Memorandum of Understanding

Of Operational Mental Health

Between

Humberside Police

East Midlands Ambulance Service

Yorkshire Ambulance Services

NAViGO

Rotherham Doncaster and South Humber NHS Foundation Trust

Humber Teaching NHS Foundation Trust

Northern Lincolnshire and Goole NHS Foundation Trust

Hull University Teaching Hospitals NHS Trust

North Lincolnshire Council

East Riding Council

# **Version Control**

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| --- | --- | --- | --- | --- |
| Version  No. | Date | Post Holder / Author | Post | Reason for Issue |
| 0.1 | Nov 2020 | John Thirkettle | Police  MH Ops | Draft proposal for consultation |
| 0.2 | 23 Nov 20 | John Thirkettle | Police  MH Ops | Consultation returns from;  NLAG  YAS  RDaSH  NAViGO  Humber Trust  Humberside Police Legal Services  EMAS |
| 0.3 | 27 Nov 20  And  11 Dec 20 | John Thirkettle | Police  MH Ops | Discussions at T&F meetings, members present,  see notes from meetings |
| 0.4 | 22 January  2021 | John Thirkettle | Police  MH Ops | Consultation returns from;  RDaSH  NLAG  Responses to draft 0.3 and last T&F meeting  discussions |
| 0.5 | 19 January  2021 | John Thirkettle | Police  MH Ops | Consultation returns from:  NAViGO |
| 0.6 | 22 February  2021 | John Thirkettle | Police  MH Ops | Discussions held at T&F meeting 19 February  2021 |
| 0.6 | 3 March  2021 | John Thirkettle | Police  MH Ops | Discussions with MH Trusts on Sections 6 and 8 |
| 0.7 | 19 March  2021 | John  Thirkettle | Police  MH Ops | Discussions held at T&F meeting 19 March  2021 |
| 1.0 Final | 17 April 2021 | John Thirkettle | Police  MH Ops | Short amendment by YAS. Proposed amendments by NAViGO. |

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# **Background**

* 1. Mental Health Crisis Response across the region of Humberside is managed through joint partnership working between the Police, Ambulance Services and Mental Health Services.
  2. It is the case that Humberside Police Force crosses 2 separate Ambulance regions and therefore works with East Midlands Ambulance Service (EMAS) in North and North East Lincolnshire and Yorkshire Ambulance Service (YAS) in Hull and the East Riding. There are three Mental Health Providers in NAViGO, Rotherham Doncaster and South Humber NHS Foundation Trust and Humber Teaching NHS Foundation Trust along with two acute Trusts in Hull University Teaching Hospitals NHS Trust and North Lincolnshire and Goole NHS Foundation Trust. There are also two local Authorities in The East Riding of Yorkshire and North Lincolnshire that provide AMHP services.
  3. Humberside Police and its partners will work collaboratively where possible to provide high quality services to communities of Humberside.
  4. In order to provide a high quality and safe service to the public, it is vital that all the Agencies have a shared vision with common values together with a clear understanding of the challenges that each Agency faces. In order to provide the most efficient service to communities, we must do all we can to collectively make the best use of the available resources.
  5. This Memorandum of Understanding (MOU) will support the organisations involved to work collaboratively for the best outcomes for people in the region, whilst recognising legal and legislative boundaries.”
  6. This MOU seeks to provide clarity around expected service levels, and the deployment of appropriate resources, to people potentially in need of care across Humberside.

# Governance Arrangements

* 1. This MOU and its contents will be reviewed and ratified by Chief Operating Officer and Director Level respectively in each organisation.

2.2 The agreements and provisions outlined within this MOU will be monitored by all Agencies with Key Performance Indicators (KPIs) put in place across each provider network. Where issues arise operationally in relation to the MOU and application of agreements, they shall be dealt with in line with Section 3 of this MOU. This MOU supplements the Joint Agency Protocol for the Partnership Delivery of Mental Health Services across Humberside which was last updated in November 2017 and will be amended to incorporate this MOU in due course.

* 1. This MOU will be reviewed six monthly or until the Joint Agency Protocol is updated, whichever is sooner.
  2. This MOU will be supported by an overarching multi-organisational governance and oversight partnership agreement?
  3. From time to time, Agencies may unilaterally or collectively vary or terminate the commitments outlined within this MOU. To instigate this, 90 days’ written notice will be provided to all parties affected by the amendments, or withdrawal, by the initiating party.

# 3. **Dispute Resolution**

* 1. Public services have competing and different demands upon them, which can lead to operational delays. However, each Agency will make every attempt to manage their own responsibilities appropriately to ensure that personnel and resources can be made available to respond to new calls from the public.
  2. Where any Agency is unable to respond in a timely manner then an agreed escalation process will be followed to ensure effective contact at management level to resolve the matter expeditiously. To reflect the urgent nature of this issue, the escalation process must be executed in accordance with the specific operational demand - this must take precedence over any formal escalation process.
  3. This will be achieved, in the first instance, by contact being made between the relevant parties.

|  |
| --- |
| Humberside Police - Force Control Room Supervisor or Force Incident Manager – 01482 560102 |
| EMAS - EOC Duty Manager 01522 781894 |
| YAS - EOC Duty Manager 0300 3300237 |
| NAViGO – Switchboard 01472 252366 |
| RDaSH – Switchboard 01724 382000 |
| HTFT – 01482 301701 option 4 |
| HUTH – Emergency Department 01482 875875 |
| NLAG – Emergency Department Scunthorpe 03033 302800  Emergency department Grimsby 03033 304561 |
| East Riding Council – AMHP Services via HTFT 01482 501701 option 4 |
| North Lincolnshire Council – AMHP Services 01724 297000 then option 3 and option 3 |

* 1. Should this contact fail to resolve the matter satisfactorily, then each agency will escalate the matter to their on duty (or on call) Senior Manager. Full details of the identified individuals and contact details are at Appendix B.
  2. Where there has been significant disagreement over a specific case or to any element of this MOU, a post incident debrief review will be held to inform future actions and agreements within a time period suitable to the parties.
  3. Such a meeting will be chaired by an independent individual from a differing area or service of the Humberside area, for example if an incident occurred in Hull the debrief will be chaired by Navigo.

# Police and Partner Initial Response and Actions – S136 Detentions

# 

* 1. If a person appears to a constable to be suffering from mental disorder and to be in immediate need of care or control, the constable may, if he thinks it necessary to do so in the interests of that person or for the protection of other persons—

(a) remove the person to a place of safety, or

(b) if the person is already at a place of safety within the meaning of that section, keep the person at that place or remove the person to another place of safety. (S136 MHA)

* 1. Officers at the scene will ring their local Crisis Team to consult on the most appropriate course of action for the person prior to the use of S136. This can be overridden by officers at the scene in cases where it is impracticable to consult before detention takes place. It is expected that consultation will be the norm and cases where this is not the case will be investigated and discussed at the monthly 136 meeting held between partners.
  2. The Crisis Team shall provide advice and guidance on a person’s history, recent mental health contact and options to support the person in their best interests, outlining the least restrictive options available.
  3. Where street triage is available officers will make use of the service it provides as part of the consultation process.
  4. The police log should be endorsed with the options available and the rationale for their use or otherwise.
  5. The police will only detain using S136 where no other less restrictive option(s) are available and crisis teams should provide least restrictive options as an alternative to using S136 where appropriate.
  6. Following advice and guidance from Crisis Team the police will seek authority from their supervisor before using S136 Mental Health Act. This can be overridden by officers at the scene in cases where it is impracticable to consult before detention takes place.
  7. The police will inform Crisis Team that a S136 detention has taken place and estimated travelling time to the nominated place of safety. This must take place before a person is transported to a 136 suite as suites are not routinely staffed and staff must be given time to prepare for their arrival.

# Transporting S136 Detainee to a Place of Safety

* 1. The police will call an ambulance to attend the scene to transport the person to the place of safety. The standard attendance time is 30 minutes for an ambulance to attend the scene. The Police will wait a maximum of 30 minutes when an ETA is given by the Ambulance Service unless there is a good reason not to. Where there is no ETA from Ambulance or the ETA is above 30 minutes the officers at the scene can consider the use of a police vehicle.
  2. Where alternative transport arrangements are available for mental health detentions these will be used through local arrangements.
  3. The police will make it clear to the Ambulance control room that they require an ambulance to transport a person detained under S136.
  4. A S136 transport request will always be a Category 2 response but the 30 minute timeframe may not be met due to operational pressures.
  5. The Ambulance Service will inform the officers if the 30 minute timeframe is not possible due to Ambulance operational demands.
  6. Where the Ambulance attend the scene the person will be accompanied in the vehicle with a police officer when the person is being transported. Should the person be too violent or aggressive to travel in the Ambulance they will travel in a police vehicle with a member of the ambulance crew also in the police vehicle.
  7. If an ambulance cannot attend the scene within the standard 30 minute timeframe the officers will seek the authority of their supervisor to transport the person to the place of safety in a police vehicle.

# **S136 Detention – Arrival at a Place of Safety – 136 Suite**

* 1. The Crisis Team will ensure they have staff available to take responsibility for the person as soon as possible after the police arrive. Most 136 suites are not permanently staffed and they may take some time to re-organise the staff if they are busy with other people.
  2. The person will be handed over to the Crisis Team once the joint risk assessment and handover form have been completed. It is important the handover form is fully completed with all risks properly described. The risk assessment will conclude that both parties are happy to sign over the individual and the Police are able to leave on the understanding that they will return if the situation deteriorates. If either party declines to sign then it the escalation process should be used. The Police will remain until an agreement is reached and the circumstances will be considered for review.
  3. The risk assessment and handover should be as soon as possible and in any event within 1 hour. Where an ambulance has conveyed the person they will be accompanied by the police. The ambulance crew should leave the place of safety within 15 minutes of arrival.
  4. The risk assessment is required to ensure the Crisis Team is able to manage the behaviour of the person whilst waiting for the mental health assessment to commence. There are three possible outcomes from the risk assessment which are;
     1. Green (low risk) – Police can leave within the hour
     2. Amber (medium risk) – One party is unsure if the police can leave or both parties are unable to agree. If unable to agree the escalation process should be used.
     3. Red (high risk) – Police will remain
  5. Where handover has not commenced within 30 minutes the Crisis Team Coordinator / Crisis Worker has responsibility for assessing the situation and communicating with the police to update them on the delay. After 1 hour a further discussion should take place with the police and alternative options discussed. These discussions and agreements shall be documented on 136 handover paperwork.
  6. Where the 136 suite is already occupied a suitable appropriate alternative should be sought by the Crisis Team. This should not be the Emergency Department at the Acute Hospital.
  7. Police cells cannot be used for this purpose. Nor is waiting in a police vehicle acceptable. Under current arrangements the Police are not able to use another 136 suite within the Humberside Police area.
  8. Where an alternative location is used an assessment should not be delayed because the 136 suite is occupied. Assessments under the Act are not restricted to a 136 suite only and can be performed in other locations. Each Crisis Team should consider how this can be achieved depending on the circumstances at the Place of Safety at that time.

# **S136 Detention – Arrival at a Place of Safety – Emergency Department (ED)**

* 1. If the first Place of Safety is the ED because there is a medical need to be addressed the Police will ensure the staff in the Emergency Department are aware of the S136 detention.
  2. The local Crisis Team will be informed of their arrival at ED to inform them of the start of the 24 hour detention clock. For Scunthorpe General Hospital the call is to be made by the ED staff. For other hospitals the police will make the call.

North Lincolnshire AMHP on call: 01724 297000 – option 3 – option 3 again.

NAViGO crisis worker: 01472 2562546 option 3

Miranda House Crisis Team: 01482 501701 – option 4

* 1. ED staff will triage the person for medical attention at the earliest opportunity.
  2. ED staff will inform the police officers of the likely timescales the person is to be in the department.
  3. The police will keep the local crisis team updated with their progress to resolve any medical needs so they are aware of when the person may be discharged from ED.

# **Voluntary Attenders – No Medical Attention Required**

* 1. Police officers at the scene will ring the Crisis Team to consult on the most appropriate course of action for the person.
  2. The Crisis Team will provide advice and guidance on the person.
  3. Person’s history, recent mental health contact and options to support in the person’s best interests and outlining the least restrictive options available.
  4. The police log should be endorsed with the options available and the rationale for their use or otherwise.
  5. Inform the Crisis Team of the decisions to support on a voluntary basis and their chosen location and arrival time.
  6. A voluntary person should be transported in an ambulance and one will be called on each occasion. Where there is no ETA from Ambulance or the ETA is above 30 minutes the officers at the scene can consider the use of a police vehicle. Ambulance availability will be dependent on demand and a response time cannot always be provided for a voluntary person.
  7. As a voluntary person it may be appropriate to take the person home or to a family friend and not solely a mental health or medical facility. In some localities a Safe Space or Crisis Pad is available and this may also be appropriate.
  8. Where Crisis Services are used staff should ensure they are available to take responsibility for a voluntary person as soon as the police arrive.
  9. The person will be handed over to Crisis Services and the Webley handover form completed.
  10. This will be as soon as possible and within 1 hour and the police will not remain at the place of once this has been completed. If the 1 hour target is not achieved this will be escalated in line with para 3.3 above.

# **Voluntary Attender– Self-Harm - Medical Attention Required**

* 1. The Police will call an ambulance to attend the scene to treat the person.
  2. Ambulance Service to inform the officers of the attendance time for this call. The 30 minute response time is exclusively for S136 calls. Self-harm / medical calls would be triaged and receive a response based on the clinical presentation.
  3. Upon arrival of the ambulance both the Police and Ambulance crew will complete the Webley handover form.
  4. Ambulance to take responsibility for treating the person, either at the scene or taking to ED.
  5. The police will not follow the ambulance to ED if the ambulance crew decide the person needs to attend there and they are willing to attend voluntarily.
  6. The Police will seek authority from their supervisor to transport a person to ED in a police vehicle if an ambulance is not attending within the 30 minute timescale and ED attendance is required.
  7. ED staff will triage the person for medical attention at the earliest opportunity, based on their clinical prioritisation.
  8. The person will be handed over to ED staff and the Webley handover form completed and signed by the Police and nursing staff.
  9. This will be as soon as possible and within 1 hour - the police will not remain at ED once this has been completed.

1. **MoU Status**
   1. This MoU is not intended to be legally binding, and no legal obligations or legal rights shall arise between the parties from this MoU. The parties enter into the MoU intending to honour all their obligations.
2. **Signatories**

Signed on behalf of Humberside Police

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of Yorkshire Ambulance Service

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of East Midlands Ambulance Service

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of NAViGO

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of RDaSH

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of HTFT

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of HUTH

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of NLaG

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of East Riding Council

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed on behalf of North Lincolnshire Council

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

12 Appendix A

**Webley Handover - HUMBERSIDE POLICE**

|  |  |
| --- | --- |
| Name of Person |  |
| Date of Birth |  |
| Address |  |

Mental Health Voluntary Attender Handover Form

|  |
| --- |
| PNC/local checks completed and results: |

|  |  |
| --- | --- |
| Any medication taken:  Details: | |
| Any medical treatment issues prior to arrival at hospital:  Details | |
| Has the person taken alcohol or drugs  Details: | |
| Confirmed voluntary attender at hospital: | |
| Person searched:  Details: FIN | |
| Reason for Voluntary attendance:  Circumstances: Appearance / Behaviour / Communication / Danger / Environment: | |
| Known to Mental Health Services:  Details: | |
| Any suicidal thoughts or actions?  Details: | |
| Police Supervisor Informed (prior to leaving hospital) | |
| Member of staff who received the handover:  Name (print)  Role  Signature | Officer handing over the person:  Name (print)  Rank FIN  Signature |

Completed form to be retained by the hospital Version 1 October 2020

13 Appendix B

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| Humberside Police - Force On Duty Bronze – 01482 560102 |
| EMAS Regional Operations Manager – 0115 884 5463 |
| YAS Regional Operations manager – 0300 330 0299 |
| NAViGO  Mon – Friday Ali Cook or Suzanne Brown 01472 252366  Out of hours Crisis worker 01472 256256 option 3  Duty Manager 01472 874111  Via Diana Princess of Wales Hospital switchboard |
| RDaSH  Mon – Friday Martin Jones (Bronze) 01724 382000  Via Great Oakes switchboard  Wendy Fisher (Silver) 01724 382000  Michelle Veitch (Gold) 01724 382000  Out of hours Duty Manager 01302 796000  Based in Doncaster |
| Humber Teaching Foundation Trust  Mon – Friday Shift Coordinator (Bronze) 01482 301701 option 4  Clinical lead (Silver) 01482 301701 option 4  Jeanette Jones-Bragg (Gold) 01482 301701 option 4  Out of hours Shift Coordinator (Bronze) 01482 301701 option 4  Clinical lead (Silver) 01482 301701 option 4  On call Manager (Gold) 01482 216624  On call Director (Gold) 01482 216624 |
| HUTH details here |
| NLAG details here |
| East Riding Council |
| North Lincolnshire Council |