

Data collection tool for CCGs: Urgent and emergency mental health care and intensive home treatment for children and young people

Username

Password

This questionnaire describes the services comprising the 24/7 pathway for urgent and emergency mental health care and intensive home treatment for children and young people presenting in crisis. One tool should be completed for the entire geographically commissioned comprehensive pathway. Data should be for collected in relation to children and young people from age 0 to under 18 years.

This important voluntary survey, commissioned by NHS England, is intended to help commissioners and service providers to identify key strengths and gaps locally, benchmark performance, and drive local quality improvement.

Guidance: *This questionnaire seeks to collect data for urgent & emergency mental health care and intensive home treatment for children and young people in the local area, including local alternatives to admission. The data should cover a footprint of one or more CCG areas and describe the service offer available 24 hours, 365 days per year. In some cases, this will be provided by more than one team.*

We would be grateful if one tool is completed for each commissioning footprint. Returns should not include the wider general community NHS CAMH services.

NB Each specific dedicated team is asked to complete a supplementary questionnaire comprising the urgent & emergency mental health (UEC MH) care team or Intensive Home Treatment (IHT) pathway for CYP.

To find out we will use your data, please see our CCQI privacy notice

Need help completing this form? Please see our Frequently Asked Questions page or contact the Mental Health Care Pathways programme team at the CCQI:

Telephone: 020 3701 2600

Email: aba.emergcyp@rcpsych.ac.uk

Your contact details

Q1 Name:

Q1a Job title:

Q1b Email address:

Q1c Contact phone number:

Q1d CCG name:

Q1e On behalf of which CCG(s) are you making this return?

Please select all that apply:

- | | | |
|--|---|--|
| <input type="checkbox"/> NHS Airedale, Wharfedale and Craven CCG | <input type="checkbox"/> NHS City and Hackney CCG | <input type="checkbox"/> NHS Greenwich CCG |
| <input type="checkbox"/> NHS Ashford CCG | <input type="checkbox"/> NHS Coastal West Sussex CCG | <input type="checkbox"/> NHS Guildford and Waverley CCG |
| <input type="checkbox"/> NHS Barking & Dagenham CCG | <input type="checkbox"/> NHS Corby CCG | <input type="checkbox"/> NHS Halton CCG |
| <input type="checkbox"/> NHS Barnet CCG | <input type="checkbox"/> NHS Coventry and Rugby CCG | <input type="checkbox"/> NHS Hambleton, Richmondshire and Whitby CCG |
| <input type="checkbox"/> NHS Barnsley CCG | <input type="checkbox"/> NHS Crawley CCG | <input type="checkbox"/> NHS Hammersmith and Fulham CCG |
| <input type="checkbox"/> NHS Basildon and Brentwood CCG | <input type="checkbox"/> NHS Croydon CCG | <input type="checkbox"/> NHS Hardwick CCG |
| <input type="checkbox"/> NHS Bassetlaw CCG | <input type="checkbox"/> NHS Darlington CCG | <input type="checkbox"/> NHS Haringey CCG |
| <input type="checkbox"/> NHS Bath and North East Somerset CCG | <input type="checkbox"/> NHS Dartford, Gravesham and Swanley CCG | <input type="checkbox"/> NHS Harrogate and Rural District CCG |
| <input type="checkbox"/> NHS Bedfordshire CCG | <input type="checkbox"/> NHS Doncaster CCG | <input type="checkbox"/> NHS Harrow CCG |
| <input type="checkbox"/> NHS Berkshire West CCG | <input type="checkbox"/> NHS Dorset CCG | <input type="checkbox"/> NHS Hartlepool and Stockton-on-Tees CCG |
| <input type="checkbox"/> NHS Bexley CCG | <input type="checkbox"/> NHS Dudley CCG | <input type="checkbox"/> NHS Hastings & Rother CCG |
| <input type="checkbox"/> NHS Birmingham and Solihull CCG | <input type="checkbox"/> NHS Durham Dales, Easington and Sedgefield CCG | <input type="checkbox"/> NHS Havering CCG |
| <input type="checkbox"/> NHS Blackburn with Darwen CCG | <input type="checkbox"/> NHS Ealing CCG | <input type="checkbox"/> NHS Herefordshire CCG |
| <input type="checkbox"/> NHS Blackpool CCG | <input type="checkbox"/> NHS East and North Hertfordshire CCG | <input type="checkbox"/> NHS Herts Valleys CCG |
| <input type="checkbox"/> NHS Bolton CCG | <input type="checkbox"/> NHS East Berkshire CCG | <input type="checkbox"/> NHS Heywood, Middleton & Rochdale CCG |
| <input type="checkbox"/> NHS Bradford City CCG | <input type="checkbox"/> NHS East Lancashire CCG | <input type="checkbox"/> NHS High Weald Lewes Havens CCG |
| <input type="checkbox"/> NHS Bradford Districts CCG | <input type="checkbox"/> NHS East Leicestershire and Rutland CCG | <input type="checkbox"/> NHS Hillingdon CCG |
| <input type="checkbox"/> NHS Brent CCG | <input type="checkbox"/> NHS East Riding of Yorkshire CCG | <input type="checkbox"/> NHS Horsham and Mid Sussex CCG |
| <input type="checkbox"/> NHS Brighton & Hove CCG | <input type="checkbox"/> NHS East Staffordshire CCG | <input type="checkbox"/> NHS Hounslow CCG |
| <input type="checkbox"/> NHS Bristol, North Somerset and South Gloucestershire CCG | <input type="checkbox"/> NHS East Surrey CCG | <input type="checkbox"/> NHS Hull CCG |
| <input type="checkbox"/> NHS Bromley CCG | <input type="checkbox"/> NHS Eastbourne, Hailsham and Seaford CCG | <input type="checkbox"/> NHS Ipswich and East Suffolk CCG |
| <input type="checkbox"/> NHS Buckinghamshire CCG | <input type="checkbox"/> NHS Eastern Cheshire CCG | <input type="checkbox"/> NHS Isle of Wight CCG |
| <input type="checkbox"/> NHS Bury CCG | <input type="checkbox"/> NHS Enfield CCG | <input type="checkbox"/> NHS Islington CCG |
| <input type="checkbox"/> NHS Calderdale CCG | <input type="checkbox"/> NHS Erewash CCG | <input type="checkbox"/> NHS Kernow CCG |
| <input type="checkbox"/> NHS Cambridgeshire and Peterborough CCG | <input type="checkbox"/> NHS Fareham and Gosport CCG | <input type="checkbox"/> NHS Kingston CCG |
| <input type="checkbox"/> NHS Camden CCG | <input type="checkbox"/> NHS Fylde & Wyre CCG | <input type="checkbox"/> NHS Knowsley CCG |
| <input type="checkbox"/> NHS Cannock Chase CCG | <input type="checkbox"/> NHS Gloucestershire CCG | <input type="checkbox"/> NHS Lambeth CCG |
| <input type="checkbox"/> NHS Canterbury and Coastal CCG | <input type="checkbox"/> NHS Great Yarmouth & Waveney CCG | <input type="checkbox"/> NHS Leeds CCG |
| <input type="checkbox"/> NHS Castle Point and Rochford CCG | <input type="checkbox"/> NHS Greater Huddersfield CCG | <input type="checkbox"/> NHS Leicester City CCG |
| <input type="checkbox"/> NHS Central London (Westminster) CCG | <input type="checkbox"/> NHS Greater Preston CCG | <input type="checkbox"/> NHS Lewisham CCG |
| <input type="checkbox"/> NHS Chorley and South Ribble CCG | | <input type="checkbox"/> NHS Lincolnshire East CCG |
| | | <input type="checkbox"/> NHS Lincolnshire West CCG |
| | | <input type="checkbox"/> NHS Liverpool CCG |

Q1e On behalf of which CCG(s) are you making this return?

Please select all that apply:

- | | | |
|---|---|--|
| <input type="checkbox"/> NHS Luton CCG | <input type="checkbox"/> NHS Nottingham West CCG | <input type="checkbox"/> NHS Southwark CCG |
| <input type="checkbox"/> NHS Manchester CCG | <input type="checkbox"/> NHS Oldham CCG | <input type="checkbox"/> NHS St Helens CCG |
| <input type="checkbox"/> NHS Mansfield & Ashfield CCG | <input type="checkbox"/> NHS Oxfordshire CCG | <input type="checkbox"/> NHS Stafford and Surrounds CCG |
| <input type="checkbox"/> NHS Medway CCG | <input type="checkbox"/> NHS Portsmouth CCG | <input type="checkbox"/> NHS Stockport CCG |
| <input type="checkbox"/> NHS Merton CCG | <input type="checkbox"/> NHS Redbridge CCG | <input type="checkbox"/> NHS Stoke on Trent CCG |
| <input type="checkbox"/> NHS Mid Essex CCG | <input type="checkbox"/> NHS Redditch and Bromsgrove CCG | <input type="checkbox"/> NHS Sunderland CCG |
| <input type="checkbox"/> NHS Milton Keynes CCG | <input type="checkbox"/> NHS Richmond CCG | <input type="checkbox"/> NHS Surrey Downs CCG |
| <input type="checkbox"/> NHS Morecambe Bay CCG | <input type="checkbox"/> NHS Rotherham CCG | <input type="checkbox"/> NHS Surrey Heath CCG |
| <input type="checkbox"/> NHS Nene CCG | <input type="checkbox"/> NHS Rushcliffe CCG | <input type="checkbox"/> NHS Sutton CCG |
| <input type="checkbox"/> NHS Newark & Sherwood CCG | <input type="checkbox"/> NHS Salford CCG | <input type="checkbox"/> NHS Swale CCG |
| <input type="checkbox"/> NHS Newcastle Gateshead CCG | <input type="checkbox"/> NHS Sandwell and West Birmingham CCG | <input type="checkbox"/> NHS Swindon CCG |
| <input type="checkbox"/> NHS Newham CCG | <input type="checkbox"/> NHS Scarborough and Ryedale CCG | <input type="checkbox"/> NHS Tameside and Glossop CCG |
| <input type="checkbox"/> NHS North Cumbria CCG | <input type="checkbox"/> NHS Sheffield CCG | <input type="checkbox"/> NHS Telford & Wrekin CCG |
| <input type="checkbox"/> NHS North Derbyshire CCG | <input type="checkbox"/> NHS Shropshire CCG | <input type="checkbox"/> NHS Thanet CCG |
| <input type="checkbox"/> NHS North Durham CCG | <input type="checkbox"/> NHS Somerset CCG | <input type="checkbox"/> NHS Thurrock CCG |
| <input type="checkbox"/> NHS North East Essex CCG | <input type="checkbox"/> NHS South Cheshire CCG | <input type="checkbox"/> NHS Tower Hamlets CCG |
| <input type="checkbox"/> NHS North East Hampshire and Farnham CCG | <input type="checkbox"/> NHS South Devon and Torbay CCG | <input type="checkbox"/> NHS Trafford CCG |
| <input type="checkbox"/> NHS North East Lincolnshire CCG | <input type="checkbox"/> NHS South East Staffs and Seisdon and Peninsular CCG | <input type="checkbox"/> NHS Vale of York CCG |
| <input type="checkbox"/> NHS North Hampshire CCG | <input type="checkbox"/> NHS South Eastern Hampshire CCG | <input type="checkbox"/> NHS Vale Royal CCG |
| <input type="checkbox"/> NHS North Kirklees CCG | <input type="checkbox"/> NHS South Kent Coast CCG | <input type="checkbox"/> NHS Wakefield CCG |
| <input type="checkbox"/> NHS North Lincolnshire CCG | <input type="checkbox"/> NHS South Lincolnshire CCG | <input type="checkbox"/> NHS Walsall CCG |
| <input type="checkbox"/> NHS North Norfolk CCG | <input type="checkbox"/> NHS South Norfolk CCG | <input type="checkbox"/> NHS Waltham Forest CCG |
| <input type="checkbox"/> NHS North Staffordshire CCG | <input type="checkbox"/> NHS South Sefton CCG | <input type="checkbox"/> NHS Wandsworth CCG |
| <input type="checkbox"/> NHS North Tyneside CCG | <input type="checkbox"/> NHS South Tees CCG | <input type="checkbox"/> NHS Warrington CCG |
| <input type="checkbox"/> NHS North West Surrey CCG | <input type="checkbox"/> NHS South Tyneside CCG | <input type="checkbox"/> NHS Warwickshire North CCG |
| <input type="checkbox"/> NHS North, East, West Devon CCG | <input type="checkbox"/> NHS South Warwickshire CCG | <input type="checkbox"/> NHS West Cheshire CCG |
| <input type="checkbox"/> NHS Northumberland CCG | <input type="checkbox"/> NHS South West Lincolnshire CCG | <input type="checkbox"/> NHS West Essex CCG |
| <input type="checkbox"/> NHS Norwich CCG | <input type="checkbox"/> NHS South Worcestershire CCG | <input type="checkbox"/> NHS West Hampshire CCG |
| <input type="checkbox"/> NHS Nottingham City CCG | <input type="checkbox"/> NHS Southampton CCG | <input type="checkbox"/> NHS West Kent CCG |
| <input type="checkbox"/> NHS Nottingham North & East CCG | <input type="checkbox"/> NHS Southend CCG | <input type="checkbox"/> NHS West Lancashire CCG |
| | <input type="checkbox"/> NHS Southern Derbyshire CCG | <input type="checkbox"/> NHS West Leicestershire CCG |
| | <input type="checkbox"/> NHS Southport and Formby CCG | <input type="checkbox"/> NHS West London (K&C & QPP) CCG |
| | | <input type="checkbox"/> NHS West Norfolk CCG |
| | | <input type="checkbox"/> NHS West Suffolk CCG |

Q1e On behalf of which CCG(s) are you making this return?
Please select all that apply:

NHS Wigan Borough
CCG

NHS Wirral CCG

NHS Wyre Forest CCG

NHS Wiltshire CCG

NHS Wolverhampton
CCG

Other

Your pathway for urgent & emergency mental health care for children and young people (CYP)

Q2a Do you have one or more dedicated staffed teams that provide a 24/7 urgent and emergency MH care pathway to those under 18 years of age?

- Yes, we have a staffed dedicated response that provides a full 24/7 urgent and emergency MH care pathway to those under 18 years of age
- Yes, we have partial coverage, but with other arrangements to complete the 24/7 under 18 pathway
- We have a duty and/or on-call rota only to provide the 24/7 pathway
- No, we don't have a complete 24/7 pathway urgent and emergency MH care pathway for those under 18 years of age

Q2b How many dedicated staffed teams operate in your pathway? You will be asked to enter details of each team below.

*Guidance: This **includes**:*

- *urgent and emergency CYP teams or sub teams*
- *inpatient hub and spoke teams*
- *integrated CYP mental health and social care teams*
- *all-age urgent and emergency teams*
- *Safe haven or crisis café*
- *Short term in-patient mental health bed or crisis & recovery house.*

*This **does not include** staff only on duty rotas or on-call rotas.*

Q3 What is the size of the under 18 population that your CCG(s) cover?

(Please only enter numerical values)

Q4 Have you commissioned an urgent and emergency pathway for children and young people from 0 to their 18th birthday?

- Yes
- Partially
- No

Q5 Are you actively engaged in New Care Models work locally?

[New Care Models](#) is an NHS England project to jointly commission and provide an integrated admission and admission avoidance CYPMH pathway (with CCGs, specialised commissioning and children and young peoples' mental health services (CYMPHS) providers)

- Yes
- No

Q6 Please identify the functions provided by the dedicated staffed 24/7 pathway for this locality (tick all that apply)

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Individual teams in your urgent and emergency mental health care pathway for children and young people

You indicated that you have {Q2b} teams in your pathway

Team one

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team two

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team three

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team four

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team five

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team six

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team seven

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team eight

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team nine

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Team ten

Name of team:

What kind of model does this team operate?

- Dedicated children and young people's urgent and emergency teams/sub teams
- Inpatient hub and spoke model
- Integrated children and young people's mental health (CYPMH) and social care
- Combined/ integrated services for all ages
- Adult team responding to young people aged 16 years plus
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house
- Other

If other, please specify:

What function(s) does this team provide?

- Support, advice and triage
- Crisis assessment in A&E
- Crisis assessment in the community
- Crisis and brief response in A&E
- Crisis and brief response in the community
- Intensive home treatment (intensive intervention etc.)
- Safe haven or crisis café
- Short term in-patient mental health bed or crisis & recovery house

Operating hours

Q9 Is your urgent and emergency pathway for CYP provided on a **24/7 basis** (by one or more dedicated staffed teams)?

- Yes
 No

Q9a If no, what are the hours of operation for the (above) minimum dedicated, staffed pathway?

- Office hours (operational hours not exceeding 8.00 to 18.00 hours)
 Extended hours (operational hours exceeding office hours but not 24 hours)
 Overnight hours (a dedicated team is in operation out-of-hours - during the evening and overnight but alternative arrangements operate during office hours, (e.g. a duty rota within the community CYPMHS team)

Q9b What arrangements do you have out of hours? (Tick all that apply)

- 24/7 pathway not fully covered
 Duty rota (staff at work and on duty but not dedicated to urgent and emergency role.)
 On-call rota (staff called in from rest/non-working)
 A 24/7 team for adults provides cover
 Other

Q9c If other, please specify

Q10 Are the arrangements for crisis response for 16 and 17 year olds the same as those for under 16 year olds?

- Yes
 No

Q10a How do the arrangements differ for under 16s and 16-17 year olds?

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Access to advocacy services

Q11 Do the children and young people in your locality have access to (please tick all that apply):

- General advocacy, for information and advice about how to express views and wishes
 Advocacy tailored to the needs of Black, Asian and Minority Ethnic (BAME) groups

What to do next: You indicated that you have {Q2b} teams in your pathway. Please ensure you send the *data collection tool for dedicated teams* to each team with dedicated staff providing urgent and emergency mental health care or intensive home treatment to children and young people in your CCG(s). This can be done by copying and pasting the following link. Dedicated teams within your CCG(s) will use the same username and password as you.
<https://www.snapsurveys.com/wh/s.asp?k=152992146750>

Many thanks for completing this survey. A report on urgent and emergency care for children and young people will be created for each CCG in the coming months, and will be sent to the person named in the 'contact details' section.