



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**



Approaches to Mental Health

Public Accountability Meeting

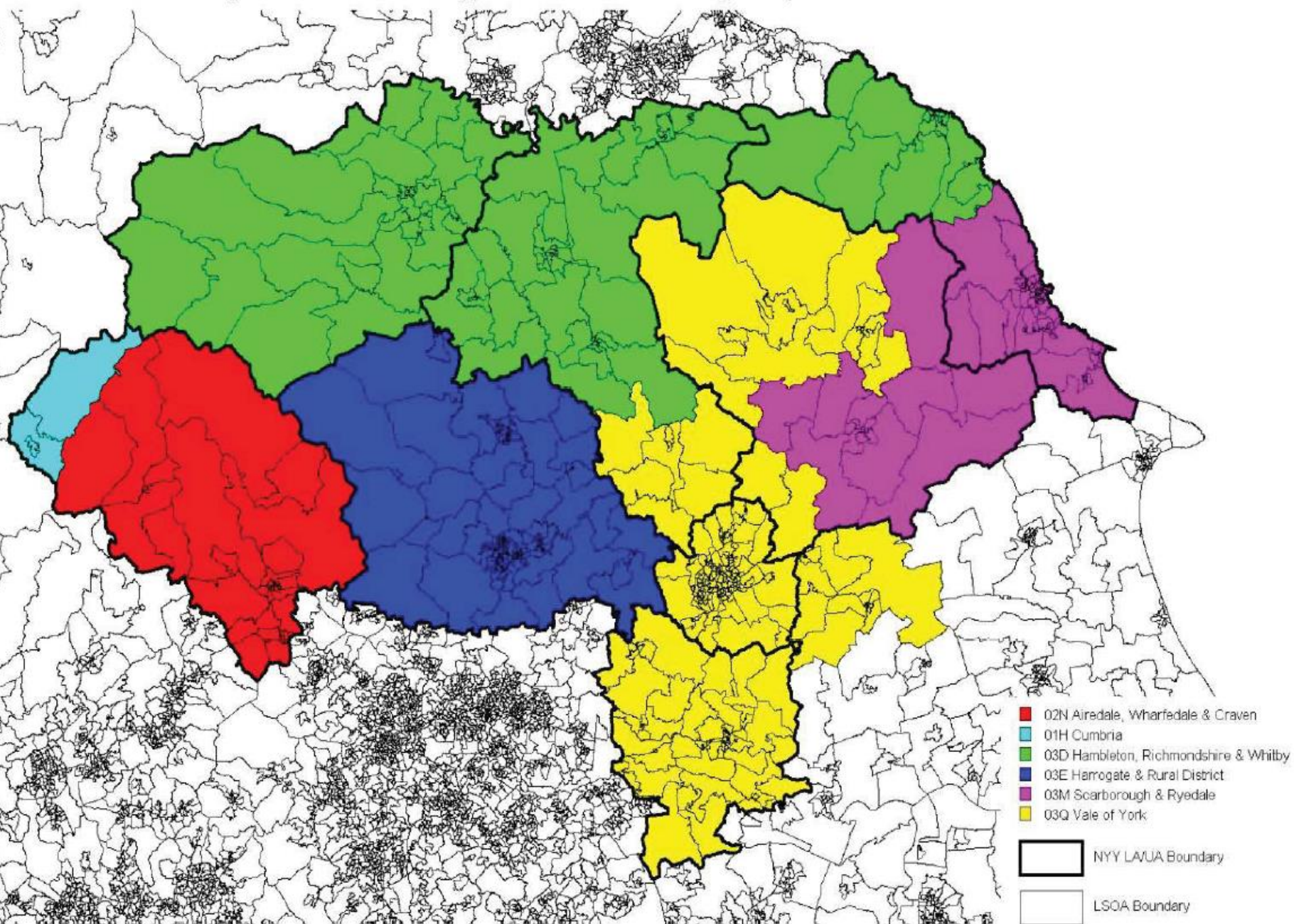
25 June 2019

Strategic Level

- Policies
- Procedures
- Service level agreements (SLA)
- Memorandum of understandings (MOU)
- Suicides
- Learning lesson locally and nationally

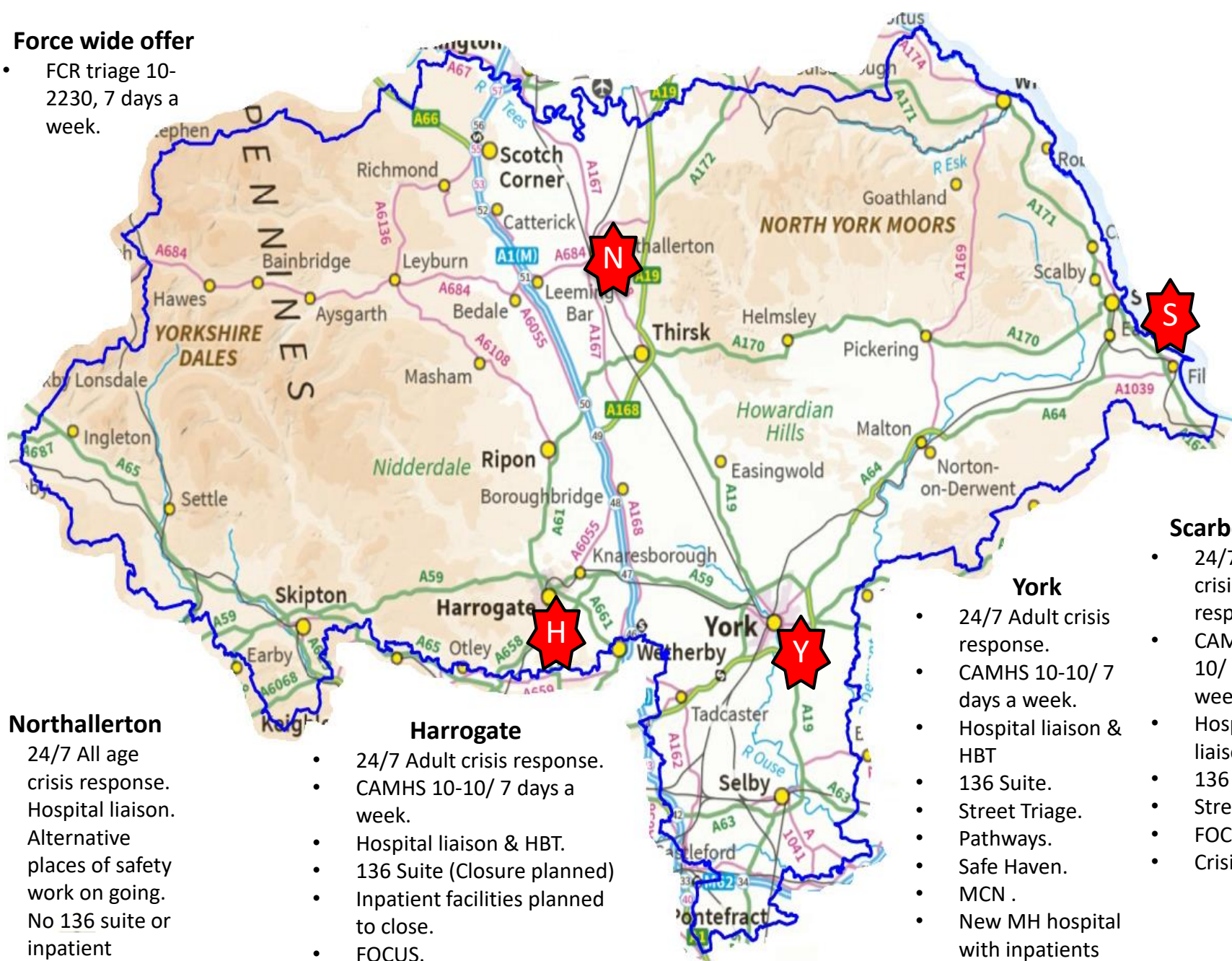


Allocation of NYY LSOAs (plus 13 from East Riding) to Clinical Commissioning Groups



Force wide offer

- FCR triage 10-2230, 7 days a week.



Northallerton

- 24/7 All age crisis response.
- Hospital liaison.
- Alternative places of safety work on going.
- No 136 suite or inpatient facilities

Harrogate

- 24/7 Adult crisis response.
- CAMHS 10-10/ 7 days a week.
- Hospital liaison & HBT.
- 136 Suite (Closure planned)
- Inpatient facilities planned to close.
- FOCUS.
- SAFE.
- Possible Street Triage?

York

- 24/7 Adult crisis response.
- CAMHS 10-10/ 7 days a week.
- Hospital liaison & HBT
- 136 Suite.
- Street Triage.
- Pathways.
- Safe Haven.
- MCN .
- New MH hospital with inpatient facilities and beds for Harrogate patients.

Scarborough

- 24/7 Adult crisis response.
- CAMHS 10-10/ 7 days a week.
- Hospital liaison & HBT
- 136 Suite.
- Street Triage.
- FOCUS.
- Crisis Café.

Mental Health demand on the frontline

136 detentions			
	2018	2019 (Until end of May)	Change
Volume (Average per month)	25.21	14.86	10 fewer 136's a month
Officers assigned (Per incident)	5.26	5.82	Each incident uses half an officer more.
Missing people, Concern for safety, Public Safety and Welfare - 2018			
	No qualifiers	With MH qualifier	Change
Public Safety and Welfare	2.17 hours	3.7 hours	1.53 hours increase
Concern for safety	2.3 hours	3.4 hours	1.1 hours increase
Missing people	5.6 hours	10.57 hours	4.97 hours increase

Meetings, boards and networks

Over 20 regular meetings including;

Health and well being board, Safer York Board, Safeguarding Children's board, Safeguarding adults board, Suicide surveillance board, Multiple complex needs boards and so on...

Each meeting has a Terms of Reference and a strategic plan. Each plan is slightly different and affects a slightly different aspect of society but all involve MH.

Often it's the same people / professionals talking the same language about the same people just at a different venues with limited outcomes.

Strengths - Preparing and Supporting our Staff



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LIVING autism foundation
autism advice, autism workshops, autism research



Charity No 1178723

We've signed the Blue Light Time to Change pledge.

See how our service is tackling the stigma and discrimination around mental health.

www.northyorksfire.gov.uk

Strengths - Early Intervention and Support



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The screenshot shows the PAM Assist website. At the top left is the PAM Assist logo. To its right is a login form with fields for 'Username' and 'Password', a 'Login' button, and a checkbox for 'Keep me logged in'. Below the login form is the text 'Available 24/7 for all of life's ups and downs'. The main content area features a large banner with a sunset over a field, reading 'Welcome to PAM Assist' and 'your Employee Assistance Programme'. Below the banner are three sections: 'Useful Numbers' with contact information for DayOne Absence Management and Occupational Health; 'Why use PAM Assist?' with a description of the service and a 'Learn More' button; and 'Contact Us' with a 'Learn More' button. At the bottom right of the screenshot is a photo of a woman looking thoughtful, with the text 'your Employee Assistance Programme' and 'Freephone 0800 882 4102'.



**However you do it, make a
conversation about mental health.**

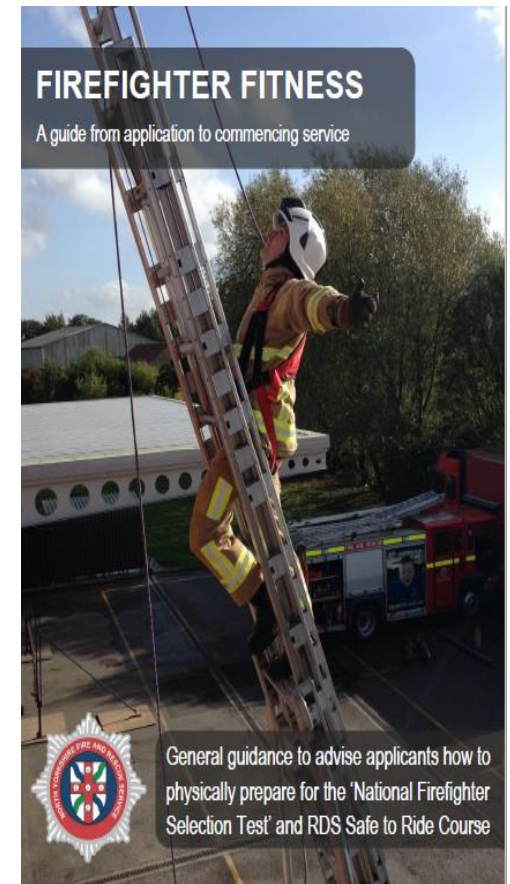
#timetotalk



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Staff Health and Wellbeing

- Dedicated fitness and rehabilitation suite
- Provide and support physical rehabilitation programmes
- Support staff with welfare issues
- Employee Assistance Programme
- Provision of talking therapy
- Reduction in mental health absence



Strengths – What works well

- Officers genuinely care and do their best regardless of other services actions
- Officers have had MH input and recognise MH conditions and how to best support people in the community
- Focus project
- Close working with some MH Crisis services which is improving with others
- Control room triage now better staffed and operating more effectively
- MH services report they have never had such a responsive liaison with NYP to problem solve and try prevent issues
- Police and OPFCC links and liaison.

Street Triage

The primary aims of Street Triage are:

To reduce the use of Section 136 of the Mental Health Act

To reduce the amount of police resources devoted to dealing with mental health incidents

To improve the speed and appropriateness of assessment, care and treatment provided to individuals in mental health crisis – including referral into other services and follow-up care

FCR Triage

The North Yorkshire Police Force Control Room based Mental Health Triage service works in collaboration with Force Control Room staff, Police Officers and the Health-Based Places of Safety within the county to provide timely access to advice, support and triage into the most appropriate service, using patient record access as appropriate to aid risk-based decision-making.

The control room mental health professional can also co-ordinate deployment of Street Triage or local Crisis Teams to assist, based on priority / appropriateness.

Safe

High end multi complex needs users.

Multi agency approach

Person centred

Aim to improve peoples lives, reduce demand and prevent future crisis.

Crisis Café / Safe Haven

Aims to provide a safe non judgemental environment that those experiencing distress can access at the most crucial times.

Pathways

Repeat attender.

Multi agency approach

Person centred

Aim to improve peoples lives, reduce demand and prevent future crisis.

Potentially going county wide

Focus

Repeat attender.

Multi agency approach

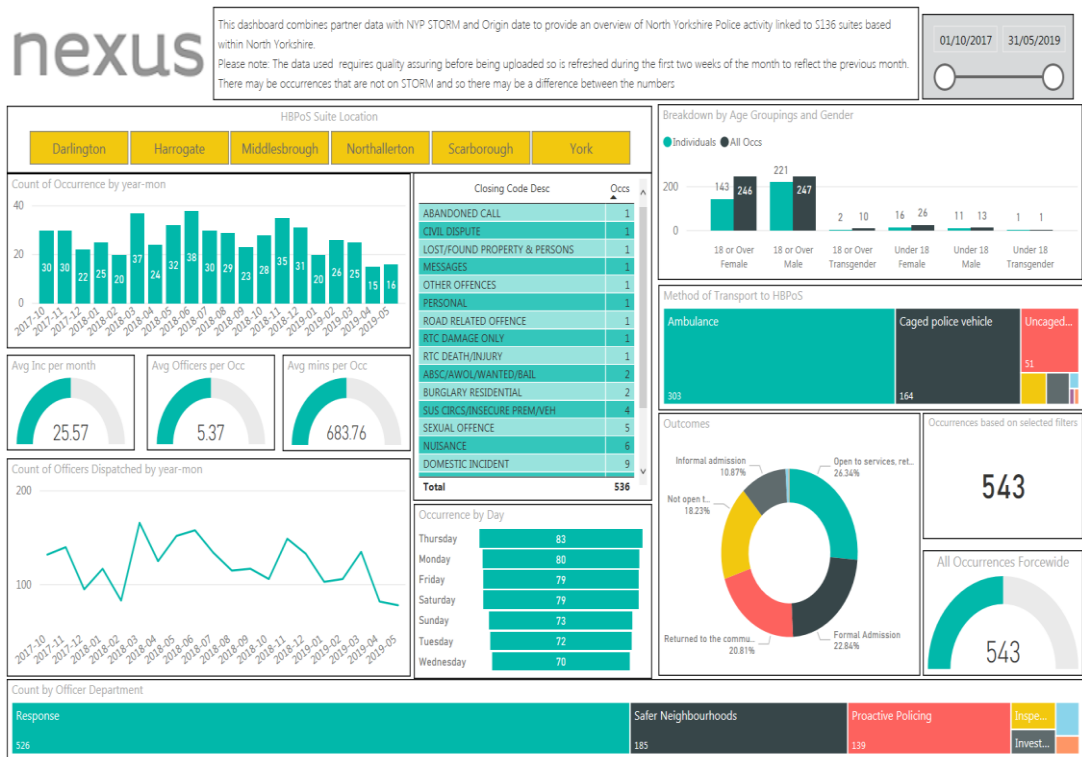
Person centred

Aim to improve peoples lives, reduce demand and prevent future crisis.

Potentially going county wide

Challenges – Data

- 136 data
- Non 136 data
- Suicides
- MH incident tag
- Survey monkey
- National picture



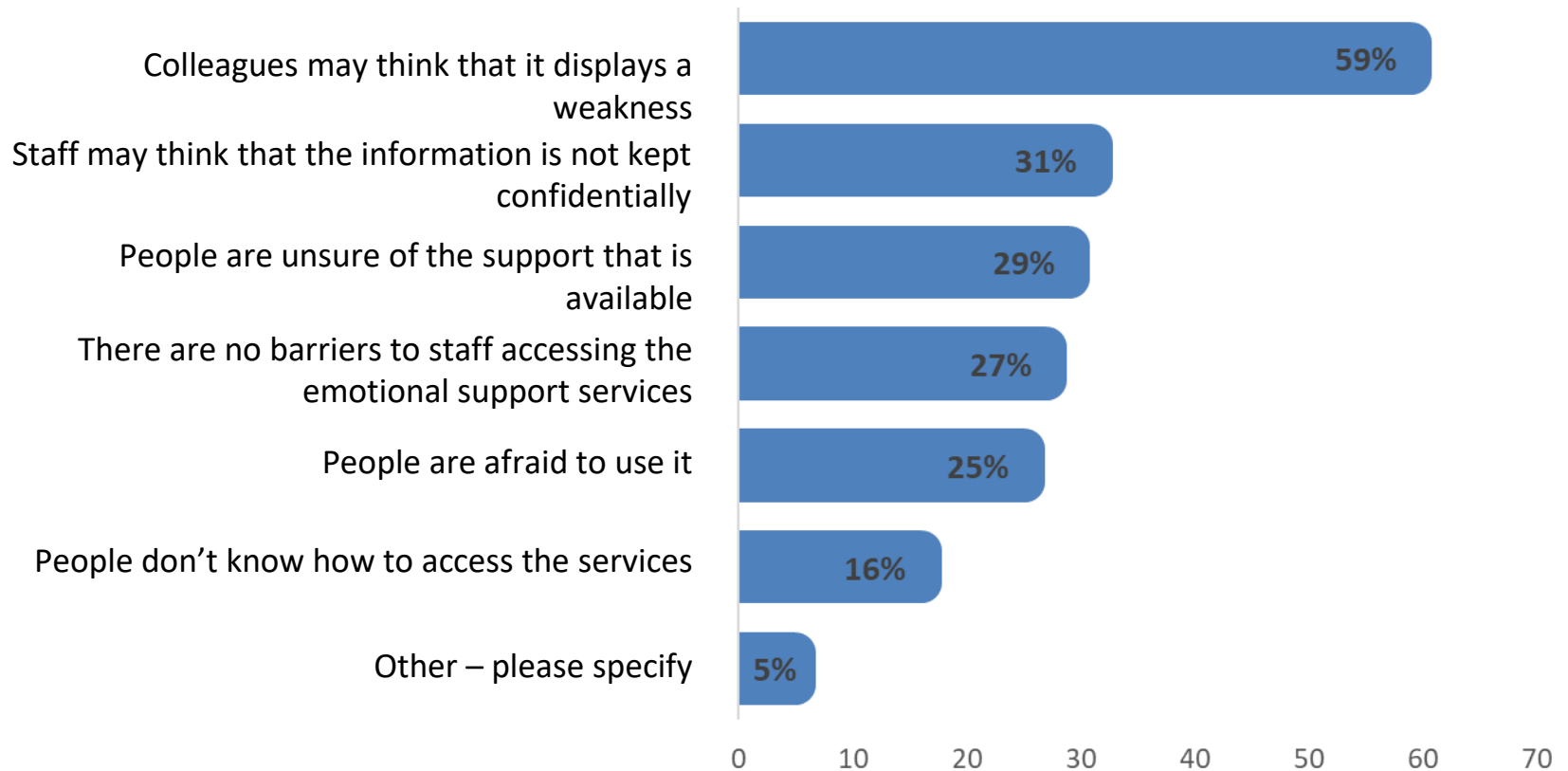
Opportunities – Working in Collaboration

- Train and prepare all of our public facing staff: Mental health / Safe and Well Visits
- Making every contact count (MECC)
- Preparing staff to recognise vulnerability linked to mental health
- Voluntary sector: Red Cross / Alheimers Society / Living Autism
- Develop links with trusted partners



Opportunities - Breaking the Stigma

- *What barriers, if any, do you think prevent you or others from accessing the emotional support services?*



Impact – Enhancing Referrals

- Staff have a strong desire to help the most vulnerable
- Timely referrals are essential
- How do we close the gap between referral and intervention?
- Mental health interventions need prompt attention and intervention
- Access to communities – trusted and respected brand



Opportunities

- Mental Health Coordinator
- Data
- Policies and procedures
- Volunteers
- Community Safety Hubs



1. Caring about the Vulnerable

We will have an in-depth understanding of how we can best protect the most vulnerable people in our society and will invest in services, skills and partner relationships to deliver the best possible outcomes.



2. Ambitious Collaboration

We will reach out to partners and drive innovation forward to enhance policing, public protection, community safety and local justice services.



3. Reinforcing Local Policing

We will equip our people with the technology, skills, capacity and personal support to prevent and tackle crime and reduce demand.



4. Enhancing the Customer Experience

We will embed an outward-facing perspective to guide all our endeavours, providing an exemplary service that exceeds expectations, whether that be in serving the public, shaping the organisation or working with colleagues and partners.

What Next? During the Next 12 Months we will...



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- Continue to deliver our programme of mental health awareness training – All staff
- Develop mental health champions in each workplace
- Provide a network of mental health first aiders
- Continue to deliver the Safe and Well / MECC training programme
- Enhance the existing programme of Safe and Well visits – Use of data and targeted approach
- Work in collaboration to develop a better understanding of vulnerability linked to mental health and wellbeing.

Results - For the next 12 months

- Better understanding of data issues - Both strategic trend data and case specific data
- Mental Health Coordinators recruited, trained and operating on area
- Policies, procedures, SLA and MOU`s drafted, agreed and shared with officers
- Self help / intranet / digital platform built for officers to access guidance.

