

ACCOUNTABILITY AND GOVERNANCE BOARD

Tuesday 24 September 2024

ACCESS TO POLICE SERVICES

Presented by: Chief Superintendent Ian Parnell, Head of Force Contact

Police and Crime Plan

1. To provide the Commissioner with a report on progress towards the objectives in the West Midlands Police and Crime Plan 2021-2025 relating to Access to Police Services.
2. The Police and Crime plan sets out that the ability of the public to access police services, is an essential part of people's trust and confidence in policing and their satisfaction with the service they receive. Most importantly, people want a quality service when they contact the police. That includes, both in relation to the time it takes for people to access police services, and the quality of the service people receive, once they have accessed the police service.
3. The report will provide an overview relating to the service provided by Force Contact.
4. West Midlands Police (WMP) offers a variety of platforms and channels for members of the public to access police services. Emergency calls for service are primarily accessed via the 999 system and non-emergency services via 101. Each policing area has a public contact office which is open from 8am until 10pm and police headquarters is open 24 hours a day. The public are able to access police services at any of these locations. In addition to these traditional channels, the public can use Live Chat (web chat) and the force internet site to report crime and incidents and access advice and support. All of these services are available 24 hours a day.
5. These services are supplemented by a dispatch capability which assesses calls for service and determines the most appropriate policing response including the management of major and critical incidents and the management of firearms deployments and pursuits. The crime desk manages scheduled appointments, the quality of initial investigations and the recording of crime. This service also ensures the management of log quality and crime data integrity.

6. Members of the public can report incidents to the Police using the 999, 101 and via online functionality. WMP has transitioned to the Single Online Home (SOH) platform along with 40 other forces to provide a consistent way for the public to access police services across the UK. WMP completed this transition in July 2024 on an accelerated timescale and to positive feedback from the national team demonstrating our ability to deliver complex projects at pace to a high standard.
7. The majority of calls for service are resolved by Force Contact and WMP are in the middle of a project to modernise and further improve how the force responds for the those calls that require onward action and investigation.

Achievements and Challenges

8. 999 Call handling remains in a strong position with over 90% of 999 calls answered within 10 seconds with an average answer time of 4 seconds. Seasonally WMP experiences a peak in call demand during June, July and August. Recruitment to establishment levels, demand led shift patterns and support from the Force Contact Bank Scheme has ensured that service delivery remain consistent through this period. Performance in this area is nationally strong with WMP placing 5th across all forces on a rolling 12-month average to June 2024.
9. National reporting on 101 Call Handling performance is likely to be published in Q2 2024/25. WMP answers over 80% of 101 calls within 3 minutes with an average answer time of 1 minute 13 seconds. Improvements in this area have been built off the strong 999 performance and are now strongly embedded to achieve consistency. WMP deploys advanced technology through the use of 'Andi-Esra' to assist with low complexity 101 calls and to prioritise vulnerable callers. 50% of 101 calls are currently routed via Andi-Esra which combines 101 technology with voice recognition and artificial intelligence. The pilot is focussed on three specific use cases. Firstly, the provision of factual advice on abandoned vehicles, parking complaints, persons in custody and reporting criminal damage. Secondly, for victims to request an investigation update from the officer in charge of the case. Thirdly, an ability to prioritise callers based on any identified vulnerability. As the pilot transitions to mainstream it will include information on user satisfaction with the service.
10. WMP provide online services 24/7 via our website which includes Live Chat and via a variety of social media platforms via our Digital Desk which is resourced 24 hours a day. Members of the public can report crime and request help through these platforms which is a growing route for public access however online services still represent a small overall volume compared to telephony demand (100 to 150 online reports per day v 4,500 to 5,000 999 and 101 calls per day).
11. The response to incidents has seen a significant improvement since 2022 helped by the move to a local policing model. The median response times for P1 (emergency) graded incidents is at 11 minutes and for P2 (priority) graded incidents is at 42 minutes. This is set against a service level agreement of 15 minutes for P1 and 60 minutes for P2. However, when examining the percentage of incidents that have been attended within the respective service level agreements there still remains a service challenge with 67% of P1 being attended within 15 minutes and 55% of P2 being attended within 60 minutes. The progress and improvement in these areas remains very strong.
12. A review of response performance reviewed that further improvements were being hampered by the grading system which was overly complicated for staff to operate and resulted in calls for service being lost in the system. It was also unclear who was

responsible for dealing with which incident type which ultimately resulted in slower response to the public and undesirable performance against our service level agreements.

13. A new approach to managing incidents based on just 4 incidents grades is being rolled out across the force, emergency, priority, scheduled and contact resolution. Each grade of incident has clear ownership, and this change is leading to improved SLA performance for LPAs and more importantly improving the service being provided to the public.
14. WMP implemented Phases 1 and 2 of Right Care Right Person (RCRP) in February 2024. This related to concerns for welfare and walk out from healthcare facilities. The perception by staff and partners is that the implementation was successfully delivered in partnership with key stakeholders. Early feedback is that there has been a reduction in the volume of MHA detentions and officer hours involved, however data to demonstrate this is still being developed. Phases 3 and 4 are planned for implementation in October 2024. They will focus on the transportation of both voluntary and MHA patients and requests for safe and well checks for patients with mental capacity. To support the WMP mechanism for delivery, a Vulnerability Desk has been established in Force Contact to provide tactical advice 7 days a week and to triage calls for service from partners related to RCRP and support with appropriate advice and policy.
15. The improvements in access to police services over the past 12 months are now being enhanced with a focus on quality and consistency. Capturing the experience of service users is important in order to further develop the service. Overseen by Governance Board, a quality assurance framework has been developed which explores key areas of business in a systematic way and provides operational staff with key feedback. This approach includes live listening to calls, monitoring individual and team compliance with THRIVE and requesting feedback through surveys from victims of crime and users of online services via SOH.
16. Early developments from this approach includes sending crime reference numbers and crime prevention advice links to victims via SMS message. An improvement plan has been developed which outlines the findings from scrutiny bodies including inquests, inspections and best practice. This approach has also shaped the design of the crime desk with the focus of being victim led.

Actions undertaken

17. Force Contact have recruited to full establishment across the contact handling function (plus 10% to allow for training) to ensure that service delivery to the public can be achieved in line with published service offers. This is supplemented by a 'Bank Scheme' to provide for additional support at peak times.
18. A Digital Desk has been introduced within Contact Handling to manage social media enquiries through the Orlo platform. This has facilitated a better response to information from the public on social media platform and enhanced service to vulnerable persons including reports of missing.
19. The onboarding of 8 Force Contact apprentices who will undertake rotations through Contact Handling, Public Contact Office and Dispatch functions which has contributed to WMP being included in the top 100 apprenticeship employers in the country.

Future Work

20. Development of Andi-Esra continues and includes the transition to a 24/7 supported system, access to detailed reporting, the creation of new ways to service 101 calls referred to as 'use cases' and the ability to provide the same services across our live chat system. The introduction of Andi-Esra has provided experienced call handlers with the advantage of being able to focus on more complex calls for service and those involving vulnerable people.
21. The introduction of a new workforce management tool to improve how WMP understand demand relating to public contacts and effectively rosters its people to meet this demand has been commissioned and is planned for implementation in Q3 2024/25. This will bring WMP into line with the industry standard for call centres.
22. The upgrade of the Avaya telephony system is planned for Q3. 2024/25. This will provide a soft phone function and digital capability for WMP to receive 999 and 101 calls from any workstation across the WMP estate. This will enable a more dynamic response to peaks in call handling demand.

Financial Implications

23. There are no financial implications of this workstream. All activity is completed and delivered within existing budgetary frameworks.

Legal Implications

24. There are no legal implications for this business area.

Equality Implications

25. All change programmes have had due regard for equality implications and the Public Sector Equality Duty. WMP provides access to services across a number of channels including in person, via telephony and online. These channels have been improved with the move to SOH which affords a standardised approach to accessing police services in line with the national approach. WMP staff within Force Contact have a range of language skills and have access to 24-hour interpreter services. The development of a Vulnerability Desk has ensured that subject matter experts on mental health are able to work closely with partner agencies to ensure the best possible service to vulnerable callers.

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Background Report

This report is an annex to the main Cover report.

999 Call Handling

1. WMP aims to answer 90% of 999 calls within 10 seconds. This is a national standard that is applied to all police forces. The volume of 999 calls for service are reducing and following a national trend of about a 10 percent reduction.
2. WMP consistently answers over 90% of 999 calls within 10 seconds with an average answer time of 4 seconds. The number and percentage of abandoned 999 calls is very low.

Table 1 – 999 performance overview for calendar and fiscal year

WMP Measure (up to June 30th 2024)	Calendar	Fiscal
No. 999 Service Calls	372,667	193,065
% of Calls answered within Target	94.0%	92.8%
% of Calls answered between 10-60 seconds	5.5%	6.6%
% of Calls in 60+ seconds	0.5%	0.5%
% of calls abandoned after target	0.0%	0.0%
Mean Answer Time	00:00:04	00:00:04
Median Answer Time	00:00:01	00:00:01

3. Call handling times remain consistent at around 4 and a half minutes per 999 call. This is an area that is closely monitored to ensure maximum efficiency from call handling staff within Force Contact.

Table 2 – 999 Call Handling time for calendar and fiscal year

WMP Measure (up to June 30th 2024)	Calendar	Fiscal
Mean Call Handling Time	00:04:44	00:04:44
Median Call Handling Time	00:03:09	00:03:11

4. There remains a difference in the time taken to answer a 999 call when comparing BT data and police force data. This applies to all police forces and is in the range of 2% to 5% but does vary due to a number of factors.

- WMP consistently features in the top quartile for 999 performance when compared with other police forces. The National league table position for the rolling 12 months to the end of June 2024 is highlighted below.

Table 3 – National 999 performance by force over rolling 12-month period

12-Month Ranking	Force	Population	Area (sq miles)	Population per sq mile	Total Calls	Total Calls answered <10 seconds	Avg Calls per 1000 pop pm	Total SLA
1	Lincolnshire	766,000	2,292	334	112,980	102,927	12.3	91.1%
2	Gwent	598,000	600	997	91,843	83,406	12.8	90.8%
3	GMP	2,850,000	493	5,781	573,367	514,390	16.8	89.7%
4	West Yorkshire	2,350,000	784	2,997	491,897	439,208	17.4	89.3%
5	West Midlands	2,940,000	348	8,448	770,962	686,818	21.9	89.1%
6	Leicestershire	1,110,000	985	1,127	202,734	180,367	15.2	89.0%
7	Norfolk	914,000	2,079	440	128,219	113,905	11.7	88.8%
8	Cumbria	500,000	2,634	190	70,711	62,403	11.8	88.3%
9	Suffolk	761,000	1,468	518	115,560	101,763	12.7	88.1%
10	Northamptonshire	757,000	914	828	140,286	123,195	15.4	87.8%
11	Sussex	1,720,000	1,462	1,176	285,502	249,490	13.8	87.4%
12	Nottinghamshire	1,170,000	834	1,403	210,400	183,052	15.0	87.0%
13	Humberside	934,000	1,357	688	158,930	138,077	14.2	86.9%
14	Surrey	1,200,000	645	1,860	163,391	139,628	11.3	85.5%
15	Staffordshire	1,140,000	1,049	1,087	220,456	187,684	16.1	85.1%
16	Cleveland	570,000	231	2,468	112,884	95,715	16.5	84.8%
17	South Wales	1,350,000	803	1,681	229,441	194,372	14.2	84.7%
18	South Yorkshire	1,420,000	599	2,371	269,655	228,312	15.8	84.7%
19	Northumbria	1,470,000	2,151	683	286,152	241,414	16.2	84.4%
20	Kent	1,870,000	1,444	1,295	334,064	281,224	14.9	84.2%
21	Lancashire	1,520,000	1,184	1,284	291,259	244,464	16.0	83.9%
22	Warwickshire	584,000	764	764	100,220	83,974	14.3	83.8%
23	Met	8,990,000	606	14,835	2,305,459	1,926,716	21.4	83.6%
24	Bedfordshire	682,000	477	1,430	124,335	103,769	15.2	83.5%
25	Cheshire	1,070,000	906	1,181	150,218	124,653	11.7	83.0%
26	Merseyside	1,430,000	252	5,675	285,287	236,723	16.6	83.0%
27	Devon and Cornwall	1,790,000	3,967	451	301,646	248,029	14.0	82.2%
28	North Wales	703,000	2,385	295	110,153	90,529	13.1	82.2%
29	Police Scotland	5,437,000	30,078	181	762,910	625,764	11.7	82.0%
30	Thames Valley	2,430,000	2,218	1,096	380,082	311,083	13.0	81.8%
31	Hertfordshire	1,200,000	634	1,893	183,463	150,128	12.7	81.8%
32	Cambridgeshire	860,000	1,311	656	152,046	123,994	14.7	81.6%
33	North Yorkshire	832,000	3,209	259	111,117	90,147	11.1	81.1%
34	Gloucestershire	641,000	1,024	626	92,759	75,164	12.1	81.0%
35	Hampshire	2,000,000	1,602	1,248	297,859	238,747	12.4	80.2%
36	Essex	1,860,000	1,417	1,313	317,142	253,927	14.2	80.1%
37	Dyfed-Powys	523,000	4,237	123	64,740	51,596	10.3	79.7%
38	Northern-Ireland	1,903,000	5,326	357	225,609	179,445	9.9	79.5%
39	Avon and Somerset	1,730,000	1,847	937	324,423	256,702	15.6	79.1%
40	Durham	641,000	938	683	100,084	77,267	13.0	77.2%
41	Derbyshire	1,060,000	1,015	1,044	172,219	132,766	13.5	77.1%
42	Dorset	777,000	1,024	759	130,858	100,518	14.0	76.8%
43	Wiltshire	727,000	1,346	540	100,910	75,510	11.6	74.8%
44	West Mercia	1,300,000	2,860	455	181,834	133,880	11.7	73.6%

- WMP receive more calls than any other police force including the Metropolitan Police per 1000 population. WMP still historically have peak periods of calls for service after 5pm and consistently through the evening as well as from midnight to 3am on Friday and Saturday evenings. The shift pattern for Contact Handling staff reflects these heavier demand periods which are also supported with part time, flexible working and Bank staff.

101 Call Handling

- WMP aims to answer 80% of 101 calls within 3 minutes. There is currently no national standard in relation to 101 service level agreements. However, national

performance data will be published from Q2 2024/25. This has been delayed due to the general election.

8. WMP has seen consistent improvement in the 101 service over 2024/25. Service improvements in the 999 service were prioritised and now that performance in this area has stabilised it has enabled improvements to focus on the 101 area.
9. On average WMP answers a 101 call in just over 1 minute. WMP aims to resolve a call with the member of the public within about 7 minutes. This varies according to the complexity of the call and the vulnerability and needs of the caller.
10. Longest wait times are monitored daily and service recovery is targeted at those with the longest wait to ensure satisfaction and understand reasons and trends for any delay.

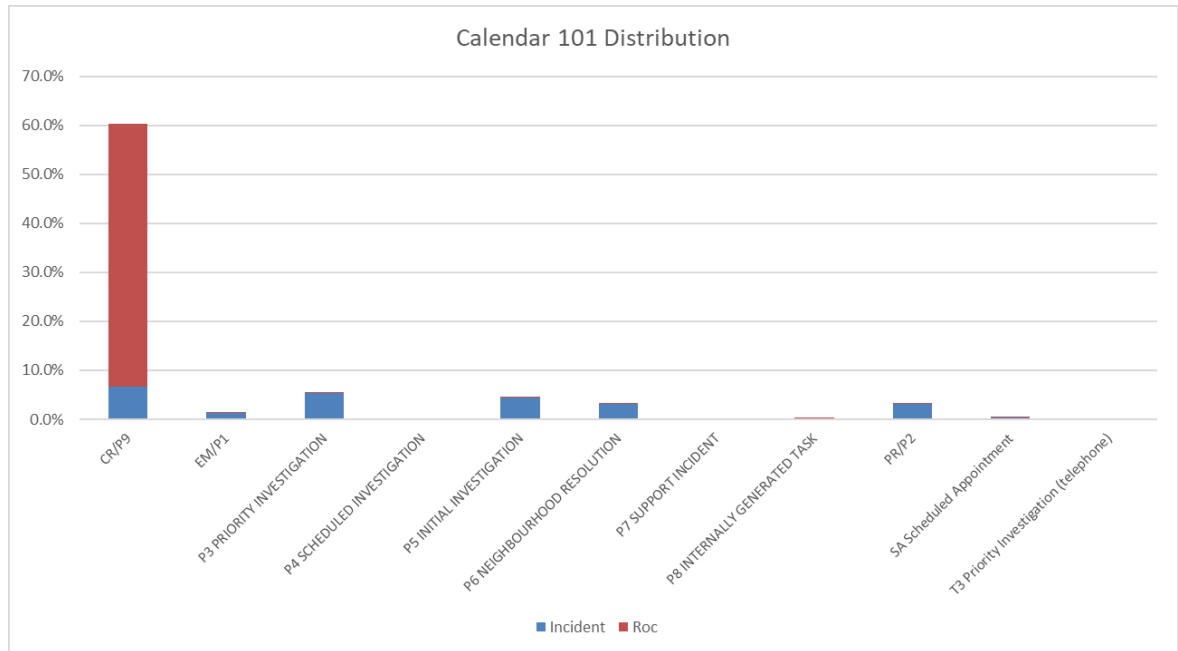
Table 4 shows – 101 performance overview for calendar and fiscal year

WMP Measure (up to June 30th 2024)	Calendar	Fiscal
No. calls for service	369,599	193,137
% of calls for service answered within target	85.11%	84.3%
% of calls for service abandoned after target and reasons	2.3%	2.6%
Mean answer time	00:01:13	00:01:13
Median answer time	00:00:03	00:00:04
Mean call handling time	00:06:49	00:06:44
Median call handling time	00:04:59	00:04:55

11. Contact handling staff are omni competent and can manage all channels of contact. This includes 999, 101, Single Online Home, Digital Desk and Live Chat. WMP have also introduced the Vulnerability Desk and the Domestic Abuse Desk where WMP are able to transfer calls of a more complex nature in real time where specialist officers can support. This enables contact handlers to return to the volume of calls for service.
12. Force Contact have made some significant improvements to address the consistency in managing 101 demand. This includes the introduction of Andi Esra advanced technology the development of which continues and includes the transition to a 24/7 supported system, access to detailed reporting, the creation of new ways to service 101 calls referred to as 'use cases' and the ability to provide the same services across our live chat system.
13. 101 calls tend to peak between 10am and 12 noon on Monday and Tuesday. This is sometimes due to lag from events on a weekend and in particular business crime reporting.
14. Public Contact Office staff are supporting 101 calls at peak times as part of a local pilot to flatten the demand curve whilst still being available to service in person requests for service at public contact offices. The pilot is due to be evaluated in Q3 2024/25.

15. It should be noted that a significant volume of 101 calls for service are managed and resolved at first point of contact by Force Contact staff. This varies between 60-70 percent throughout the year. The table below illustrates this through the use of P9 and CR incident grades.

Graph 5 – Percentage of 101 calls resolved by Force Contact without dispatching a resource



16. Repeat callers are reviewed and subject to oversight at monthly governance boards. Top 10 on each Local Policing Area are subject to a specific problem-solving action plan. Action includes identification of high service users, root cause analysis and the application of a range of tactical options from third party referrals for support through to temporary blocks on numbers and enforcement action in the most acute of cases.

Responding to Incidents

17. WMP aims to respond to Emergency (P1) incidents within 15 minutes and Priority (P2) incidents within 60 minutes. The response times for emergency incidents has been nationally mandated at 15 minutes for urban police forces and 20 minutes for rural police forces. There is no national standard around priority incidents.

18. Since 2018 WMP have operated a nine 'P' grade response policy. The policy was introduced following a review. The nine grades divide calls for service into the following grades:

Table 6 – Distribution of previous response grades

Grade	Descriptor	Responsible Department
P1	Emergency Incidents	Force Response
P2	Priority Incidents	Force Response
P3	Routine Incidents	Force Response
P4	Scheduled Appointments*	Local Policing Area

P5	Telephone based crime investigations	FCID – Initial Investigation Teams
P6	Neighbourhood Incidents	Local Policing Area
P7	Internally generated – Support	Operations – Force Support Unit
P8	Internally generated activity	Local Policing Area
P9	First Contact Resolution	Force Contact

**P4 grades were never operationalised, although existed within the policy.*

19. When measuring the median response time, performance for P1 incidents has consistently been within the service level of agreement. For 2022 this was 14 mins and for 2023 this was 13 mins. When translated to percentages, this equates to 50% of incidents throughout 2022 and 55% of P1 incidents throughout 2023 were attended within the SLA.

**Due to operational management of incidents which include situations where changing information results in changes to the assessment of risk and thus the priority with which we respond to incidents, there is national agreement that medium response time and SLA assessment in combination are the most indicative measures of service and performance.*

20. The P2 response times, however, were not within the agreed service level agreement. Throughout 2022 the median response time to a P2 incident was 1 hour 40 minutes (against a 1-hour response time) - this equated to an SLA of 28%. During 2023 this reduced slightly to 1 hour 18 minutes, resulting in an SLA of 36%.

Table 7 – Distribution of current response grades

Grade	Descriptor	Responsible Department	SLA
Emergency	Emergency Incidents	Local Policing Area	As soon as possible but within a maximum of 15 minutes.
Priority	Priority Incidents	Local Policing Area	As soon as possible but within a maximum of 1 hour
Scheduled	Scheduled Appointments	Local Policing Area	At a time mutually agreed with the caller
Contact Resolution	First Contact Resolution	Force Contact	N/A

21. The new grades are being incrementally introduced between March and October 2024. Between March and May 2023 P4, P7 and P8 grades were turned off. In June 2023 P1 grades were converted to EMERGENCY grades; P2 grades converted to PRIORITY grades and P9 grades converted to CONTACT RESOLUTION grades.

22. Between May and October 2024, the new SCHEDULED RESPONSE grade is being introduced across the force. In May, Solihull and Walsall LPA's trialed the introduction of a new scheduled appointment system. This saw Force Contact 'Contact Handlers' booking appointments for callers to see officers at a time and location to suit the caller. Following a successful trial, Wolverhampton and Dudley LPA's went live in on the 17th June, followed by Coventry on the 08th July 2024. Each Local Policing Area provide a set number of appointments each day between

0800hrs and 2100hrs. These are allocated to dedicated response, neighbourhood or investigative officers depending on the nature of the call. Initial feedback from the LPA's would suggest that it is now easier for them to manage calls for service and are able to allocated the most appropriate resource to deal with each specific incident.

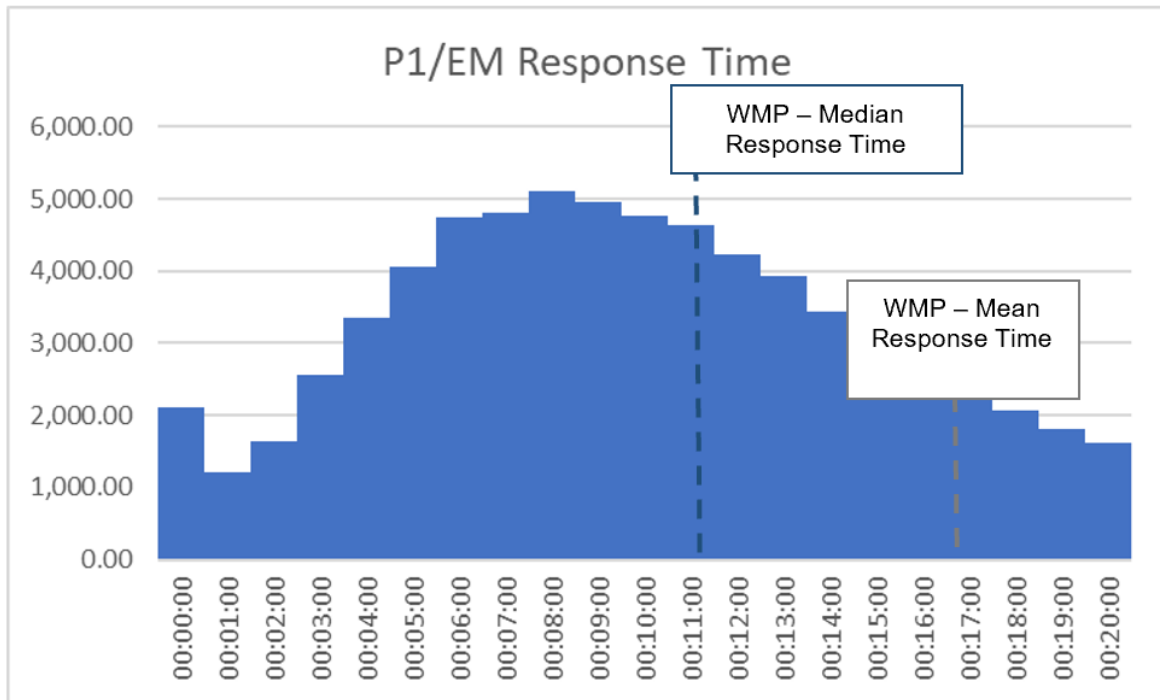
23. The roll out of scheduled appointments will be complete by the end of October 2024 with Sandwell LPA to 'go live' in September and Birmingham to 'go live' in October 2024.
24. A review of response performance would indicate that introduction of Local policing Units and the work done to improve our ability to respond to calls for service have delivered significant improvements.
25. Response to EMERGENCY (EM) incidents has reduced from 14 minutes in 2022 to an 11-minute median response time in 2024, and the SLA has significantly increased from 50% in 2022 to 67% so far in 2024. This means that, as well as maintaining our response time, WMP are getting to a higher volume of emergency grade incidents within the SLA.
26. Response to PRIORITY (PR) incidents has improved significantly with a 42-minute median response time (55% SLA). This is an improvement of over 60 minutes compared to 2022 median response times (28% SLA – 2022). It is anticipated that as scheduled appointments become embedded, the PRIORITY response SLA will improve further over the next few months.

Table 8 – Average response times by grade for 2022, 2023 & 2024

Grade	2022		2023		2024	
	Median Response Time	Service Level Agreement	Median Response Time	Service Level Agreement	Median Response Time	Service Level Agreement
P1 / EM	14 mins	50%	13 mins	55%	11 mins	67%
P2 / PR	1 hr 40 mins	28%	1 hr 18 mins	36%	42 mins	55%

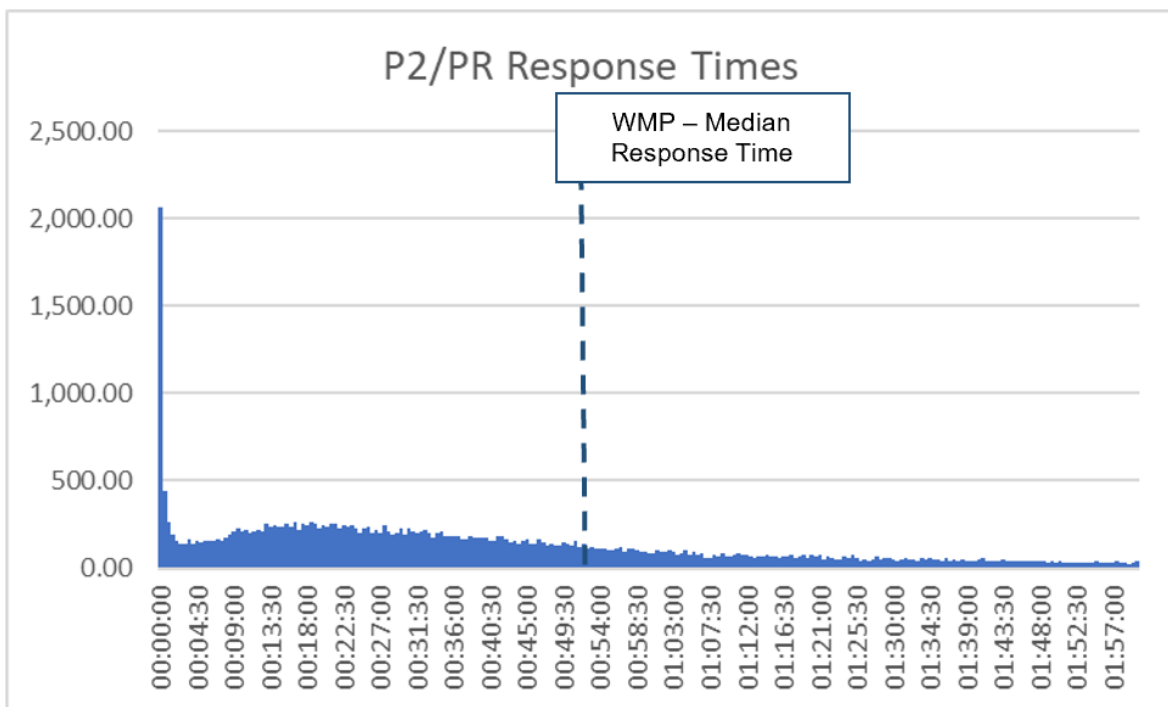
Graph 9 – P1/ Emergency grade response time average

P1/EM Calendar (This Graph extend to 142:52:00 along the X-axis)

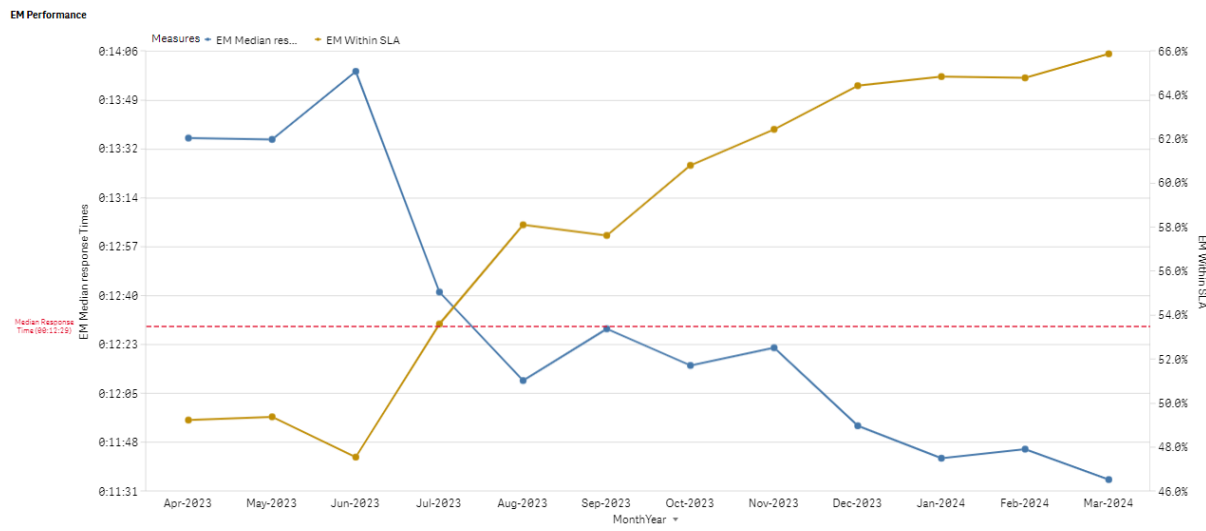


Graph 10 – P2/Priority grade response time average

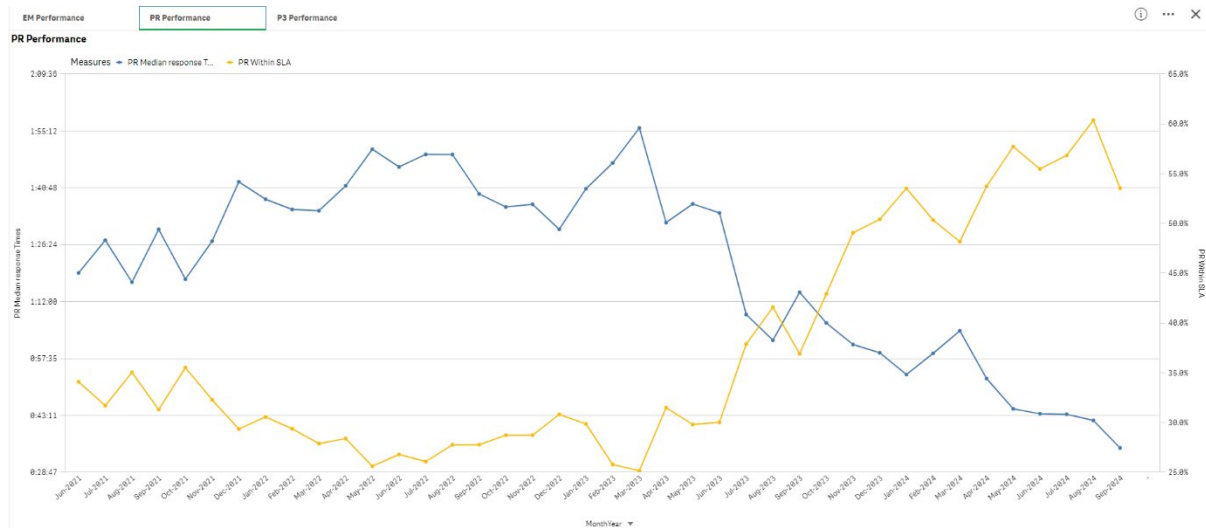
P2/PR Calendar (Both Graphs extend to 3046:37:30 along the X-axis)



Graph 11 – Responding to incidents - EM median times and Service level agreement



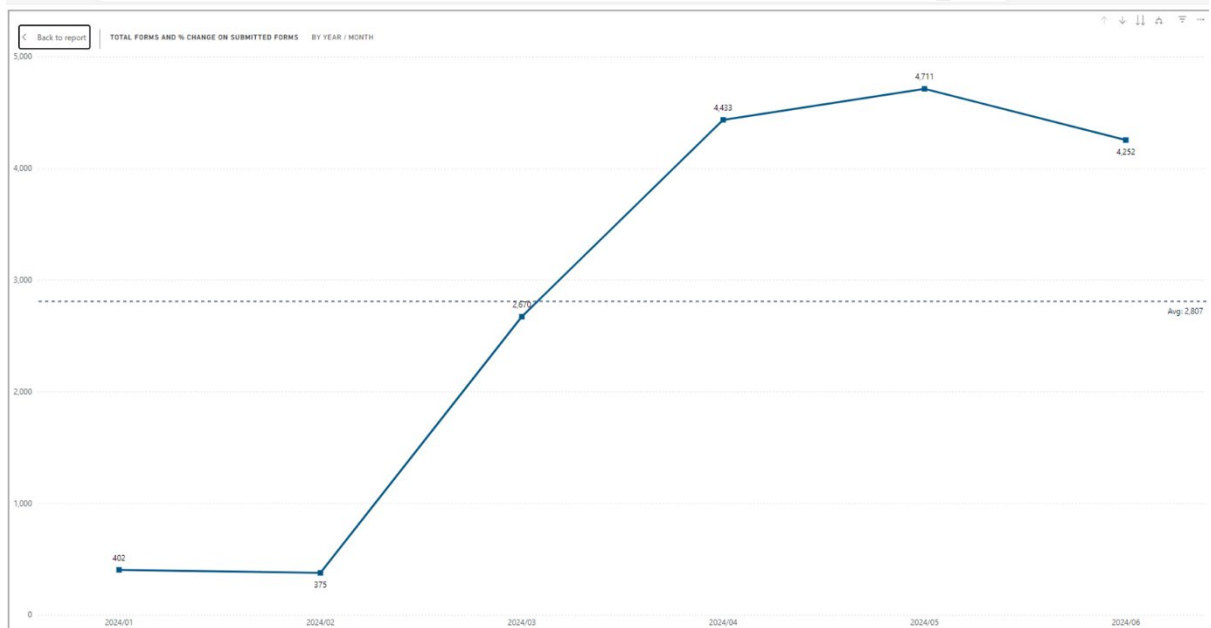
Graph 12 - Responding to incidents - PR median times and Service level agreement



Online Incident Reporting

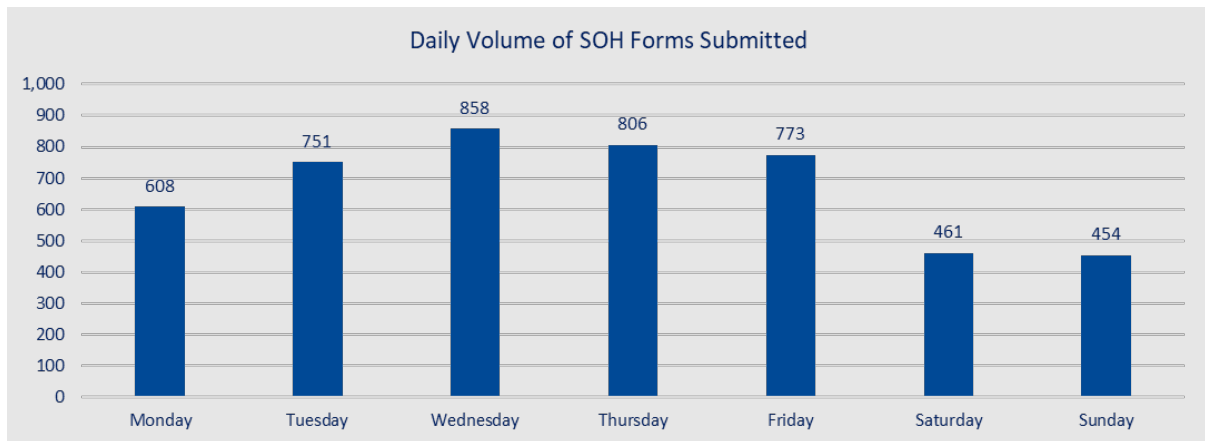
- 27. Members of the public are able to report incidents and crime online via Live Chat, the WMP website and via www.police.uk.
- 28. In July 2024 WMP completed an accelerated move from the existing force website to the Single Online Home (SOH) platform. This brings WMP into line with 40 other forces and provides a consistent way for users to report crime, communicate with police and find out essential information.
- 29. Crime can be reported online and there has been an increase in volume since the full capability on SOH has been enabled.

Graph 13 – Volume of SOH Forms received by WMP by month



30. The volume of reports varies across the days of the week but still represents a small proportion of all contact with WMP, the majority which is still via telephony.

Graph 14 – Distribution of SOH forms by day of the week



31. Crime reported through SOH is allocated to the most appropriate team across WMP for recording and further investigation. Public Contact Office, Contact Handling and Initial Investigation Team staff complete the majority of primary investigations including recording of crime. The ambition of moving to SOH is that it will encourage a channel shift to online reporting to enable contact handling staff to focus on 999 and 101 calls for service.

32. Users of the SOH service are invited to complete a survey which explores whether they would have contacted 101 or visited a public contact office in the absence of the online reporting capability. Whilst the data is relatively new the signs are encouraging that service demand is being deflected from these channels.

Graph 15 – Survey results & channel shift preferences



Right Care Right Person

33. West Midlands Police implementation of Phases 1 and 2 of Right Care, Right Person was 5th February 2024. This related to Concern for Welfare calls and AWOL/Walk out of healthcare facilities matters.
34. During March and April 2024 WMP received 2,310 requests for service relating to RCRP. Of these, 1,273 related to: Concerns for the welfare of a person, including people who have walked out of a healthcare setting; and People who are absent without authorised leave from mental health services. In 752 of these requests, WMP signposted the caller to the right agency meaning WMP attended only 521 of these – a 41% attendance rate.
35. There were broad issues in the wider health system as partners were concerned as to the impact of police decision making. However, an excellent relationship had been developed and continues via a Strategic Partnership Governance Board and the feedback since go live has been positive.
36. A command function was put in place for implementation of phases 1 and 2 with two touchpoint meetings daily for partners and an escalation process that allowed for immediate access via partners leadership structures direct to WMP Force Duty Manager should they be concerned on any decision for police not to attend. To date this process has not been used and remains in place.
37. WMP have experienced contact into the Professional Standards Department from GP surgeries raising concerns that police have not responded to their calls, but when the incidents have been reviewed it appears that they were not calls with a policing purpose. Health partners have since been asked to widen their communications and for any review requests to come to the Right Care, Right Person implementation team rather than via email to Professional Standards.
38. The strategic partnership remains focused on working towards implementation of Phases 3 and 4 which relate to Section 136 and Section 135 of the Mental Health Act and the transportation of those detained to a place of safety. These phases commence on the 21st October 2024.

39. However, making the right police deployment decision in relation to the first two phases by ensuring requests received from partners are suitable or where requests are received that WMP deploy to matters that have a policing purpose or a need a Human Rights Act response under Article 2 Right to Life or Article 3 Immediate Risk of serious harm has already seen a change in the number of section 136 detentions.
40. Prior to phases 1 and 2, WMP saw on average over 214 Section 136 detentions per month with only 30% of those detained being sectioned under Section 2 or 3 of the Mental Health Act. A further 20% were provided some additional support in the community and 50% needed no further ongoing Mental Health treatment or intervention. The Average time that officers were with a person detained under Section 136 was 11 hours.
41. A national working group has published a guidance document on how to apply the Right Care, Right Person principles to children. The Policy implemented by WMP is clear that Working Together or Children Safeguarding arrangements remain the primary focus before Right Care, Right Person and highlighted the additional vulnerability of children should be considered in deployment decisions.
42. The guidance has been reviewed against WMP policy and there are no changes required. No adverse feedback has been received in relation to WMP partnership response to Right Care, Right Person as regards to how WMP respond to children.
43. The purpose of the desk is to provide advice to front line colleagues who are responding to Right Care, Right Person incidents, to be a conduit between police and partner agencies where there is a need to collaborate and provide an escalation function for call takers for any complex matters that need the MH tactical advisors/Locate officer's skill set to decide whether Police should attend. To improve quality of our response to these complex incidents a dip sample process has been implemented for incidents managed by the vulnerability desk in Force Contact. This dip sample is being completed by a combination of Mental Health Tactical advisors, and experienced 'Locate' officers with a specialist in managing missing person cases.
44. A review of 550 logs dated 4th March to 28th April 2024 revealed 97% of logs reviewed, had appropriate attendance and non-attendance, which would support that the RCRP policy is being applied appropriately. During May and June, the dip samples revealed similar results with over 90% appropriate attendance and non-attendance rates.
45. Phases 3 and 4 are due to commence on 21st October 2024. Partnership Service Level Agreements are being prepared to which Police, Integrated Care Boards and West Midlands Ambulance Service will sign up to. These are high level documents that demonstrate the overarching partnership approach with each individual agency having their own more detailed agency policy.
46. Partners are very well engaged with the work towards phases 3 and 4, but WMP recognise that these will be the more challenging of the RCRP principles to implement especially given the timescales expected for handover of persons detained under Section 136 under the national agreement are expected to be one hour versus our current time of nearly 10 hours. Health and Local Authority partners have not been provided any additional funding or resources to implement the changes and this is a concern for them. However, with WMP's ambition to ensure more appropriate detentions under section 136 by only attending incidents with a

policing purpose and support for joint decision making via the Vulnerability Desk, WMP anticipate capacity being released in the wider system as this should result in fewer Section 136 detentions.

47. WMP also anticipate that agreeing the partnership Service Level Agreements for Phases 3 and 4 as a result of the lack of additional resources for partners will be more challenging. Unlike phases 1 and 2 the legal responsibility will remain with WMP until the care of the patient has been accepted by partners. Therefore, it is foreseeable that the one-hour handover ambition will not be fully realised at implementation and will be something that WMP need to continue to work towards with partners in the months following 21st October implementation.

48. This concludes the background report.

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