Hello

My name is Claire Coleman

THREAT

Is there any threat to...
Person, Property, Public Safety, Force Reputation, Community Cohesion?

ENGAGEMENT

Manage Caller Expectation by Providing Realistic Outcomes, timescales and intended course of action

HARM

If the threat was realised or circumstances deteriorated, what harm would be caused?

VULNERABILITY

Consider...
Family and Personal Circumstances, Repeat Victim, Health and Disability, Equality and Diversity, Economic Circumstances

RISK

What is the likelihood that the identified threat will occur?

INVESTIGATION

Consider...
Crime In Progress/recently Discovered, Forensic Evidence, Known Offender, Property Value, CCTV, Injury Level

Every caller is different.
So is our response.

POLICE SCOTLAND
POILEAS ALBA
scotland.police.uk

Information Gathering

ASPIRE
Storm
iVPD CAM Search

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

+ your knowledge, skills and experience

Immediate	Where circumstances dictate that there is a threat to life, property or an ongoing incident that requires a dynamic policing response.
Prompt	Dispatched as soon as possible and within 4hrs.
Local Policing Appointment	Standard Response - scheduled appointment
Non-Attendance	Non-Incident Resolution: Advice and Partner signposting. Resolution Team (RT) - Direct Crime Recording and Remote Investigation.

Mental Health Pathway

Public

111

POLICE SCOTLAND
POILEAS ALB

Psychological Wellbeing Practitioner

Mental Health and Wellbeing Assessment and Intervention

Self-care

Mental Health Nurse Practitioner

Partners

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

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