

Eich cyf/Your ref :

Ein cyf/Our ref :

Gofynnwch am/Please ask for :

To Dafydd Llywelyn,
Police and Crime Commissioner,

I write in response to the publication of the recent HMICFRS thematic report into Policing and Mental Health 'Picking up the Pieces'. As National Police Chiefs' Council lead for *Mental Health and Policing* I welcome the report which supports the significant work being undertaken to improve our partnership response in this important area. The report identifies a number of national recommendations for all forces.

In response to these recommendations I can advise you as follows:

Recommendation:

All forces should carry out a 'snapshot' exercise to assess their mental health-related demand

I am pleased to report that an All Wales approach to understanding mental health related demand has been taken, with two 24 hour mental health demand snap shots having already been conducted. The most recent of which took place on 9-10th April 2018. The findings of these snap shots have been reported to the All Wales Crisis Concordat Assurance Group and have influenced local and regional action plans.

All of the Police Forces in Wales have experienced a steady increase in the number of mental health related calls year on year and, whilst some of these increases are attributed to improved identification and recording of vulnerability; the numbers have nonetheless increased significantly. In the two-year period between 2014/2017, Dyfed Powys Police recorded mental health incidents increased from 3,300 to 5,700

Recording the most accurate picture of mental health demand on the police service is challenging given current data limitations. Home Office data (taken from Force Management Statements submissions to HMICFRS) indicates that approximately 3% of incidents are currently flagged as mental health related.

Prif Gwnstabl • **Mr. Mark Collins** • Chief Constable

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This is viewed by the inspectorate as a substantial underestimation since many forces are not 'flagging' mental health calls consistently or at all.

Dyfed Powys Police applies a Mental Health Qualifier to all calls for service involving a person who has, or appears to be suffering from, a mental disorder or mental impairment. This enables the force to quantify mental health at the first point of contact with police.

Since 2014 there has been a steady increase in mental health related calls received within the Dyfed Powys Police area.

This increase peaked in 2016/17 with Dyfed Powys Police receiving 5700 mental health calls, 73% more than in the previous years.

Analysis of 2017 data shows;

- Approximately 3% of total incidents recorded have a mental health qualifier
- 76% of these incidents are related to public safety and welfare issues
- Featured within the top ten callers for incidents of this nature are Local Health Board institutions (including those with Mental Health facilities)
- 11% of incidents where a mental health qualifier was applied were missing/absence reports
- Equating to 16% of the total number (2,805) of missing /absent reports recorded by the force during the same period

Dyfed Powys Police intend to conduct further mental health demand snap shots in 2019 so that we can evaluate the process changes implemented following the previous snap shots and to inform our understanding of future demand.

I recently had discussions with the Home Office who stated that following the all Wales 'snap shot' day, the Policing Minister has now asked that we do a National 'snap shot' to capture a better picture of the mental health demand placed on police forces across the UK. I will only be to glad to share the results following confirmed dates chosen by the Home Office.

Recommendation:

All forces should evaluate their mental health triage services

Dyfed Powys currently runs a Mental Health Triage team from the force control room. The team is made up of Police and Hywel Dda health board staff. The service was initially piloted 4 days per week but increased to 7 day coverage in May 2018.

The local Crisis Care Concordat delivery group which is co-chaired by T/ACC Evans and Richard Jones Hywel Dda Head of Clinical Innovation and Strategy have commissioned a review of the triage team. The initial data collection has commenced and the review is

due to report in May 2019 which will provide an evaluation of 12 months 7 day a week service delivery.

Recommendation:

All forces should review their mental health training programmes

A review of the Dyfed Powys Police mental health training package has recently been conducted led by Supt Jon Cummins. The revised package has been created with the full support of local mental health partners and is now an integrated police and partner training package. Delivery of this commenced in late 2018 and is being delivered to a multi-agency audience.

I hope this response has provided you with reassurance that work is already well under way in these areas and some have already reached conclusion. The monitoring of progress against these recommendations will be carried out at the Force Strategic Mental Health board and at the Multi Agency Crisis Care Concordat delivery group.

As a force, we are committed to working with our partners to ensuring those suffering mental health crisis receive the correct response from the most appropriate agency.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Collins.', is positioned above the typed name.

CC Mark Collins