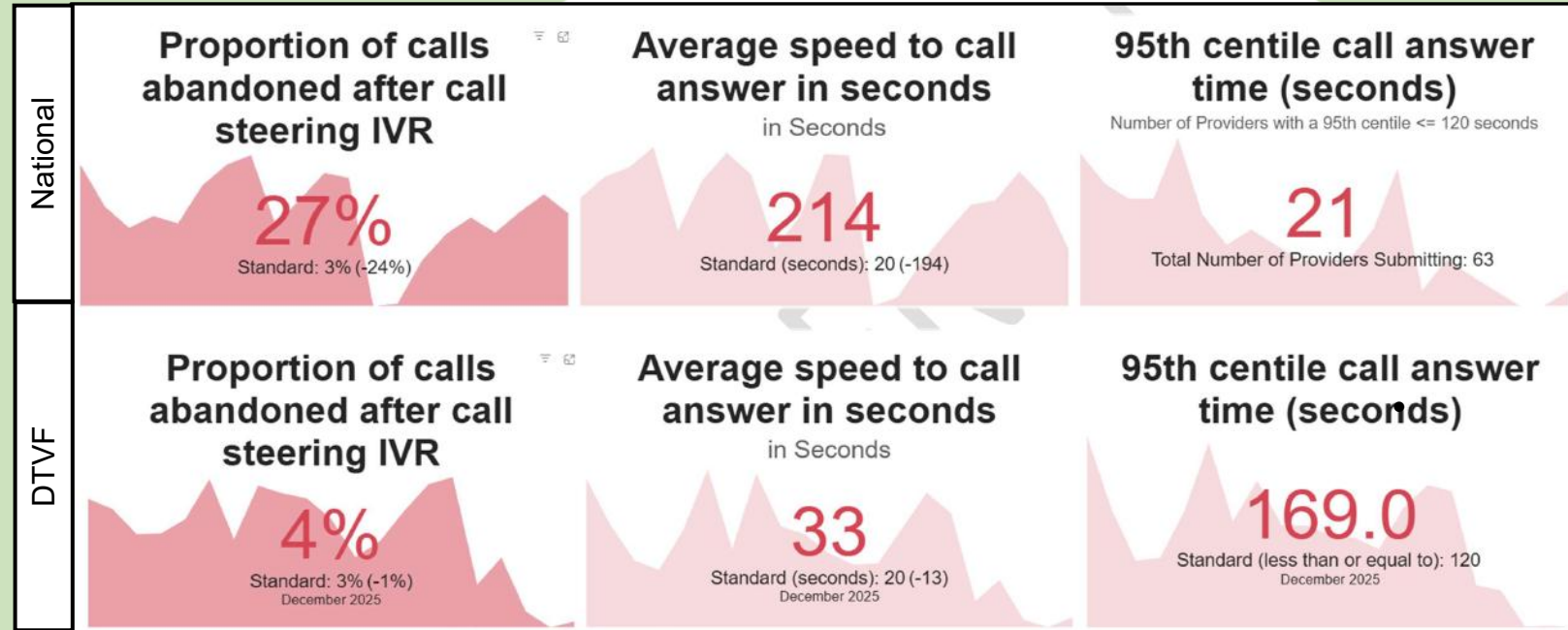
Tees Valley AMH Crisis Services Update (Dec-25)

Name of Presenter: Shaun McKenna

Position Title: General Manager

Date: 12-03-2026

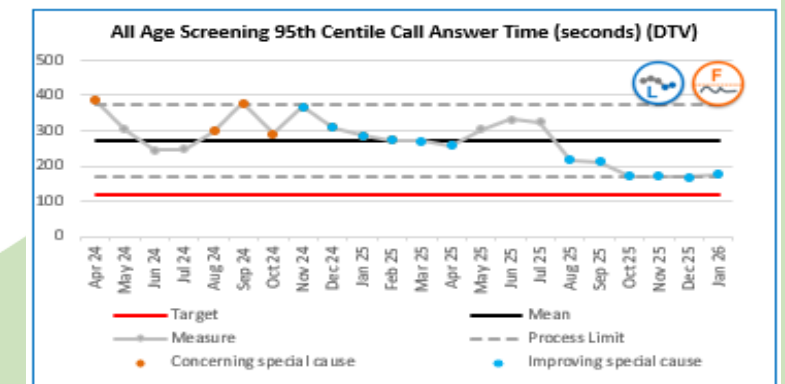
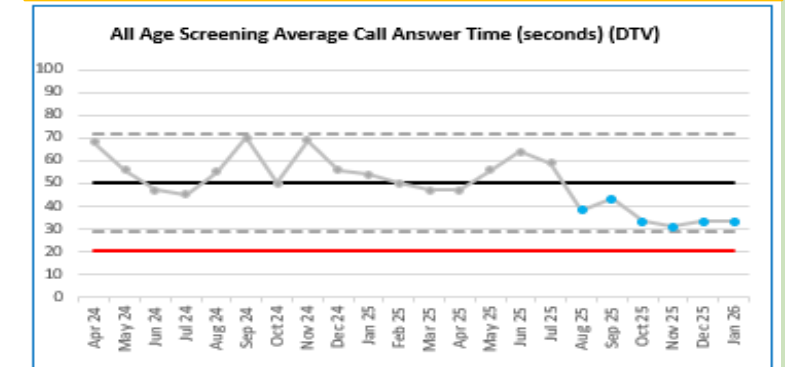
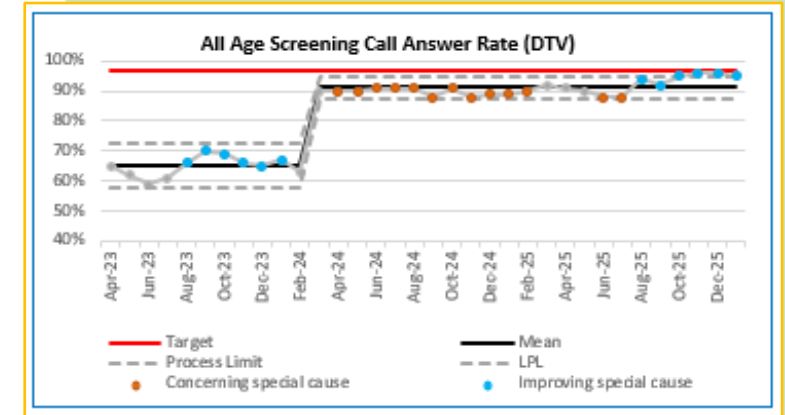
All age crisis (NHS 111 select mental health) – December 2025 position



- The national standard stipulates that 97% of calls to the “NHS 111 Select Mental Health” service must be answered, with an abandonment rate of less than 3%.
- The technical requirement is that calls must be physically answered following transfer from the Interactive Voice Response (IVR) system; call-back offers are excluded from the calculation of the call answer rate for screening calls.
- As of December 2025, the national average call answer rate stands at 73%, with 27% of calls being abandoned.
- The national standard requires that calls to the “NHS 111 Select Mental Health” service are answered, on average, within 20 seconds, with the 95th centile of calls being answered in less than 120 seconds.
- As of December 2025, the national average call answer time is 214 seconds. Although official benchmarking data is pending, an internal review of national data indicates that TEWV North East North Cumbria is ranked 7 out of 54 submitting organisations for the 95th centile call answer rate (nil submissions excluded). Benchmarking for average call answer rate is not yet available.

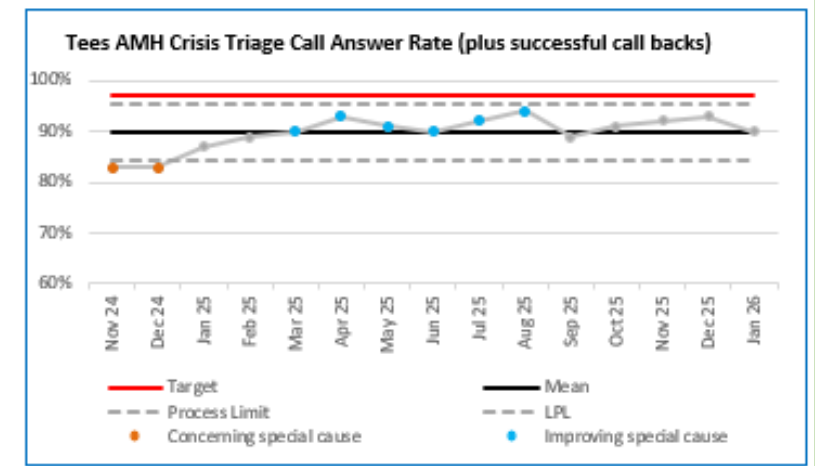
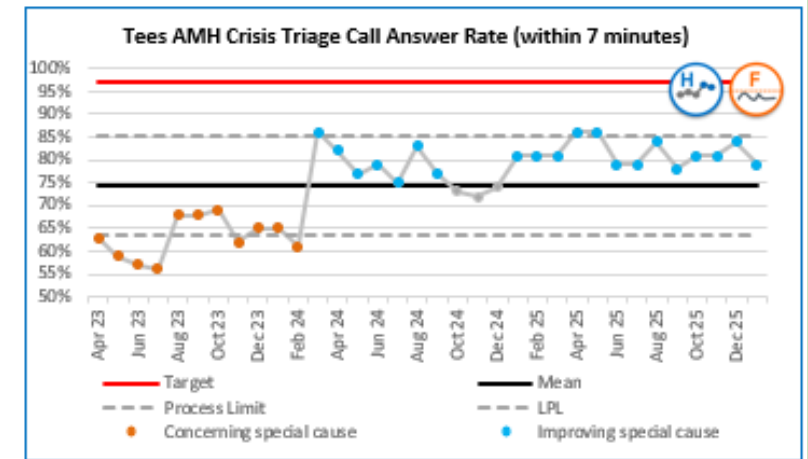
All age Durham Tees Valley crisis screening data trends - December 2025

- All-age screening call volume and call answer rates across Durham, Tees Valley (DTV) have demonstrated sustained special cause improvement since the inception of the screening service in March 2024.
- The establishment of the screening team has facilitated more timely responses to incoming calls, which is believed to have reduced the need for patients to make multiple attempts, thereby decreasing overall call volume.
- There is a sustained improvement trajectory noted across all measures, improving access and quality standards for patients.



Tees adult mental health crisis triage data trends - December 2025

- The performance of the adult mental health (AMH) crisis triage service across Durham and Tees Valley has shown significant improvement since early 2023.
- While call answer rates within seven minutes remain below the desired position, overall responsiveness, including successful callbacks, has reached a sustained and much-improved position.
- The gap in achieving call answer rates, before the call back option at 7 minutes, remains a priority.
- Continued focus on workforce planning, resource allocation, and process optimisation is essential to ensure compliance with service expectations. At the same time, the strong performance in callbacks demonstrates resilience and commitment to patient safety, providing assurance that overall responsiveness is being maintained.

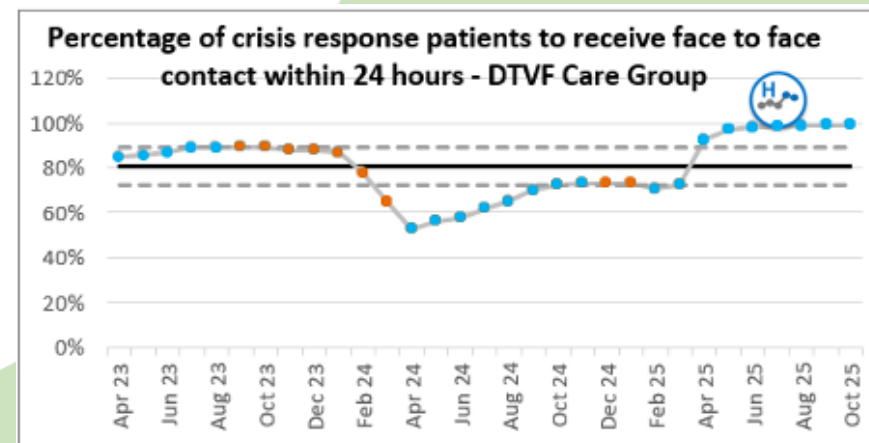


Tees Valley adult mental health (AMH) crisis access metrics

- We aim to see **95% of very urgent** adult mental health patients referred to the crisis team within 4 hours.
- A total of **179 very urgent** patients were referred to the crisis team, **168** were seen within 4 hours of referral, returning a compliance rate of **93.85%**. However, post validated position reported at **98.24%**.
- Of the **11** adults reported as not being seen by a crisis team within 4 hours of a very urgent referral a total of 8 related to data quality issues and a further 3 were true breaches due to acuity, patient choice and interpreter availability.

National Oversight Framework (NOF) Performance

- We aim to see **95% of urgent** adult mental health patients referred to the crisis team within 4 hours.
- There were 11387 new urgent referrals to crisis services with a first face to face contact in the 3-month period ending October 2025, of which 11203 (98.38%) were seen within 24 hours of referral, which is an improvement on our quarter 1 published position. In Durham, Tees Valley and Forensic Care Group 98.97% of urgent referrals were seen within 24 hours of referral.
- Organisations are scored on a ranked absolute percentage where higher is better. We are currently ranked 2 out of 45 Trusts. Our Trust published value was 97.70% (NOF score 1.07) compared to an average value of 58.00%, a ranking of 2 out of 45 Trusts. There were no peer Trusts reporting better response times in the NOF quarter 1 assessment.



Crisis assessment suite

Referrals

	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Aug-25	Sep-25	Oct-25
Crisis Assessment Hub	716	700	717	694	797	677	811	957	879	865	875

The referrals to the crisis assessment hub are overall referrals to the Tees service and not only to the crisis assessment suite.

Data held by the service reflecting walk in's and drop offs:

	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Total
Self referral / walk in's	100	86	100	69	78	99	103	104	145	113	125	130	1252
Police	41	36	25	49	46	51	47	63	45	52	41	59	555
Ambulance	12	14	18	15	18	19	17	27	25	25	19	20	229
Diverted from ED	8	4	3	1	2	1	3	3	2	1	2	6	36