

FOI_1270_2023-24 – FOI Request Concerning – High Intensity Users and Multi-agency Working.

1. A copy of your current protocol for managing high intensity service users (meaning people with complex mental health difficulties who frequently present to services)

a) If any changes have been made to this protocol in the last 18 months, please provide the previous version(s), with dates they were in use

See Attached 2017- 2022 High intensity user Group (HIUG)
See Attached 2022-2023 Mutli Agency collaboration (MAC)

2. The date the current protocol was introduced.

2022/ 2023 currently under review and to be reviewed at Governance Meeting

3. The number of service users currently supported under this

Caseload not kept, people presented once and then signposted to other agencies, advised.

4. A copy of your current protocol for multi-agency working, including with the police, in relation to high intensity service users (meaning people with complex mental health difficulties who frequently present to services)

b) If any changes have been made in the last 18 months, please provide the previous version(s), with dates they were in use

See attached

5. A copy of the current template for drafting multi-agency crisis response plans relating to high intensity service users (meaning people with complex mental health difficulties who frequently present to services)

All agencies have their own care plan, Secondary Mental Health have routine care plans. (COPC)

c) If any changes have been made to this multi-agency crisis response plan template in the last 18 months, please provide the previous version(s), with dates they were in use

Not used by MH, have Crisis plans within secondary community plan of care (COPC)

6. Figures for the numbers of high intensity service users (meaning people with complex mental health difficulties who frequently present to services) who have been affected by the below.

No figures kept on people who presenting to services from the below list

7. Please give an overall figure AND a breakdown by each category below for two separate time frames

d) May 2021 to Feb 2023

Do not have a breakdown of number as we do not use these in practice

Behaviour contracts

N/A

Community behaviour orders

N/A

Police caution

N/A

Arrest

N/A

Criminal prosecutions

N/A

e) March 2023 to present:

Behaviour contracts

N/A

Community behaviour orders

N/A

Police caution

N/A

Arrest

N/A

Criminal prosecutions

N/A