



**Angus Council Scrutiny and Audit Committee**

**CONTACT ASSESSMENT MODEL**

**Report by Chief Superintendent Andrew Todd  
Police Scotland D Division (Tayside)**

**1. RECOMMENDATION**

1.1 It is recommended that members note the Report.

**2. BACKGROUND**

The Contact Assessment Model

- 2.1 The Contact Assessment Model is a new way of managing all 101 and 999 calls to the Police.
- 2.2 The Model is built on three elements:
- **Risk Assessments** - Every contact from the public is THRIVE assessed; calls are considered in respect of the level of Threat, Harm, Risk, Investigative opportunity and Vulnerability through Engagement with each caller, and the level of Police response prioritised according to immediate need.
  - **Resolution Teams** - Teams of trained and experienced officers, known as resolution teams, provide support and guidance to the public, engage with other agencies to help them get the services they need and carry out any Policing activity that can be done remotely, such as recording non urgent crimes through telephone or video conference calls 24/7.
  - **Local Policing Appointments** - Calls where there is a need for officers to attend, but not immediately, the Public are able to set up local policing appointments at convenient times that suit them.
- 2.3 The public will still call Police Scotland in exactly the same way on 101/999, but the prioritisation of their call and different options available will depend on the level of risk or harm involved, identified through a THRIVE assessment.
- 2.4 The Contact Assessment Model was brought into Tayside Division on 21st April 2020 and has been operating since that time.
- 2.5 The resolution team function was initially provided by a temporary team of officers established in Dundee, to allow time to establish a permanent team in Inverness, with the new North Resolution Team operating in Inverness as of 29<sup>th</sup> September 2020.

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- 2.6 Local policing appointments were established across Tayside Division as of 22<sup>nd</sup> July 2020, following detailed consultation with local officers and commanders. At this time there are local appointment frameworks in place for all parts of the Division.
- 2.7 In Angus there are currently 48 weekly appointment slots available for members of the public to arrange to be visited by local officers at a time that is convenient for them.
- 2.8 It should be noted that in order to support local COVID-19 related restrictions in parts of Scotland, Police Scotland has implemented a policy of a presumption of non-attendance to lower priority calls in areas with greater restrictions.
- 2.9 Therefore local appointments may be temporarily suspended in Angus at any time, as restriction levels are identified by the Scottish Government in response to the virus spread.

### Impact on Demand

- 2.10 At this time, Police Scotland is handling over 3.2 million calls from the public, which translates to 1.57 million incidents, with officers dispatched to 2,498 incidents a day. This demand level is increasing year on year by 6%-7%.
- 2.11 During normal circumstances, the impact of a new method of operating, such as the Contact Assessment Model, would be evidenced by direct before and after demand comparisons.
- 2.12 However, as a result of the COVID-19 pandemic occurring in the middle of the roll out of the Model in 2020, police demand figures have been significantly distorted. This makes any direct before and after comparisons challenging at this time.
- 2.13 In addition, the primary purpose of the Contact Assessment Model is not about demand management, but about the early identification of vulnerability, a more effective prioritisation of policing response and increased options for the public.
- 2.14 It is therefore anticipated that more meaningful data will only be available after 12 months of operation, to evidence improved services to the public.
- 2.15 However, some evidence can be presented around the impact of the Contact Assessment Model and the use of resolution teams in Dundee and now Inverness, as a means of removing immediate demand on on-duty officers in Tayside Division.
- 2.16 Under the Model, an average of 346 incidents per day are being reported to the Division at this time. The actual number of calls being received from members of the public will be approximately twice that number, but through the application of THRIVE, a significant proportion are being resolved by the Police Scotland Call Centre.
- 2.17 Of the 346 incidents, 229 per day are being managed by on-duty officers attending personally, while 117 are being resolved through the North Resolution Team providing the public with alternative ways to engage with Police Scotland.
- 2.18 The alternatives available to the North Resolution Team include:
- Recording crimes directly by telephone or video calls
  - Creating appointments for local officers to attend at a convenient time
  - Signposting to other more suitable agencies

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- Simply providing advice and guidance to the public.
- 2.19 This is a significant reduction of immediate demand on on-duty officers, freeing them up to respond to more immediate needs and proactivity; all based on the THRIVE process, to allow the most appropriate Police response to be identified at first contact.

### Mental Health Pathway

- 2.20 One of the opportunities created by an effective THRIVE assessment process at first point of contact is the opportunity to redirect members of the public to more appropriate services.
- 2.21 An early example of this is the Mental Health Pathway; a collaboration of NHS 24, Police Scotland and the Scottish Ambulance Service, which has resulted in the establishment of a dedicated mental health hub within the NHS 24 service centre.
- 2.22 This hub now operates 24/7 and provides a service for callers to NHS 24 who would benefit from speaking directly with qualified mental health professionals and receive access to support and care services as required.
- 2.23 From a policing perspective, the Mental Health Pathway also provides a referral option for members of the public who contact Police Scotland suffering mental health/distress.
- 2.24 Following a THRIVE assessment, those callers who meet agreed criteria can be referred directly to the mental health hub by Police service advisors.
- 2.25 The Mental Health Pathway does not impact on local partnership driven interventions following mental health crisis but compliments them at the time of crisis.
- 2.26 While the Mental Health Pathway supports the referral of less urgent mental health related calls, it is recognised that a significant proportion of mental health related calls to Police Scotland are not suitable for such referrals, due to immediate vulnerabilities and risk.
- 2.27 As a consequence, work is now being progressed with partners to develop a more sophisticated referral model, which will allow Police Scotland to safely refer a greater proportion of mental health related callers to more appropriate services.
- 2.28 Strategic governance and oversight in respect of this work is being provided by the Mental Health Pathway Strategic Steering Group, comprising of senior representation from each of the national partners.

## **3. PERFORMANCE**

- 3.1 Increased performance as a result of improved demand management.

## **4. FINANCIAL IMPLICATIONS**

- 4.1. There are no financial implications as a result of this report.

## **5. STAFFING IMPLICATIONS**

- 5.1 There are no staffing issues as a result of this report.

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**6. ENVIRONMENTAL ISSUES**

6.1 This report does not have any impact on the environment.

**7. SUMMARY**

7.1 The attached report updates members regarding a significant change to managing call demand in the local policing area.

**8. COMPLIANCE**

Is the proposal;

- |                                      |     |
|--------------------------------------|-----|
| (a) Human Rights Act 1998 compliant? | YES |
| (b) Equality & Diversity compliant?  | YES |