

Matter Arising from 10 January 2024 Health in Hackney Scrutiny Commission

This was the Action

10/01/2024	Right Care Right Person	Director of Adult Services and Operations to seek assurances from the Met Police and provide a written response to the Commission that a carefully monitored soft handover is being done since the implementation of RCRP.	Georgina Diba
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Here is the response from the Director of Adult Services and Operations on 13 Feb. The correspondence referred to is not attached here as it identifies an individual but has been sent to the Chair.

Dear Cllr Hayhurst,

I hope this email finds you well and apologies for the delay in responding to your query. At a previous HiH you had asked for some assurance around the handover from the Met Police to the London Ambulance Service, where the Police did not deploy. It was my understanding in the lead up to RCRP that a 'soft handover' would be complete. However, I now understand that the policy stance is for there only to be that soft handover of information where a person is unable to directly call another organisation. The system I understand is not enabling a call transfer, but is text based.

From my correspondence with the RCRP Escalation Point, it is understood the LAS have requested callers come direct to them, to enable appropriate prompting of information so they can triage more effectively.

I have attached my correspondence and to note this is based on a previous Members enquiry, so you will be able to see the email trail that prompted this. The Police did deploy in the first instance, but on the information they had it was noted the LAS or a mental health professional would be more appropriate.

The Met have confirmed where a person is unable to make a further call to the LAS (or another organisation) they would pass on this information. To note Adult Social Care have always received notifications around a person deemed vulnerable through what we term Merlins or ACNs.

With kind regards,

Georgina

Georgina Diba

Director Adult Social Care Operations