



Healthier Communities Select Committee

Report title: MPS Right Care Right person Update

Date: 10 January 2024

Key decision: N/A

Class: Part 1

Ward(s) affected: Borough wide

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Outline and recommendations

For the HCSC to note the update on new initiative and share comments for consideration

Timeline of engagement and decision-making

N/A

1. Summary

- 1.1. This paper provides a high-level update summary of Lewisham's multi agency preparation and response to the Metropolitan Police Services (MPS) implementation of the Right Care Right Person Initiative across the capital.

2. Recommendations

- 2.1. To note the update.

3. Policy Context

- 3.1. The Lewisham Corporate Strategy 2022-26 outlines the following priority areas:
 - Cleaner and greener
 - A strong local economy
 - Quality housing
 - Children and young people
 - Safer communities

- Open Lewisham
 - Health and Wellbeing
- 3.2 The content of this report relates to the Safer Communities and Health and Wellbeing objectives of our corporate strategy and outlines a requirement to develop and subsequent of future plans with the police, health, housing providers, primary care and the community and voluntary sector.

4. Background

- 4.1 On 1 November 2023, the MPS Right Care Right Person (RCRP) was introduced across the London and changed the way the Metropolitan Police responds to calls related to health and social care concerns. This means that the most appropriate agency responds to health-related calls, instead of the Police being seen as the default first responder. It was acknowledged that the implementation and management of local issues will need the involvement and working in collaboration with local organisations.

The MPS RCRP policy has been structured and applies to 4 health-related pillars. These are;

- Medical support (physical and mental health)
- Concern for welfare
- AWOL/walk outs from health care settings
- Transport of those detained under s136 Mental Health Act.

These pillars provide a framework for the MPS and partnership agencies to work through the impact and required mitigations of the policy.

- 4.2 During June / July 2023, key stakeholders from children and young people, mental health services (SLaM) and supported housing were asked to identify their service's impact (risk and mitigations) in relation to RCRP implementation. On 19 Oct 2023, a Task & Finish (T&F) group was established with a range of local partners (SEL ICB, Local Police, Lewisham Council, SLaM, Lewisham and Greenwich NHS Trust, MIND, London Ambulance Service) to plan and oversee the RCRP implementation.
- 4.3 This coordinated approached supported local partners to share and understand issues, risks, and mitigations. A risk log was developed, and partners contributed to identification and risk management. Services' updates, risk identification and risk management were constant topics at T&F group meetings. RCRP information and updates were shared with partner agencies and participants which helped to understand better the RCRP changes, its implications, police decision making and response, escalation process and scenarios, etc.
- 4.4 The Police reported they have a RCRP risk register centrally managed by NHSE and MPS, and any issues locally reported will need to be channelled to be discussed centrally. There is a SEL representative (from NHS Oxleas Foundation Trust) attending the central meetings and Lewisham will liaise with that person.
- 4.5 There was one RCRP incident shared, in which the Police did not attend at first call (the individual was aggressive) but attended at second call when the individual was holding a knife. The mental health crisis team was contacted but they did not attend. Parties involved have been asked to be shared learning with the T&F group.
- 4.6 Supported housing mentioned that key housing providers are putting together a report of the type of response they get from MH crisis team. It was acknowledged that organisations have their own incidents register, which in due time would be useful to have reports from.

4.7 At the T&F group meeting in December, participants feedback that the RCRP risks were not as major as initially thought and they actively have modified their processes, the information provided to them was helpful to understand changes, and some organisations started to provide RCRP awareness sessions to their staff (e.g. LGT and Supported Housing). SLaM reported no evidence of significant increase in calls to mental health crisis line since the introduction of RCRP. However, it was acknowledged that in some areas the system has not been tested properly and in others the mitigation actions need to be properly implemented.

4.8 Issues and risks identified.

The T&F members have inputted into the development of a risk log and provided partner agency updates at each meeting linked to the weekly updates from four pillars outlined below;

The 12 risks linked to the pillars have been identified and considered for action.

- Pillar 1 (Medical support): 5 risks.
- Pillar 2 (Concerns for Welfare): 1 risk
- Pillar 3 (Walk Out/ AWOL): 4 risks.
- Pillar 4 (Transport and handover under section 136): 2

Each Risk has been rated using the traffic lights system (Red Amber Green) to track progression, etc. A summary of the risk register will be presented at the HCSC following further agreement from partners.

4.9 It is important to note that the RCRP is at a very early stage and partners are working through the wider implications of the initiative in the context of its direct impact of our population, finances, Legal obligations and Equalities.

5. Financial implications

5.1. There may be financial impacts that emerge from the implementation of this change of policy, but to date it is too early to confirm.

6. Legal implications

6.1. The Police will continue to fulfil their statutory roles. There are no changes in the legal requirements for the council from this change in Police policy.

7. Equalities implications

7.1. There is a disproportionate number of Black men who are detained under s136 of the MHA, this change of policy may positively impact on the numbers detained, but this is to be determined. Likewise, there may be other equalities implications that emerge as the policy implementation beds down and is evaluated.

8. Climate change and environmental implications

8.1. N/A

9. Crime and disorder implications

9.1. The aim of this policy is to help ensure that Police resources are directed towards their core function, thus improving their ability to prevent or investigate crime and protect people who are at risk of harm.

10. Health and wellbeing implications

- 10.1. The aim of this policy is to ensure that an appropriately qualified person deals with matters relating to health and that this in turn will ensure best outcomes.

11. Report author and contact

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