


PCC and CC Force Inspection response record as required by s.55 Police Act 1996 (as amended)

Version: 1.1

Force	Staffordshire
Police and Crime Commissioner	Matthew Ellis
Chief Constable	Gareth Morgan
Title of Inspection	National Report – Policing and Mental Health: Picking Up the Pieces
Inspectorate	 <small>Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services</small> Published 27 November 2018 - Response due before 22 January 2019
Summary of inspection	<ul style="list-style-type: none"> We are concerned that the police are working beyond their duty The Crisis Care Concordat is a step in the right direction, but there still needs to be a rethink Collaboration is helping the police provide a better response The police need a clearer picture of mental health demand Leadership on mental health in police forces is generally strong Overall, the police are good at recognising when people are in crisis and responding to people at risk Forces are investing in mental health training, but it is inconsistent Only a few forces are seeking the views of people with mental health problems Prevention is far better than cure
Grade	
Recommendations	<p>Recommendation 2 All forces should carry out a 'snapshot' exercise to assess their mental health-related demand By December 2019, forces should develop a better understanding of their mental health data, and the nature and scale of their demand. All forces should carry out a 24-hour snapshot exercise, using the new national definition of mental ill-health in Recommendation 1. This would help them see where their mental health demand is concentrated and identify any gaps in their data. The NPCC mental health lead should set out how the data was collected during the Welsh forces' snapshot exercise. This exercise will help forces understand the strain on the service by assessing the combination of demand and workload. This will then help forces when establishing and reporting mental health demand in their force management statements (FMSs).</p> <p>Recommendation 3 All forces should evaluate their mental health triage services By August 2019, all forces should review their existing partnership mental health triage services to assess their effectiveness, and the environment they are operating in. This will help them make decisions about sustainable future services with partners to make sure mental health care needs are being met.</p>

	<p>If forces find any deficiencies in their triage services, they should take steps to address them as soon as reasonably practicable.</p> <p>The College of Policing has agreed to devise some practice guidelines to help forces benchmark their triage activity. We will inspect on progress in this area as part of our integrated PEEL assessments inspection framework.</p> <p>Recommendation 4 All forces should review their mental health training programmes</p> <p>By August 2019, all forces should review their mental health training programmes, using the College of Policing learning standards, to establish whether they are giving their officers the right tools to understand and respond to people with mental health problems.</p> <p>If forces find any deficiencies in their training programmes, they should take steps to address them as soon as reasonably practicable.</p> <p>Where forces invite outside organisations to train staff, they must make sure its content and quality are checked against College of Policing APP.</p>
Areas for improvement	As per recommendations

Police Crime and Commissioner's initial response

Staffordshire Commissioner welcomes inspectorate's report on mental health

Staffordshire Commissioner for Police, Fire and Rescue and Crime, Matthew Ellis said today he was glad it was finally being acknowledged that police 'cannot mend a broken mental health system'.

All too often over-stretched and over-whelmed police officers cannot respond appropriately and those in mental health crisis do not get the help they need, says the report out today by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services.

This is an area in which the Commissioner has done much to bring about real change, so that those in mental health crisis get the help they need, when they need it and the police are not left to pick up the pieces.

Mr Ellis first kicked-off work in 2014 to understand the scale of the issues police faced with regard to dealing with those with mental health issues and the resulting 'Staffordshire Report' prompted government to take national action.

The Commissioner will launch a fresh report by social justice charity NACRO early in the New Year giving an updated perspective of where policing and other agencies stand now in Staffordshire and Stoke-on-Trent in dealing with those in mental health crisis.

'It's encouraging to see this new report from Her Majesty's Inspectorate and the fact it calls for a radical re-think and long-term solution to a problem we've been highlighting for years now in Staffordshire.

'I agree entirely that officers will always do their best to respond and help those in need. They are doing their best in difficult circumstances, but those in mental health crisis need expert support, which the police are not equipped to give and which is not their place to give,' said Mr Ellis.

The NACRO research will provide a better view of the level of demand being placed currently on the police and other agencies in responding to the needs of people with mental health problems or other vulnerabilities in the county.

The report will highlight some surprising results and put forward a number of recommendations, including strengthening information sharing and joint working arrangements between agencies, improving access to support services and providing officers and staff with better training.

Mr Ellis added: 'I hope we can continue to make real progress on tackling this issue for the benefit of local policing, those in crisis and their families, but it's also great to see national change being called for as a matter of urgency.'

Chief Constable's response

The force executive lead for mental health, ACC Sims, has also welcomed the HMICFRS report; "I am really pleased that this report reflects and supports work already being undertaken by the force and the Staffordshire Commissioner's Office. A revised Crisis Care Concordat and governance structure, and a supporting action plan will assist in ensuring that Staffordshire Police along with other agencies can provide the best possible service for those experiencing mental health issues".

The current Staffordshire Crisis Care Concordat has seen sustained progress over a period of four years in many important areas including reductions in the number of people going to custody who had been detained using Section 136, training and ongoing development for professionals who work with communities, implementation of creative solutions such as mental health triage teams and clearer, simpler access points including 24/7 specialist mental health services for both those people experiencing mental health issues and professionals. However, this now requires a refresh to ensure it is relevant and applicable to both the needs of the communities of Staffordshire and Stoke on Trent and the organisations that deliver within these areas. In 2018 Staffordshire Police requested both Health and Wellbeing Boards support the refresh of the Crisis Care Concordat and this work is now being progressed for completion by June 2019.

This will support areas such as the following, which can only be achieved through partnership working:

- Liaison and Diversion
- Dual Diagnosis
- Children & Young People
- High Volume Users
- Early Intervention (Dementia/Social Isolation/Parental mental health)
- Information sharing of data to inform commissioning of each partners services

The revised governance structure will oversee the implementation and delivery of the Concordat.

Alongside the Concordat, Staffordshire police has a force level mental health action plan that feeds into the Force vulnerability plan. This drives activity that the force will take control and responsibility of, including:

- Communication and workforce development
- Demand analysis, recording and information sharing
- Best practice nationally alongside College of Policing.

This plan specifically picks up the recommendations within the recent HMIC Report Policing and Mental Health- Picking up the Pieces (November 2018) and will be overseen by the mental health tactical group which reports direct to the Strategic Community Safety and Mental Health Group.

Prior to the HMIC report being published, the Staffordshire Commissioner supported a review by NACRO which assisted in the analysis of mental health demand, recording of information and use of services such as triage. Relevant recommendations from this report will also be included in the Crisis Care Concordat plan and the force mental health plan.

Police Crime and Commissioner's overall comments

Staffordshire Commissioner Matthew Ellis said 'Ensuring that people with mental health problems get the right help from the right agency has long been a priority for my office and I'm pleased to see the issues we have identified and begun to address locally are reflected in this national report. I am confident that the Force has the necessary plans in place to address the recommendations made in the report, but it is equally vital that all relevant partner agencies continue to play their part so that we continue to make progress.'