



SURREY POLICE - PAPER FOR PCC MANAGEMENT MEETING

Update on National Crisis Care Concordat and Mental Health Service Delivery in Surrey

The Government published a National Crisis Care Concordat (CCC) in February 2014. This directed an expectation that statutory organisations will work together to improve the system of care and support to individuals and families in crisis due to mental ill health, and that appropriate help and support will be provided whatever time of the day or night they first need help and from whichever service they turn to first. The overriding focus of the CCC is to achieve parity of esteem for mental ill health when compared with medical ill health responses. Helpfully, the CCC recognises that currently too much onus is placed upon the police to respond to mental health crises, resulting in S136 Mental Health Act powers being used and, on occasions, individuals being held in police custody for lengthy periods of time, with all the associated risks and resource demands of such interventions. The CCC contains an action plan against which statutory agencies are expected to deliver improvements.

A multi-agency delivery group which meets monthly was set up in response to the CCC. It is chaired by a Health Commissioner and works under its own terms of reference to deliver the requirements of the national action plan. All agencies are held accountable for delivery of their agreed actions. Surrey Police is represented at the delivery group by Chief Superintendent Matt Twist.

This action plan is the main focus of the drive to improve Surrey Police's performance and provision in the mental health arena; and together with the recommendations from a peer review conducted by the Metropolitan Police Service in May 2014, forms the basis of work streams identified through our internal Mental Health Steering Group. This group is made up of colleagues from all departments within Surrey Police (including operations, communications, diversity and learning and development). A structured meeting hierarchy has been developed which provides a clear pathway for reporting and escalation, as well as oversight and ownership of risk.

Current Work Streams

Work Streams involving Partners:

Trial of mental health professionals in the Contact Centre

A three month trial which sees mental health professionals working in the Contact Centre on a Tuesday and Friday evening began on December 2nd; these times have been identified as the peak times for mental health related calls. This will give the Force better access to mental health systems and information to enable better deployment of the appropriate

resources to incidents and reduce the number of S136 detentions. The cost of the mental health professionals is being funded by Surrey and Borders Partnership Trust for the duration of the trial and will be reviewed with a view to extending the project at the end.

New conveyance agreement for the transportation of people with mental health issues

A new conveyance policy has been agreed, based on the Association of Ambulance Chief Executive national guidelines, setting out the roles and responsibilities of all agencies involved in the conveyance of patients with mental health issues including the NHS trusts, the ambulance service, the police and local authorities, both in and out of working hours. The emphasis is now on the ambulance service to convey people when mental ill health is identified, to reduce the number of occasions where the police are required to transport ill people and seeking to provide better medical provision rather than criminalising mental illness. Response times have been agreed of 8 minutes when a person is violent or requires restraint and 30 minutes for all other request.

Improved compliance with Missing Person Protocol

Surrey Police is working with partners to improve adherence to the Missing Person Protocol so that high risk missing people are accurately risk assessed by nursing staff and relevant information is provided when reporting absence to the police. This will increase the timeliness and effectiveness of searches for missing people. Adherence to the policy by NHS staff is currently very low and this presents an ongoing challenge. The policy is being reviewed by a multi-agency panel and in line with new Association of Chief Police Officers (ACPO) guidance, but is believed to be fit for purpose.

Developing a policy to cover all police interactions within NHS establishments

Surrey Police is working with partners to produce a policy document to cover a range of scenarios, from the processing of detainees who require medical intervention to police being asked to enter mental health establishments to recover control where it has been lost or physically restrain a patient to forcibly administer a sedative. This is a piece of work which has some urgency due to a number of areas of concern. Surrey Police have drafted the document, but multi-agency agreement will need to be achieved for it to be effective and enforceable - it is currently out to consultation.

Working to reduce the use of custody as 'a place of safety'

The Force is working with partners to reduce the number of individuals who are subject of S136 detention being held in police cells as a place of safety. This is achieving some success and we have already reduced the percentage from 19% to just 6%. This has been assisted by the opening of an additional S136 assessment suite in 2014 and will be further helped when another new suite with four beds opens in Guildford later in the year.

Extension of the Criminal Justice Liaison and Diversion Service

The Criminal Justice Liaison and Diversion Service offers expert assessment of people who are detained in custody and thought to have mental health problems and then provides appropriate interventions to those who need support. It aims to reduce re-offending by enabling those with mental health conditions and substance misuse problems to get the right treatment as quickly as possible. The service runs seven days a week between the hours of 7pm-7am. Funding has now been secured to extend this service post release and in courts.

Surrey County Council (SCC) transformation bid to Government for transformation funding

The bid is funding several projects such as the creation of a universal single point of access for acute mental health crises, to facilitate appropriate clinical responses that are consistent with the presenting problem; the development of an agreed single spine of information sharing that ensures each agency has timely access to patient data; and the delivery of better community support through the establishment of integrated teams at a primary care level and peer support services. A key component of this will be the establishment of local 'safe havens' in districts and boroughs where individuals can receive support and assessment for their presenting crisis.

Surrey Police Internal Work Streams

Identification and escalation

Concerns are now raised with the Chief Inspectors for Operations and Custody and into a shared mailbox. All e-mails are reviewed by the Force Mental Health Advisor and the Mental Health Steering Group for appropriate escalation.

Development of a vulnerability assessment framework

The Force has developed a vulnerability assessment framework, which can be used by both officers and staff to help identify vulnerabilities and ensure individuals get the most appropriate response from our personnel whether they are in crisis or a victim of crime.

Mental health awareness training

The Force has reviewed and improved its training and awareness packages in relation to mental health for all personnel including training for probationers and established officers and staff, as well as Mental Health Liaison Officers.

Technological improvements

Introduction of direct officer input of S136 monitoring forms on Mobile Data Terminals was introduced in December. This has improved the S136 process as forms can now be printed out and handed to Mental Health Unit staff, and details can be e-mailed to the relevant NHS trust immediately. The forms are accompanied with a hyperlink to information that will assist decision-making.

Improvements to policies, procedures and guidance

A policy and procedure have been written to cover forcible restraint of mental health patients by police officers within mental health units and hospitals. The policy identifies the roles and responsibilities of those involved when restraint is used. This was introduced on Christmas Eve and has been communicated to personnel on the Force intranet. The Force has also developed new guidance and tools for staff to refer to when dealing with mental health related incidents. Funding has been identified to produce an aide memoir to support this - this is currently in development. The welfare check request protocol is also being reviewed to ensure that officers are not plugging the gaps for social services and other safeguarding agencies.

An internal review of on-going mental health work streams is currently underway by the Service Quality Team who will report in January 2015 on progress to date. Oversight of delivery of internal mental health work streams is provided through our Force Mental Health Steering Group, with risk oversight provided through the Deputy Chief Constable's Strategic Risk and Learning Group.