

New model launched to ensure vulnerable get right help

Dear colleague,

As phase 1 of the **'Right Care, Right Person'** model goes live on Sunday 1 October, your views are still needed.

This model was first introduced in Humberside and is aimed at vulnerable people receiving the right support from the right agency. It is designed to ensure that when there are concerns for a person's welfare linked to mental health, medical or social care issues, the right person with the right skills, training and experience will respond.

In recent years there has been a significant rise in the number of calls for service Suffolk police receive that are related to mental health. These have often led to the force deploying to situations where it has no legal duty to attend and, probably more importantly where police officers and staff are not equipped with the skills, knowledge, or training.

Under **'Right Care, Right Person'**, the care will now be provided by the agency that can best meet the individual's needs. Please be reassured that police will continue to protect the public where the risks presented need a policing attendance.

Since spring this year, project leads have invited partners and stakeholders to engage in this work, to obtain information, make suggestions or raise any concerns to enable it to be implemented effectively and considerately in Suffolk. Project leads will continue to consult, reflect and review and that invitation to feedback remains open to you as the project progresses.

The first phase being introduced from October is **'concern for welfare'** being the first stage. Followed by:

Phase two - approx. Jan 2024: 'Walk outs' of health care facilities/mental health establishments

Phase three - approx. spring 2024: Transportation – non secure/secure ambulances

Phase four - approx. summer 2024: Mental Health Act Section 136

Similar schemes have already been adopted by other forces and Suffolk's adoption is part of a national role-out of the scheme to all police forces in the country.

The threshold for police intervention will be:

- There is an immediate risk to life or serious harm to an identified person
- Immediate harm – it is obvious to the police that there is a risk to life presently, at this moment or in the immediate future, or has already occurred
- Serious harm – there is a risk of significant harm to the person concerned, this can be physical harm, serious neglect issues, significant mental health symptoms, all of which would amount to the suffering of potential significant injuries or psychological harm

It is important to reassure you that the police's priority will still be to protect and keep people safe where the risks presented need a policing attendance.

However, other general demands on policing have increased as criminality has become more complex and the police need to focus on their core role to prevent and detect crime, keep the King's peace and protect life and property.

The project leads Det Supt Angus Moir from Suffolk Constabulary and Jason Joseph from Suffolk and North Essex Integrated Care Board will continue to work closely with partners, including patients in the care sector as the project moves into its various phases and support them in making the necessary changes to their processes.

In Suffolk monitoring and governance processes are in place to understand any impact from the change in approach.

You can give your views by getting in touch by emailing angus.moir@suffolk.police.uk & jason.joseph@snee.nhs.uk