**Ref No:** FOI/2324/SG13382

**Date FOI request received:** 24 July 2023

**Date FOI response:** 23 August 2023

**REQUEST & OUR RESPONSE:**

1.

a) A copy of your current protocol for managing high intensity service users (meaning people with complex mental health difficulties who frequently present to services)

**OUR RESPONSE:** We do not have a separate protocol for managing high intensity service users currently, all service users that access our services are subject to the same protocols and standard operating procedures regardless of the frequency of attendances.

b) If any changes have been made to this protocol in the last 18 months, please provide the previous version(s), with dates they were in use

**OUR RESPONSE:** As above

c) The date the current protocol was introduced

**OUR RESPONSE:** As above

d) The number of service users currently supported under this protocol

**OUR RESPONSE:** As above

2.

a) A copy of your current protocol for multi-agency working, including with the police, in relation to high intensity service users (meaning people with complex mental health difficulties who frequently present to services)

**OUR RESPONSE:** Please note PAVE SOP as attached which is currently being reviewed and updated.

b) If any changes have been made in the last 18 months, please provide the previous version(s), with dates they were in use

**OUR RESPONSE:** No changes but currently under review

c) A copy of the current template for drafting multi-agency crisis response plans relating to high intensity service users (meaning people with complex mental health difficulties who frequently present to services)

**OUR RESPONSE:** The service does not use a template for multiagency crisis response plans as each plan is individualised.

d) If any changes have been made to this multi-agency crisis response plan template in the last 18 months, please provide the previous version(s), with dates they were in use

**OUR RESPONSE:** N/A

3. Figures for the numbers of high intensity service users (meaning people with complex mental health difficulties who frequently present to services) who have been affected by the below. Please give an overall figure AND a breakdown by each category below for two separate time frames: a) from May 2021 to Feb 2023 and b) from March 2023 to present:

- Behaviour contracts

- Community behaviour orders

- Police caution

- Arrest

- Criminal prosecutions

**OUR RESPONSE:**  From our preliminary assessment, we estimate that compliance with your request would exceed the appropriate costs limit under section 12 of the Freedom of Information Act 2000, currently £450, as we do not centrally record the information being requested above.

**Attachments:**

