

09 April 2021

**Our Ref:** RFI 38066

Dear

**Freedom of Information Act 2000  
Information in relation to Primary Care Talking Therapy Hubs**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 4 March 2021. Please accept our sincere apologies for the delay in responding to you. Thank you for your patience.

A response to each of the questions raised has been provided by the Adult Services & Prison Healthcare Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Assistant**

**Please provide the following information in relation to the Primary Care Talking Therapy Hubs (the Hubs) for the period 1 April 2020 to 31 December 2020 .**

**Q1. A list of the Hubs in your Trust area and the localities served by each.**

A1. Within the Trust as of 31 December 2020 there was one Wellbeing Hub in the Lisburn Sector. From mid-February 2021 there are Hub services available across all South Eastern H&SC Trust sectors.

**Q2. A list of counselling providers contracted to provide counselling via the Hubs.**

A2. The Trust Hub providers are listed as follows:

- PRAXIS
- New Life Counselling
- Mindwise
- Ballynahinch Counselling

**Q3. The number of referrals.**

A3. There were 1009 referrals received in the Trust between 1 April 2020 and 31 December 2020.

**Q4. No of people offered counselling.**

A4. In the Trust 451 people were assessed and offered counselling through one of the agencies as listed in A2 (this figure equates to 94.7% of the people referred who took up the offer of a Hub assessment).

**Q5. A breakdown of waiting times, including by the (i) longest (ii) shortest (iii) average waiting time.**

A5. Please see Table 1.

Table 1

	0-3 Weeks	4-6 Weeks	7-9 Weeks	10-12 Weeks	>12 Weeks
<b>Mindwise</b>	17	0	0	0	0
<b>New Life Counselling</b>	5	0	0	0	0
<b>Praxis</b>	0	0	9	0	0
<b>Ballynahinch</b>	1	5	0	0	0
<b>Total</b>	<b>23</b>	<b>5</b>	<b>9</b>	<b>0</b>	<b>0</b>

NB. Figures in the above table are updated as of 31.12.2020

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Appendix A

**Q6. Average number of sessions offered to people.**

A6. The Trust offers each client 6 sessions of therapy, however this is negotiable based on client needs.  
The average number of sessions attended per client was five sessions.

**Q7. Financial allocation and spend up to 31 Dec 2020.**

A7. The Trusts full financial allocation up to 31 December 2020 was £266,004.  
The Trusts spend up to 31 December 2020 was £216,295.

**Q8. Details of changes made to how Hub counselling services are commissioned from community and voluntary organisations with the introduction of a tendering process**

A8. There have been no changes made within the Trust to how Hub counselling services are commissioned from community and voluntary organisations with the introduction of a tendering process.

**Q9. An explanation for the reasons for the changes introduced under Q8 above.**

A9. As detailed in A8 there were no changes made therefore the Trust is unable to provide an explanation.