**Kent Police, KMPT and NELFT Trust Problem Escalation Process - Version 59 (Edited 03.08.22)**

This document sets out a process by which Kent Police, and Partner Agencies as below, can access successive levels of management to tackle unresolved problems. It is anticipated that certain circumstances will naturally invoke an intervention requiring contact with a manager with the relevant partner agency. This is a reciprocal process providing the same mechanism for all participating agencies. The timescales shown are suggested and are not mandatory. Managers retain the flexibility to escalate this process sooner than the suggested times where this is necessary. A problem could also be a critical incident and treated accordingly.  Within custody both the Police and KMPT should use the Criminal Justice Liaison & Diversion Service (CJLDS) to escalate issues in the first instance. ANY CHANGES TO NUMBERS PLEASE CONTACT PSE 46057303 JANE HURN

**\*In-Hours for NELFT 08:00-21:30pm 7 days a week (excluding BH). Out of hours for NELFT 21:30pm to 08:00am**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Time** | **Issue** | **Kent Police** | **SECAmb** | **AMHP**  **Service** | **Adults KMPT** | | **CJLDS** | **Under 18s**  **NEFLT** | |
| 0 | Problem arises | **Kent Service** In-Hours (08:00-17:00)  Out of Hours (17:01-07:59, W/E & BHs)  **Medway** In-Hours (09:00-17:00) Out of Hours (17:01-08:59, W/E & BH) | In-Hours  (09:00 -17:00) | Out of Hours (17:00-09:00, W/E & BHs) | 08.00-17:00 | In-Hours\* | Out of Hours\* |
| 2 hrs | Problem unresolved | LDPT Sergeant Tel. 101 | EOCM    ……… | **Kent** AMHP service shift coordinator for Kent AMHP service 8-5 Monday to Friday 03000420480  Out of hours 03000419191    **Medway** the AMHP Duty Senior via 01634 331888  **Medway** out of hours are the same numbers as the Kent out of hours | Place of Safety Manager    Audrey Chigwede    ……….. | Clinical Lead Via – ……….    Requesting:  East Kent  West Kent or  North Kent | Specialist Liaison & Diversion Practitioner covering relevant custody (consult CJLDS rota)    Duty Manager via ………… | Clinical Pathway Leads    Ian Markin –    Ellie Russell    Michelle Pheadona  ……….    Helen Nicholson  …….. | On call manager via calling the Crisis Assessment Team on **……** and requesting the contact number for on call manager |
|  |  |  |  |  |  |  | |  |  |
| 4 hrs | Problem unresolved | LDPT Inspector    Tel. 101 | EOCM    ………… | **Kent** AMHP service shift coordinator for Kent AMHP service 8-5 Monday to Friday 03000420480  Out of hours 03000419191    **Medway** the AMHP Duty Senior via 01634 331888  **Medway** out of hours are the same numbers as the Kent out of hours | Clinical Service Manager: ……….. | On-call Manager via:   …………. | Service Manager via  …….. or  ……….. | NELFT Modern Matron for inpatient tier 4 and crisis services  –    Contact head of service  Wayne Bennett …….as Helen Richards & Cat Manderson are away      (LEAD) Helen Richards    (COVER) Cat Manderson | On call manager via calling the Crisis Assessment Team on **……..**and requesting the contact number for on call manager |
| 8 hrs   or out of hrs | Problem unresolved | LDPT   Ch Insp  (in-hrs) or Duty Supt (out of hrs)  Tel. 101 | Call EOCM and ask for on call tactical commander | **Kent** AMHP service 8-5 Monday to Friday 03000414466  Out of hours out of managers 03000419191    **Medway** Team Manager/Operational Manager via 01634 331888  **Medway** out of hours are the same numbers as the Kent out of hours | Acute Head of Service  ………. | On-call Director via: …………… | 08:00-17:00:  Service Manager via …………..    **Out of hours:** On-call KMPT Manager via:  ………… | Head of service  Wayne Bennett | On call manager via calling the Crisis Assessment Team on ……and requesting the contact number for on call manager and request escalation to NELFT wide on call manager |

**Example Issues:**

* Where a patient has been detained under S.136 MHA and there is no bed availability

* Where a person detained under S136 MHA is taken to a Place of Safety, other than a Police Station, but is refused admittance on arrival

* When a child or young person has been detained under S136 MHA and a Place of Safety in Kent, has not been identified within two hours of contacting them.

* After 4 hours having elapsed between requesting attendance at the Custody Suite of a Police Station for a Mental Health Professionals’ Assessment or a full Mental Health Act Assessment of a detainee and the requested agency has not attended.

* Where an AMPH has requested assistance from the Police under S6 MHA and the requested service has been unreasonably declined.

* Where a delay after an AMPH attends custody and assesses the DP and confirmed they would be admitted as a S2 patient under the MHA as soon as a bed was available. Even if the AMPH explained to the Custody Sergeant that this would not be made official with signed paperwork until a bed for the DP was located and that the AMPH mentions the use of S136 should the PACE clock expire.

**Police Preparation**

Police officers and staff should be aware that before invoking the Escalation Procedure, they are in a position to account for their actions. Expect the manager working through the Escalation Process to require a comprehensive briefing and may ask intrusive questions to satisfy them that police actions were appropriate and have been completed.

**Participating Partners**

The process is supported by the West Kent Clinical Commissioning Group (WKCCG) which is the lead CCG for mental health issues, representing all seven CCGs in Kent. The CCGs collectively contract and fund adult mental health services from the Kent & Medway Partnership Trust, SECAS, and child and adolescent mental health services from NELFT. A number of charities also provide mental health services but do not provide S136 services.

K&MPT partners include: the Approved Mental Health Practitioner Service; Crisis Teams; Kent Forensic Psychiatry Service, Little Brook Hospital, Medway Hospital, Priority House, St Martins Hospital; Tarentfort Centre and the Trevor Gibbens Unit.

The NELFT’s geographic boundaries do not align exactly with Kent Police boundaries. The table above uses Kent Police boundaries. NELFT’s geographic boundaries are: East Kent – Canterbury and Thanet; South Kent – Ashford, Dover and Shepway; West Kent – Dartford, Gravesham, Maidstone, Sevenoaks, Swanley and Tunbridge Wells, and Medway and Swale – Medway and Swale.

**Place of Safety Automated Single Telephone Number:   836 (internal) 01303 289 278 (external)**

Police officers should contact the relevant Health Based Place of Safety Team before deciding to detain a person under S136 and in any case, when they have detained in order to book a S136 Suite to take the patient. Officers who arrive without prior contact with a Health Based Place of Safety will be refused admission.