Hello

My name is Claire Coleman
Every caller is different.
So is our response.

OFFICIAL

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Information Gathering

ASPIRE Storm
iVPD CAM Search

ASPIRE Storm
iVPD, PNC, CHS, SID, OMIS, Innkeeper

+ your knowledge, skills and experience

Every caller is different.
So is our response.
<table>
<thead>
<tr>
<th>Immediate</th>
<th>Where circumstances dictate that there is a threat to life, property or an ongoing incident that requires a dynamic policing response.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prompt</td>
<td>Dispatched as soon as possible and within 4hrs.</td>
</tr>
<tr>
<td>Local Policing Appointment</td>
<td>Standard Response - scheduled appointment</td>
</tr>
<tr>
<td>Non-Attendance</td>
<td>Non-Incident Resolution: Advice and Partner signposting. Resolution Team (RT) - Direct Crime Recording and Remote Investigation.</td>
</tr>
</tbody>
</table>
Mental Health Pathway

Key referral criteria
Any public contact by a person of 16 years or older, where there is NO:
• Immediate threat to life,
• Any reason for police involvement beyond an apparent need for health/mental wellbeing support.
At a Glance

777 referrals assessed and managed by NHS 24 Mental Health Hub staff, between August 2020 and February 2021.

97% of calls successfully passed from Police Scotland to the NHS 24 Mental Health Hub, between December 2020 and February 2021.

3 innovative initiatives implemented as part of the collaboration.

93% of referrals to the NHS 24 Mental Health Hub had a non-emergency endpoint*.

*Self Care; GP Telephone Triage; Contact GP Practice; Distress Brief Intervention
Contact

• Claire Coleman

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