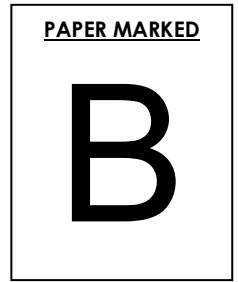


**POLICE AND CRIME
COMMISSIONER FOR
LEICESTERSHIRE**

**ETHICS, INTEGRITY AND
COMPLAINTS COMMITTEE**



Report of	OFFICE OF CHIEF CONSTABLE
Subject	MENTAL HEALTH – DEMAND PROFILE AND GUIDANCE TO OFFICERS
Date	FRIDAY 26 MARCH 2021 – 2:00 p.m.
Author	SUPERINTENDENT JONNY STARBUCK

Purpose of Report

1. The purpose of this report is to outline the nature and scale of mental health related demand to Leicestershire Police, and the guidance that is given to officers in terms of responding to those demands. It is presented in response to a request for such a report from the Ethics Committee.

Recommendations

2. The Committee is recommended to discuss the contents of the report.

Ethical Dilemmas

3. Ethical dilemmas fall outside the scope of this report, which is focused on describing demand and guidance

Background

4. Mental Health demand can be difficult to quantify. Mental health issues can sit behind many different types of incident and as such, the demand may not always be captured.
5. All officers and staff who have contact with the public are likely, at some point, to be involved with a service user or incident where mental health issues play a role. Police officers and staff in front lines roles tend to have the greatest degree of exposure to this.

6. In addition to these front line officers, a number of specialised resources focus on responding to mental health demand:-
 - The Mental Health Street Triage car
 - Liaison and Diversion team
 - Proactive Vulnerability Engagement team (PAVE)
 - Mental Health Partnership Officer
7. The nature of the demand tends to be incidents involving a person in mental health crisis, or whose behaviour and actions are considered to be significantly attributable to a mental health issue.
8. These incidents include, but are not limited to, acts of self-harm and suicide, violent and disorderly behaviour, extreme distress or erratic behaviour, and crime. Each has to be assessed on its merit and a careful balance struck between caring appropriately for the subject, whilst safeguarding others and investigating any crimes that may have been committed.

Body of report

Mental Health Street Triage Car

9. The Mental Health Street Triage Car is a joint venture with Leicestershire Police and Leicestershire Partnership trust providing one officer and one nurse for each early and late shift, seven days a week. The team comprises of four full time officers and twelve Mental Health Practitioners who also have responsibilities in other areas of business within the department.
10. The Mental Health Street Triage car, on average, triages approximately 769 policing incidents every calendar month. This includes reviewing services users' mental health history with Leicestershire Partnership Practitioners and supplying a short synopsis of history to our policing colleagues, enabling others to make more informed decisions. The Triage Car will typically spend 15 – 25 minutes per incident reviewing and supplying information.

Liaison and Diversion team

11. Our Liaison and Diversion team operates in the custody suites providing an opportunity for detainees to be seen by professionals to assist in vulnerabilities that have been identified or reported. Typically custody staff will refer into the Liaison and Diversion team regarding a detainee. Once received, a Mental Health Practitioner will review historical information regarding the service user and share any pertinent information. If appropriate clinical staff will engage with a detainee identifying opportunities to support and where appropriate make the necessary referrals to other mental health teams and agencies, and if required request the detainee to be assessed under the MH Act.
12. Where opportunities are identified to support detainees after they have been released from custody, our Outreach Team will liaise with the service

user and submit further referrals to help prevent reoffending. Typically, support that can be offered relates to housing, drugs and alcohol abuse, social services and the benefit services to support the service user.

The Proactive Vulnerability Engagement team (PAVE)

13. The Proactive Vulnerability Engagement team (PAVE) reviews and monitors those who are linked to potentially avoidable demand for Leicestershire Police. PAVE assures joined-up working between local policing teams, community mental health services, housing teams, Turning Point and other services that provide support to service users in the community. PAVE seeks to implement a plan to identify the root cause of the demand, reducing it permanently.
14. PAVE split their service users into three categories:-
 - Tier 1, when the service user requires Police, Leicestershire Partnership Trust and Turning Point to be engaged in their care,
 - Tier 2, when the service user requires two of these services and
 - Tier 3, when there is a need for PAVE to share information and help liaise between partner agencies.
15. On average, PAVE manage 14 Tier 1 services users, 7 Tier 2 service users and 2 Tier 3 services users every month.

Mental Health Partnership Officer

16. The Mental Health Partnership Officer acts as a liaison between Leicestershire Partnership Trust and Leicestershire Police. Their role is to facilitate the sharing of information between the organisations where appropriate, identify reoccurring issues and implement more efficient and effective working practices.
17. The role also entails developing investigators in their understanding of mental health, and helping to dispel misconceptions which can prevent appropriate crime disposals. The officer also takes part in multi-agency meetings to help problem-solving and assist in safeguarding.

Quantitative demand profile 'snap-shot'. Triage car – January 2021

Number of Incidents Triaged-	774
Number of Deployments-	58

Mental Health demand by NPA								
Hinckley & Blaby	Charnwood	North West	Melton and Rutland	South Leicester	West Leicester	Harborough & Wigston	East Leicester	Central Leicester
99	132	44	32	51	109	60	128	59

S136s (police power to detain person in mental health crisis)	16
S135s – (police deployment in support of mental health professionals who have obtained a warrant to detain a person in mental health crisis)	8

Implications

Financial: None beyond normal costs of staffing and accommodation

Legal: Legal issues relating to policing and mental health are complex, and beyond the scope of this report

Equality Impact Assessment: Various EIAs exist within the policies and training relevant to this area of business

Risks and Impact: Risks and impacts relating to policing and mental health are complex and beyond the scope of this report

Link to Police and Crime Plan: Vulnerability

List of Appendices

Appendix A – List of training and guidance provided to staff and officers

Appendix B – List of resources made available to support our staff and officers with their own mental health and wellbeing

Person to Contact

Supt Jonny Starbuck

Local Policing Directorate

Email: jonathan.starbuck@leicestershire.pnn.police.uk

Training

A wide range of training is delivered, with various products developed for most roles in the organisation:-

- Half day initial core training for all Police Officers, PCSO and SPCs.
- On-going tailored training for PCSO's, SPC's, CMD and supervisors
- Mental Health first aid (2 days)
- Mental Health first aid (light – half day)
- Mental Health first aid youth
- Op Breakthrough – four day course.
- First and Second line manager training – This is our latest course, which is due to be rolled out late 2021 across the force.

Appendix B

Mental Health related support/resources that are available within Leicestershire Police are as follows:

Health Assured

Health Assured are the employee assistance provider for the Force. Their service includes a 24-hour helpline, counselling and wellbeing programmes/information. This service is available to employees and their immediate family members.

Flint House

Offer psychological rehabilitation (as well as physical rehabilitation) for police offers, PSCOs and specials.

Professional Support

Health Assured undertake professional support sessions for teams within the Force whose work has been assessed and identified as being 'high risk.' These sessions take place annually or bi-annually – the frequency is determined by the nature of the work carried out by these teams and the likelihood of the work having an impact on the individuals within the teams.

A pilot has also been carried out via Oscar Kilo for an alternative form of professional support.

Mental Health First Aid (MHFA)

We have a group of people who are Mental Health First Aid trained and have an enhanced understanding of mental ill health through the training they receive. There is a list of Mental Health First Aiders on the Intranet and each office has a Mental Health First Aid poster that provides a list of the Mental Health First Aiders for the area (displayed in the same way as First Aid posters). The Mental Health First Aiders are able to support and signpost people who may be struggling with their mental health.

Occupational Health

The Occupational Health Unit will support the wellbeing of individuals by making recommendations to accommodate reasonable adjustments within the workplace or role.

Trauma Risk Incident Management (TRIM)

TRIM is a peer lead process that supports officers and staff who have been affected by a traumatic incident (or have repeated exposure to traumatic incidents). The process ascertains whether an individual may need additional support after exposure to a traumatic event and therefore receives support at an early stage.

Support Networks/Groups

People can also access support through staff networks, trade unions, wellbeing champions, mental health first aiders, chaplains, welfare SPOCs etc.

Your Wellbeing

The Your Wellbeing Intranet site hosts and signposts people to tools and resources that offer mental health support. The internal website also contains advice and guidance for managers dealing with a team member who may be struggling with their mental health.

Time to Change

Signed up to the Time to Change pledge to tackle and reduce mental health stigma at the outset of the overall wellbeing work. Through this, there has been the promotion of events, such as, Time to Talk Day, World Mental Health Day etc to promote ongoing awareness of mental health and reinforce the support that is available for our people.

Oscar Kilo

Resources available via Oscar Kilo are regularly promoted – these will include webinars, podcasts, videos, resilience check-ins, online courses (i.e. MindFit Cop).

You are not alone

Internal campaigns that share real stories, insights and experiences amongst our employees to raise awareness and reduce stigma.

Wellness Recovery Action Plan (WRAP)

A supportive document designed to help individuals and their respective managers to understand the individuals' mental health condition. This document includes how mental health affects the individual, triggers, action to take if the individual becomes unwell and supportive mechanisms to implement.

Stress Risk Assessments

The Health & Safety team provides information and guidance to managers and individuals' on managing stress including completion of stress risk assessment. The tool works through the controls that are in place and implementing interventions/controls to mitigate the risk of stress.

Supervisors

Mental health training for supervisors is covered in the following:

- First Line Managers training (covers health & safety responsibilities of a supervisor/line manager but also includes how to identify mental ill health issues within teams).
- Mental Health Awareness – bite-size training (available to all not supervisor specific).
- Supportive guidance documents for managers via the Intranet across a number of areas such as Health & Safety, HR and Your Wellbeing.