



## 'Right Person, Right Care' for vulnerable people

### Briefing Document

The purpose of this briefing document is to inform you of the adoption and implementation of a new policy by North Yorkshire Police aimed at vulnerable people receiving the right support when they are in crisis.

The '**Right Person, Right Care**' model will 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.

We are taking a phased approach with the implementation, with Phase 1 anticipated to be in place from **31 January 2023**.

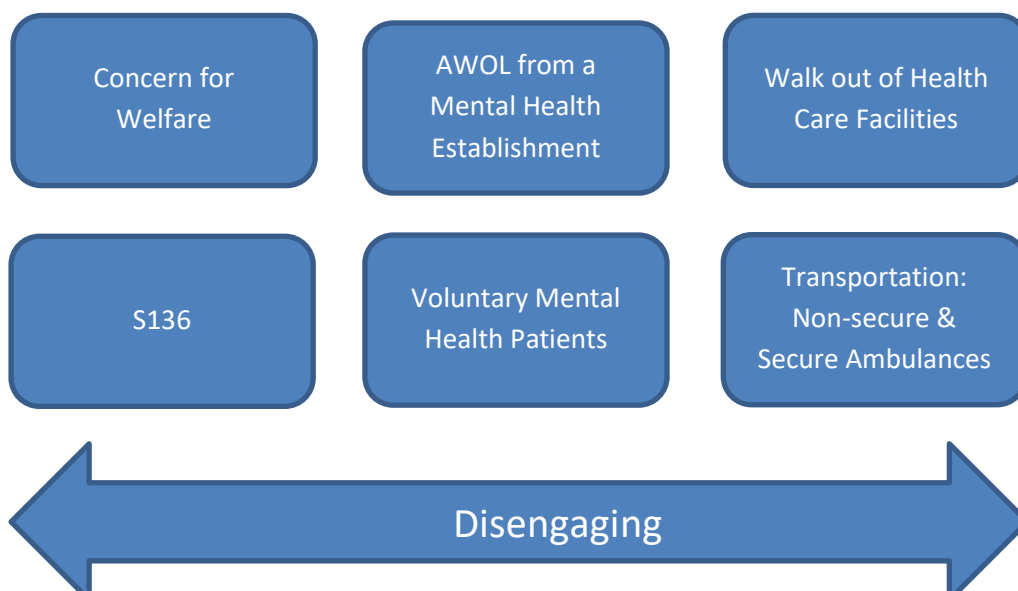
**Phase 3** should be in place from **1 June 2023** to complete the roll-out.

We are sharing the following detail with you with a view to providing clarity regarding the objective of the policy as well as the rationale for its introduction.

The '**Right Care, Right Person**' model will affect how North Yorkshire Police responds to calls for service in relation to concern for welfare, mental health and missing persons.

The model ensures that the right person with the right skills, training and experience respond.

The policy relates to the following identified themes:



As **Phase 1** relates to **Concern for Welfare, AWOL from a Mental Health Establishment and Walk out of Health Care Facilities**, this briefing document concentrates on these issues. However, we will keep you informed as the roll-out progresses.

### **What is “Concern for Welfare”?**

In its simplest terms, it is concern for a person or group of people expressed by another person or partner agency/corporate business.

Those concerns are made directly or indirectly to the police in the expectation that the police will assume responsibility and legal liability for the person/people and seek to mitigate or minimise any apparent risk posed.

This usually presents as a request made via the Force Control Room for a welfare check or visit to be made.

### **Purpose of this policy**

North Yorkshire Police is committed to protecting the most vulnerable members of our communities, seeking to protect them from harm, taking positive action at the first opportunity, and working in collaboration with our partner agencies to develop robust and intelligent safeguarding plans.

This has involved aligning our legal, social and moral responsibilities with the existing legislation that we work within, our police powers, training and officer skill sets, as well as our duties within civil and criminal law.

From this, North Yorkshire Police has adopted a clearer and firmer approach to Concern for Welfare calls for service

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**

To be clear, protecting vulnerable people and keeping people safe is our top priority and we would never make a decision about our resources that would put people in danger.

It is important that vulnerable people are given the right support when they need it, but the skills and support they need are often not those of a police officer.

North Yorkshire Police, along with health and social care providers across the area, are working together to ensure that the right service is provided to vulnerable people in need in a timely manner, by the right agency to best meet their needs.

Being dealt with by police can have a detrimental impact on vulnerable people, who feel like they are being criminalised because of their mental health or social care issues.

### **Concerns for Welfare from a private individual**

North Yorkshire Police will make a distinction between:

- **Calls for service – expressing Concerns for Welfare from a private individual**
- and
- **Calls for service – expressing Concerns for Welfare from a partner agencies/statutory body**

It is important to recognise and distinguish between a member of the public or family member who call police for assistance and a partner agency.

We acknowledge that members of the public who call us may not be associated with the person they call about (a Good Samaritan, for example) or may not be able to conduct a welfare check themselves.

It is important for us to maintain trust and confidence in the ability of the police to meet their needs and to be sympathetic and engaged with our communities.

There may be instances whereby the call for service does not meet our threshold for attendance. In these circumstances, where appropriate, we will signpost to other agencies.

**Vulnerable children:** North Yorkshire Police will also make a distinction between calls relating to adults and those relating to juveniles, taking into account additional safeguarding responsibilities for juveniles.

### **How this process will work**

All calls for service expressing concern will be recorded, regardless of it being resourced or not.

This will ensure that all calls for service are auditable, retrievable and able to be referred to in any future proceedings, reviews or investigations.

A decision-making toolkit will be used within our Force Control Room to identify the calls for service that:

- Meet the threshold for police attendance under Concern for Welfare incident type and seek to resource these under THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) assessment principals
- Meet the threshold for police attendance, but not under Concern for Welfare incident type and we would seek to resource these

- Do not meet the police threshold for attendance and will be marked as non-attendance and closed
- Where we feel unsure and want to conduct further enquiries (police systems checks or liaise with a partner agency) to help us in making a decision

The objective is to get it right first time and the purpose of such guidance and specific flow chart process will allow our Force Control Room to determine the specific concerns raised and to ensure that the concern is of a significant gravity to ensure that police officers are acting within their police powers.

It is important to be robust and ensure that police are not missing critical information that would dramatically change our assessment.

As with all our calls for service, the risk assessment model of THRIVE will be applied.

### **Escalation Process**

Any requests that have been deemed to be a non-attendance will be recorded and we will invite the partner to advise us of any change in circumstance that would alter our position and allow us to review our assessment.

The caller will be informed that police will not be attending but if they are in possession of any other information that may warrant a review of that decision, they are to inform us without delay.

In the event of the caller or organisation insisting that police need to attend, the caller will be invited to disclose or allow the disclosure of any other information they feel police should be in possession of. This can be done over the phone or via the force email account.

Our message to our partner agencies is one of co-operation and working in partnership.

It is completely appropriate that the partner agency maintain primacy for their service users in areas of concern that do not meet our threshold for attendance.

However, we are here to assist and will be willing to jointly attend with the practitioner if deemed necessary - this will be subject to a further escalation review.

It should be made clear at the outset to the caller/agency that North Yorkshire Police is **assisting** them, and they currently still hold primacy for this person.

It is intended that this will be a 'last resort' and offered because of a subsequent review, upon request by caller, where it is clear that this call for service is not deemed a police matter and does not meet North Yorkshire Police's Concern for Welfare threshold.

**Proposed phasing of the 'Right Care, Right Person' model**

