

- The number of occurrences with a mental health qualifier remain under represented. This is one of the focus areas for the Police Knowledge Fund research with University of York, who are reviewing our processes (along with good practice elsewhere) to help determine how we can improve in this regard.
- In January 2016 we began a pilot of Mental Health Triage in the Force Control Room, in addition to existing 'Street' Triage teams. This aims to provide a readily available source of advice and guidance to staff with concerns about the mental well-being of people, and also to members of the public who phone NYP whilst experiencing mental distress.

