

Committee(s): Police Authority Board	Dated: 25 January 2023
Subject: Update on partnership Mental Health Services Demand and Response	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1- People are safe and feel safe
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Commissioner of Police & City and Hackney Public Health Pol 06-23	For Information
Report author: Umer Khan Commander Ops and Security , City of London Police, Claire Giraud and Andrew Trathen, City and Hackney Public Health	

Summary

At the October 2022 Police Authority Board, the Chair of the Board requested a joint update on the partnership response to Mental Health demand.

It was agreed at the November Police Authority Board (PAB) that this update would be brought to the January PAB.

This update covers:

- **Overview of Demand**
- **Recently established Working Group**
- **Mental Health Street Triage Service**
- **Suicide Prevention**

Recommendation(s)

Members are asked to note the report.

Main Report

Overview

1. At the October 2022 Police Authority Board, the Chair of the Board requested an update on the City of London Corporation and City of London Police response and provision of Mental Health Services. There is a significant amount of work going on in this space currently including, suicide prevention and response, Mental Health Street Triage and a new working group led by Commander Umer Khan with partners.

Background on Mental Health Demand Pressures

2. The Home Office in recent years has increased its focus on supporting policing in tackling the high volume of mental health demand.
3. The police and health response to those in mental health crisis has improved, supported by government funding, legislative changes and better partnership working. But it remains the case that many calls to the police have a mental health component.
4. The previous Policing Minister acknowledged that Police are too often left to deal with people suffering from mental health issues, who actually need help from healthcare professionals and social services.
5. Progress is being made in improving the response but more needs to be done to free up police time to enable focus on tackling crime, while ensuring vulnerable people get the care they need.
6. Home Office findings showed a sizeable proportion of the cases involving mental health issues that the police deal with relate to 'concern for welfare calls'. They may involve injury, missing persons or suspicious circumstances, for example, and come from the public or health and social service agencies.
7. This was previously estimated that Police may spend between 20 and 40 per cent of their time dealing with mental health cases.

Examples of Good Practice.

8. Examples of good practice in the City of London include street triage scheme, recently established Mental Health Working Group and Suicide Prevention Steering Group. These working groups enable officers to work with key partners and access health professionals for timely and relevant advice, and initiatives to put care packages in place for persistent callers.

Mental Health Street Triage Service

9. The Mental Health Street triage service, an established working practice since 2017, continues to support frontline operations. The service continues to support clients located at risky places, as well as those presenting to officers at the police station.
10. The Force area tends to attract a cohort of service users that repeatedly return to the City of London. The Partnership & Prevention (P&P) hub and mental health street triage have been meeting with local and external partners to work cooperatively with this particular client base. The current working arrangement has resulted in the development of effective diversion plans. This done in partnership with the clients themselves has thus far been highly effective at reducing the return rate. Exploration of new schemes that could run alongside this area currently in progress, to continue to assist those that repeatedly find themselves in crisis, to have avenues of support available to them.

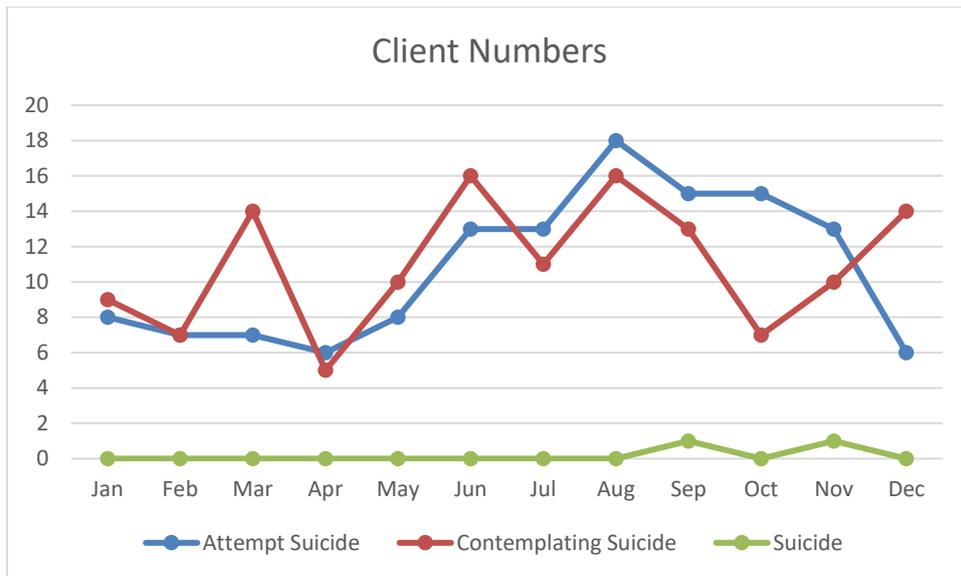
A snapshot of their intervention shows continued effectiveness.

Month	No of referrals/people assessed	No of anticipated 136s	No of avoided 136	Actual 136's	other plans	HTT¹ Visits
Nov	41	24	17	7	17	2
Dec	40	22	21	1	21	5

Overview of Demand

11. From April 2022 the end of December 2022 (Q3) City of London Police officers and our Mental Health Street triage service encountered 263 clients.
12. The Force is continuing to improve on our recording practices and are now beginning to capture the number of hours that our officers and staff are abstracted whilst dealing with these incidents.
13. The Force's previous years' numbers are detailed in the following graph. Periodic peaks and troughs occurred throughout the year.

¹ Home Treatment Team



Recently Established Working Group

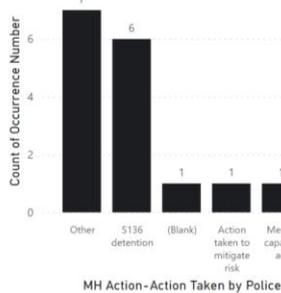
14. The establishment of the Mental Health Working Group within the City of London Police has already seen strides towards the reduction of bureaucracy within internal process and has identified areas of required improvement, this includes abstraction times for officers at hospital, support for those in custody who area suspected of suffering from a mental illness etc.
15. The vulnerability analyst within the Force has developed an interactive dashboard that will efficiently enable us to see prevalent locations, times and days. A snapshot is included below. This goes some way to developing effective working strategies for intervention at the locations identified and this data informs the problem-solving focus on repeat cohort and locations, enabling focus taskings to sites and follow up with safeguarding visits to repeat cohort and provide mental health sufferers with appropriate care and support.

Mental Health

monin
December

Count of Occurrence Number
16

Action Taken by Police



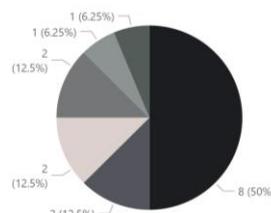
Person Gender



Person Age

Person Age (at Date of Offence)	Count of Occurrence Number
29	2
17	1
18	1
20	1
30	1
31	1
33	1
35	1
37	1
38	1
41	1
Total	16

Person Ethnicity



Ethnicity (Link-2-Occ)

- 1. White - North Eu...
- 0. Unknown
- 3. Black
- 4. Asian
- 2. White - South Eu...
- 6. Middle Eastern

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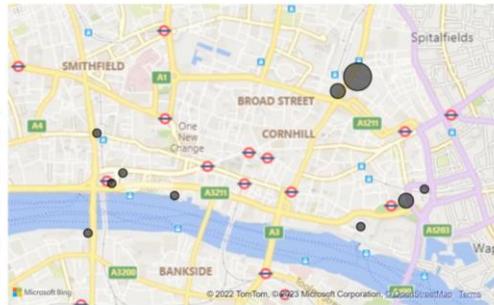
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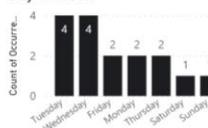
Location

Occ. Add. Street Name	Count of Occurrence Number
BISHOPSGATE	6
BLACKFRIARS BRIDGE	1
BROKEN WHARF	1
GOODMAN'S YARD	1
LUDGATE CIRCUS	1
MILENIUM BRIDGE	1
MINORIES	1
PETTY WALES	1
PUDDLE DOCK	1
QUEEN VICTORIA STREET	1
TOWER HILL	1
Total	16

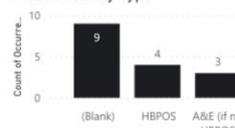


Time Spent at Incident	Count of Occurrence Number
14:38:00	1
08:00:00	1
05:53:00	1
05:05:00	1
04:15:00	1
03:15:00	2
02:58:00	1
02:54:00	1
02:40:00	1
02:36:00	1
01:15:00	1
01:00:00	1
00:45:00	1
00:00:00	1
19:00:00	1
Total	16

Day of Week



Place of Safety Type



The time spent at incident has been calculated using "Occurrence Start Date/Time" and "MH PoS-Officer Departure Date/Time". Where the PoS Officer Departure time is blank or a PoS was not used the "Occurrence End Date/Time" has been used.



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Suicide Prevention

16. Within the Partnerships Hub a dedicated role has been adopted so that the force SPOC/Subject Matter Expert (SME) can drive forward management of demand from clients. The City attracts a geographically diverse client base and to that end, liaison with external authorities and Police forces has become commonplace. To try and understand the rationale for movement, the SME has

been working alongside University College London (UCL), Crime Science Unit to analyse that picture and look into the reasons why. An initial study was done with a previous UCL intern, which has led to a wider study being adopted by the university with assistance from the CoLP. It is hoped that gaining a greater understanding of why clients are attracted to the City of London, how they travel etc. would enable us to work with other partners to introduce measures at stages to offer diversion and assistance.

17. The Partnership hub has engaged with the Worshipful Company of Security Professionals, which has formed a City/London wide initiative around suicide prevention. The Suicide prevention committee have begun to explore quick time information sharing and training amongst businesses and potentially offer safe spaces for those that find themselves in crisis.
18. The Force is heavily involved in the City of London Multi-agency Suicide Prevention steering group, they are currently helping with the development of a multi-agency response protocol for suicide completions in the square mile in order to ensure comprehensive, timely, appropriate and effective support is in place when incidents occur.
19. The Force is also helping the Ascention Trust and the Royal National Lifeboat Institute mobilise the Bridge Watch patrol programme in order to increase the opportunity for human intervention during suicide incidents on the five City of London bridges.
20. Further intervention strategies are currently subject of a problem-solving plan to explore untapped partnerships, strategies and test bed areas.

Conclusion

21. This report provides a 'broad brush' update and overview of current activity. The focus to continually improve the partnership response to Mental Health demand will continue to develop through the aforementioned working groups. Should the Board require a more in-depth update on any specific activity or area, this can be provided if the Police Authority Team are able to provide the detailed scope.

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