

Freedom of Information Act 2000 - Request Reference FoI/22/518
Emotional Support and Crisis Services

Information Requested:

I should like to request the following information about the commissioned emotional support and crisis services available to people under the age of 18 in Vale of Glamorgan, which falls within the geographical remit of your organisation.

I would like to find out the following information about support services that you directly fund in Vale of Glamorgan to people under the age of 18 who are experiencing emotional distress and/or who are at risk of attempting suicide, excluding that delivered through Child and Adolescent Mental Health Services:

Inclusion/exclusion criteria

- How the service is accessed, i.e. open access, self-referral, third party referral
- Channels of support, e.g. telephone, email, text, webchat, face-to-face, and types of location if face-to-face
- Opening hours/availability
- Type of support provided, i.e. structured therapeutic counselling, peer support, helpline
- If support is provided to parents or carers
- Length of support offered
- If the support is provided by paid employees, freelance/contract staff, volunteers.
- Intended outcomes for the service
- If available, the number of people under 18 that can be supported i) at any one time and/or ii) in any given twelve month period
- Where relevant, number of people under 18 that have been referred to the service in the most recent reporting period (quarter or year)
- Number of people under 18 supported in the most recent reporting period (quarter or year)

For each service, I would also like to request a copy of their:

- Safeguarding policy
- Confidentiality policy
- Policy statement in relation to capacity, decision making and choice

Response details:

Cardiff and Vale University Health Board (the UHB) does not hold this information. Under Section 16 of the FOIA, which provides us with the duty to advise and assist, the UHB can inform you that other than CAMHS, there are no other services we commission for this purpose.