

For Public Release

**POLICE AND CRIME COMMISSIONER (PCC) FOR LINCOLNSHIRE
REQUEST FOR DECISION**

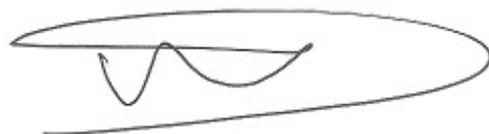
**REF: 019/2021
DATE: 12 August 2021**

SUBJECT	IN-CRISIS TELEPHONE SUPPORT CAPABILITY
REPORT BY	ASSISTANT CHIEF CONSTABLE CHRIS DAVISON
CONTACT OFFICER	SEAN BURGESS, HEALTH AND WELLBEING TEAM
EXECUTIVE SUMMARY AND PURPOSE OF REPORT This report requests the allocation of funding from the ring-fenced funds currently held within reserves for Wellbeing to support the proposed initiative. This will address an identified gap in the force's current psychological support provision.	
RECOMMENDATION	<i>That approval is granted for transfer of £35,000 from the ringfenced funding for Wellbeing held within the PCC budget in order to fund in-crisis out-of-hours support for employees and volunteers of Lincolnshire Police.</i>

POLICE AND CRIME COMMISSIONER FOR LINCOLNSHIRE

I hereby approve the recommendations having considered the content of this report.

Signature:



Date: 12 August 2021

A. NON-CONFIDENTIAL FACTS AND ADVICE TO THE PCC

A1. INTRODUCTION AND BACKGROUND

1. This report sets out a request for release of funds to provide a one-year provision of a 24/7 in-crisis service for employees of Lincolnshire Police. This is an on-call provision which allows officers, in-crisis, to seek help and be referred on to further help or more rapid intervention via the Force Control Room mechanism.
2. Force Chaplaincy, the Police Federation and recent psychological screening has identified a number of individuals displaying symptoms of stress, burnout and on the cusp of being in crisis. Without a suitable health surveillance system currently in place it is not possible to provide accurate data on the number of staff currently affected.

A2. In Crisis Support

3. In-Crisis support looks to bridge proactively, a significant gap in acute mental ill-health provision, somewhere between what is provided by the NHS acute mental ill-health services and that traditionally supplied by an Employee Assistance Programme (EAP) within the wider world of work.
4. An In-Crisis support system looks to provide a multi-channel gateway, staffed by appropriately qualified and experienced mental health specialist clinicians, to provide effective evidence-based assessment, initial and then extended practicable pathway-based support, in line with NICE guidance, for “employees in distress, considering self-harm or having suicidal thoughts”.
5. One crucial gateway for individuals in crisis, is therefore via a 365 24/7 ‘In-Crisis’ telephone support line specific to our employee group.
6. Further information can be found in the accompanying report, In-Crisis telephone support capability for Lincs Police.
7. We intend to procure services for a 12-month period, evaluating the service while other Occupational Health Services are being explored. At the cessation of this period, a further determination will be made regarding the need for the service.
8. Consultation with service providers has been undertaken with I. Straker Consultants being identified as the chosen service provider. It is anticipated that costs for this service will be in the region of £30,000 per year, depending on uptake. The organisation has experience in providing crisis support to blue light services and offers a competitive price with the phone staffed by experienced mental health professionals.
9. In addition, the force would like to spend a further £5,000 per year on a health and wellbeing app, which officers and staff could use to signpost them into services out of hours, in addition to the more traditional communications methods (intranet, email etc). The use of an app will underpin the crisis line, ensuring contact details are readily available outside the working environment 24/7 for those in need. Procurement of the app will be from a separate supplier with a focus group set up to identify the most suitable option.

LINKS TO POLICE AND CRIME PLAN AND PCC’S STRATEGIES/PRIORITIES

This service provided will link to the Police and Crime Plan 2017-21 strand of, “Policing that Works”, specifically the wellbeing and health of officers.

B. FINANCIAL CONSIDERATIONS

Crisis Line

Aug 2021 – Mar 2022 = £20,000

Apr 2022 – Jul 2022 = £10,000

App

Sept 2021 – Mar 2022 = £2,919

Apr 2022 – Aug 2022 = £2,085

2021/22 = £22,919

2022/23 = £12,085

It should be noted that costs are estimated based on predicted uptake of services, and are therefore indicative at this stage and open to change.

C. LEGAL AND HUMAN RIGHTS CONSIDERATIONS

Ongoing duty to protect staff under the Health and Safety at Work Act 1999
Article 2 ECHR

D. PERSONNEL AND EQUALITIES ISSUES

Dialogue with Staff Associations in order to support the aims of the programme.

E. REVIEW ARRANGEMENTS

Monitoring and evaluation of the service at the 6 and 12 month points to measure take up and efficacy.

F. RISK MANAGEMENT

None.

G. PUBLIC ACCESS TO INFORMATION

Information in this form along with any supporting material is subject to the Freedom of Information Act 2000 and other legislation. Part 1 of this form will be made available on the PCC's website within one working day of approval. However, if release by that date would compromise the implementation of the decision being approved, publication may be deferred. An explanation for any deferment must be provided below, together with a date for publication.

Is the publication of this form to be deferred? No

If Yes, for what reason:

Until what date:

Any facts, advice or recommendations that should not be made automatically available on request should not be included in Part 1 but on the separate Part 2 form.

Is there a Part 2 form? YES

If Yes, for what reason: The business case for the Crisis Line is attached and it includes information that is commercial in confidence and not available to the public.

ORIGINATING OFFICER DECLARATION

	Initials
Originating Officer: The originating officer recommends this proposal for the reasons outlined above.	CD
CC's Chief Finance Officer has been consulted on this proposal.	SC
Financial advice: The PCC's Chief Finance Officer has been consulted on this proposal.	JF
Monitoring Officer: The PCC's Monitoring Officer has been consulted on this proposal.	MB
Chief Constable: The Chief Constable has been consulted on this proposal.	CH

OFFICER APPROVAL

<p>Chief Executive</p> <p>I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. Consultation outlined above has also taken place. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner for Lincolnshire.</p> <p>Signature: </p> <p>Date: 11 August 2021</p>
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