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Criminal Justice Committee
By Email: sean.wixted@parliament.scot

16 January 2022

Dear Sean,

In the pre-budget scrutiny session on Wednesday 23 November, we promised to follow up to clarify a small number of issues. These were:

- The length of the GeoAmey contract
- Police Scotland approach to mental health triaging (inc. information about triage cars and mental health professionals in police call centres),
- Deployment date of the ESMCP programme.

GeoAmey contract

The contract with GeoAmey is for a period of 8 years from January 2019. The Scottish Prison Service (SPS) work closely with GEOAmey to deliver a prisoner transport system that supports the justice system and protects the public. SPS are aware of GeoAmey's current staffing challenges and are engaging proactively to lessen the impact.

Police Scotland approach to mental health triaging (inc. information about triage cars and mental health professionals in police call centres)

The majority of public contact with the police is by telephone through police Contact Command and Control (C3) Division service centres. The service centre receives approximately 667,200 emergency 999 calls and over 1,800,000 non-emergency 101 calls from the public each year. These centres are typically staffed by civilian service advisors. They offer an integrated call handling facility across a number of different sites located in Govan, Motherwell and Bilston. In effect acting as a virtual single service for contacting Police Scotland from anywhere across Scotland.

In June 2019, Police Scotland introduced the contact Assessment Model (CAM) as an enhanced assessment and decision-making model, where all calls received by Police Scotland are assessed and decisions made as to what type of policing response is most appropriate based on a THRIVE – (Threat, Harm, Risk Investigation, Vulnerability and Engagement) model.



During August 2020, Police Scotland completed the accelerated roll out of the Contact Assessment Model (CAM) across the country resulting in the ability to introduce the Mental Health Pathway (MHP) as a resolution option for CAM. The MHP is a joint collaboration between Police Scotland and NHS24 whereby members of the public who contact 101 or 999 suffering from mental ill health and distress, where appropriate, will be referred to the Mental Health Hub (MHH) within NHS24 staffed by qualified Mental Health Practitioners.

Service Advisors working in Police Scotland Service Centres (PSSC) received bespoke training to identify and define the full extent of the purpose and benefits of the Mental Health Pathway, whilst being able to identify when contact with members of the public into Police Scotland would benefit from referral to the Mental Health Hub (MHH).

When speaking with callers, Service Advisors will consider the referral criteria as part of their THRIVE assessment of the circumstances of each call and where appropriate make contact with the NHS24 Hub to pass the relevant information. The caller will be advised to accept a call back from the MHH shortly thereafter. The project is funded by the Scottish Government and is a key outcome of the Mental Health Strategy to enhance individual ability to access treatment for mental health and join up accessible services.

Extensive training and trials took place both within Police Scotland and NHS24 to ensure readiness of the MHP. Feedback from this collaboration remains very positive. This was the first National Pathway to health services to be introduced within the UK.

Under the wider Mental Health Pathway work streams, Scottish Ambulance Service (SAS) are currently running a pilot in the use of Mental Health Triage Cars which are resourced by a paramedic who will have received additional mental health training and a mental health nurse.

On 15 March 2022, a number of NHS 24 employed Mental Health Nurse Practitioners (MHNP) were integrated into Police Scotland, situated in the C3 Resolution Team, Govan. Working alongside a Mental Health Resolution Team Officer (MHRTO) as part of the five team shift pattern, they were trained to triage and support relevant mental health related incidents identified and 'tagged' by the Area Control Room and Resolution Team controllers. The aim of this collaboration was to:

- Improve outcomes and earlier access to the right care for those in MH crisis
- Reduction in the number of Police and/or SAS deployments and subsequent attendance at A&E depts
- Reduction in time spent by police officers and paramedics dealing with MH incidents
- Access to specialist advice and support from MHNP to allow more effective decision making by police to help inform the most appropriate response

This model is currently running as a Test of Change in west command and was due to conclude on 8 December 2022. Full evaluation of this phase and lessons learned will take place, with publication due late January 2023.

Deployment date of the ESMCP programme

The Emergency Services Mobile Communication Programme (ESMCP) is a Home Office led programme to deliver the Emergency Service Network (ESN). ESN will deliver:

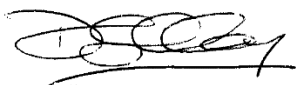
- secure and resilient mission critical communications the emergency services and other first responder communities can trust to keep them safe

- a modern voice and data platform which will enable the emergency services to improve front-line operations; and
- a common platform to enable emergency services to work more closely together for data sharing in emergencies.


At the current time, key elements of the ESMCP are subject to re-procurement and therefore the exact timescales for deployment will not be clarified until that activity is near conclusion and the appointed supplier is mobilised. This is expected to be around December 2024. After that time a detailed plan for delivery will be developed.

The mobile network infrastructure build continues with progress towards site activations, which will deliver associated community benefits to rural communities across Scotland. The three Scottish emergency services are also actively looking for ways to exploit the capabilities which are currently available, including wider access to mobile broadband. Alongside this there is extensive programme of testing on both coverage and the mission critical functions, led by Police Scotland on behalf of the three Scottish emergency services.

We hope this information is helpful, but do let us know if you need anything further.



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