

EXTERNAL SERVICE SCRUTINY COMMITTEE: REVIEW INTO POLICING AND MENTAL HEALTH

Cabinet Members	Councillor Douglas Mills Councillor Philip Corthorne
Cabinet Portfolios	Community, Commerce and Regeneration Social Services, Health and Housing
Officer Contact	Danielle Watson, Administration Directorate
Papers with report	External Services Scrutiny Committee's review into 'Policing and Mental Health'.

HEADLINE INFORMATION

Purpose of report	To consider the External Services Scrutiny Committee's review into Policing and Mental Health and the recommendations contained therein.
Contribution to our plans and strategies	Putting our residents first: <i>Our People</i> Safer Hillingdon Partnership Plan, Joint Health & Wellbeing Strategy and Joint Adult Mental Health Commissioning Plan 2013 – 2015
Financial Cost	The recommendations set out in this report do not have any direct financial implications.
Relevant Policy Overview / Scrutiny Committee	External Services
Ward(s) affected	All

RECOMMENDATIONS

That Cabinet:

1. Welcomes the report from the External Services Scrutiny Committee on the review into Policing and Mental Health.
2. Endorses the recommendations of the External Services Scrutiny Committee as set out below:-

External Services Scrutiny Committee Recommendations

- 1a) That the Cabinet utilises the requirement of the Care Act, to improve information to users of health, social care and wellbeing services to better signpost mental health services to residents including those available from partner agencies.

- 1b) That Cabinet endorses the TeleCareLine Service for use by those with mental ill health and requires further promotion be given to how the service can support those with mental ill health. This builds on the successful promotion of the service to residents with a learning difficulty and will support the ethos of reducing the demand on future social care services.
- 2) That Cabinet welcomes that Hillingdon Council is one of the first Local Authorities in the United Kingdom to sign up to the Crisis Care Concordat and requires the London Mental Health Crisis Commissioning Guide to be used by the Council and its partners to ensure services meet the needs of Hillingdon residents.
- 3) That Cabinet requests that the Health and Wellbeing Board asks the CCG for an update in relation to how it is responding to the London Mental Health Crisis Commissioning Guide and how existing community services will be utilised to develop clear care pathways for people in, or at risk of, mental health crisis.
- 4a) That Cabinet endorses the Community Risk MARAC which is to be provided by Hillingdon Metropolitan Police and the Council's Anti Social Behaviour and Community Safety Team to better support residents with mental ill health.
- 4b) That Cabinet commends the improvements in service by the Hillingdon Metropolitan Police Service when dealing with people in a mental health crisis and notes that no persons were detained in a police cell in this Borough under Section 136 in 2014.
- 5) That the Cabinet Member for Social Services, Health and Housing asks the CCG to review the provision of safe transport to enable individuals with mental health issues to be transported to a place of safety in a safe, timely and dignified way and report back to the Cabinet Member and External Service Scrutiny Committee.

Reasons for recommendations

The recommendations set out in this report have been proposed with a view to support the Police in their role to make the Borough a safer place whilst improving outcomes for those with mental ill health. The recommendations will enhance partnership working to improve existing support services for residents who have mental health issues.

Alternative options considered / risk management

The Cabinet could decide to reject or amend some or all of the Committee's recommendations.

Background to the review

1. The External Services Scrutiny Committee at its meeting on 18 June 2014 gave consideration to possible topics for the Committee's major scrutiny reviews for 2014/2015. Members suggested that a Working Group be set up to review the role of the Police and those with mental health issues. The first Working Group meeting commenced on 25 November 2014, and Councillor Ian Edwards was appointed its Chairman.
2. Information on the agreed terms of reference for this review and a list of the witnesses that provided evidence can be found in Appendices B and C of the report itself. In addition to formal witness sessions, the Working Group also undertook a site visit to a room for those with mental ill health detained under Section 136, based at Riverside Centre within the Hillingdon Hospital grounds.

3. The Working Group's review was endorsed by the External Services Scrutiny Committee at its meeting held on 17 February 2015. The Committee congratulated the Working Group on tackling this difficult subject matter and for producing such a comprehensive report. The comments from the External Services Scrutiny Committee on this review are also set out in the attached report.

Overview of findings

4. Whilst the review was undertaken with the Police in mind, it became apparent that the root of the matter was the responsibility of all partners involved. In the light of the information provided, the Working Group highlighted 2 main areas of current service provision in which improvements could potentially be made:
 - *Preventative Work* - There are a number of services available in the Borough which have the aim of supporting and improving residents' mental health and wellbeing, which can ultimately assist in reducing an individual's mental health from deteriorating. Proactive and preventative action will assist in reducing the number of residents getting to the stage where they need to be detained under Section 136. Additionally, a focus on both preventative and partnership working will assist to ensure that at risk individuals receive the appropriate support, treatment and care.
 - *Partnership Working* - Although this review was conducted with the Police in mind, better practice and provisions of service could not be achieved just by the Police alone, so a multi-agency approach continues to be paramount in this.
5. The broad scope of this review led to some broad recommendations for the Council and our partner organisations. In considering their implementation, the following comments have been provided by officers for Cabinet to consider:

Recommendation 1a:

The development and implementation of the new citizen and provider portal - Shop4Support, Hillingdon, which will be in place from early April 2015, will be used to improve the information, advice and signposting for Mental Health information and services.

The Hillingdon Clinical Commissioning Group (HCCG) is working with the Council (LBH) to improve access to wellbeing services, which is a priority for the Hillingdon Mental Health Transformation Group. This Group is made up of a number of organisations. HCCG commissioning intentions for 2015/2016 includes expanding access to psychological therapies through non traditional routes via third sector and wellbeing services, including working with LBH to engage with and signpost harder to reach groups.

Recommendation 1b:

The Council's successful TeleCareLine service has seen increased take-up from those residents who have learning difficulties following recent promotion. Building on this, such promotional opportunities could be broadened to include additional client groups such as those with mental health issues. The Council's Corporate Communications Team will work with TeleCareLine to adapt, where appropriate, promotional material for those who have mental health issues and professionals who support them. As a result of the review undertaken by the Working Group, TeleCareLine will also progress a meeting with CNWL regarding referrals and information sharing.

Recommendation 2:

HCCG, together with the Council approved the Crisis Care Concordat in November 2014 and with all North West London CCGs and local authorities in December 2014. This Concordat includes an ambition to ensure that Section 136 Mental Health Act detentions taken to police cells is a “never event “in North West London, and HCCG is working with CNWL to monitor the impact of this change on Hillingdon’s local Mental Health Unit.

As a key partner, the Council's Adult Social Care Service will be active in the implementation of the North West London Mental Health Programme Board Crisis Care Concordat Delivery Plan. Given the nature of the integrated health and social care teams, Adult Social Care will work in collaboration with HCCG and CNWL to implement the delivery plan locally and ensure services are responsive to local needs.

Additionally, CNWL have indicated their willingness to play an active part of the London Wide Mental Health Crisis Care Concordat. This will ensure that the joint working that has progressed over recent months will continue to enable them to improve the response to mental health service users.

Recommendation 3:

Subject to the Chairman's agreement, Adult Social Care would be pleased to brief the Health and Wellbeing Board on the CCG response to the London Mental Health Crisis Commissioning Guide, in particular, the progress locally of the Urgent Care Pathway, single point of access and the developments of Section 136 and place of safety protocols. CNWL would also welcome the Health and Wellbeing Board being sighted on these essential developments.

HCCG is currently undertaking a deep dive review of mental health services, including urgent care pathways for all age adults. This will result in the development of an urgent care pathway including simplifying access in crisis and developing the effective role of psychiatric liaison services and effective crisis home treatment response. Work with the Council on this will also ensure availability of emergency accommodation and/or place of safety for people in crisis who do not require formal admission.

An action plan for urgent care mental health pathways is under development by the Hillingdon Mental Health Transformation Group. Work has also started to improve out of hour's access to services for children and young people in crisis.

Recommendation 4a:

The first Community Risk Multi-Agency Risk Assessment Conference (MARAC) took place on 12 February 2015 and all agencies involved found it to be extremely useful. This is a proactive way of ensuring a joined up approach to get it right for vulnerable individuals in the community before the situation escalates.

Recommendation 4b:

Hillingdon Metropolitan Police Service (MPS) has welcomed the review's commendation and stated that this is testament to a greater understanding of mental illness; the right place for someone with mental illness in crisis is a hospital and not a police station.

Additionally Hillingdon MPS has thanked the Committee for reviewing the effect that mental health has on the service that they provide. Hillingdon Police, with their partners, are

working tirelessly to improve the service that they deliver to those challenged with mental illness and look forward to seeing the results of these promising recommendations.

Recommendation 5:

It is thought that an investigation into alternative transport options, as opposed to Police and Ambulance vehicles, could benefit those experiencing distressing mental health issues in an emergency and also reduce the stigma associated with mental health.

Such alternatives are a matter for partner agencies to consider and fund. Council officers will raise this with them at multi-agency meetings and brief the Cabinet Member accordingly. It may also be a topic that the External Services Scrutiny Committee could raise further with health partners.

Financial Implications

The recommendations set out in this report do not have any direct financial implications for the Council.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendations?

The recommendations, if agreed, will support the promotion of mental wellbeing and the prevention of mental illness whilst ultimately assisting our external partners, including the Hillingdon MPS.

Consultation Carried Out or Required

The Committee heard evidence from a wide range of witnesses, further details of which can be found in the review report itself.

CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance have reviewed the report and note that additional funding for the expansion of the TeleCareLine Service was approved in February 2014 as part of the 2014/15 budget.

Legal

The Borough Solicitor confirms that there are no legal impediments to Cabinet agreeing the recommendations set out in this report.

BACKGROUND PAPERS

NIL