

Case Study 1 - Male threatening to commit suicide

2309hrs – police receive a call from girlfriend of male, stating he was threatening to take an overdose. Male was distraught over the recent suicide of his father.

2315hrs- Street Triage check health records for relevant information regarding male's health. Police officers despatched to the scene.

2323hrs – Officers arrive at scene and begin talking to male.

2326hrs – Street Triage speak to male via the telephone.

2332hrs – Street Triage advise officers that male is now a lot calmer and willing to engage.

2335hrs – Officers and Street Triage agree to take male to his mother's address.

2357hrs – Further update from Street Triage who confirm they have again spoken to male on the telephone to check on his welfare. They have agreed that no further action is required tonight and they will contact the male again the following day to discuss if any follow up is required.

Following the incident, the officer provided feedback:

The person was in crisis and wanted to end his life.....the support given to the individual (by Street Triage) was fantastic. The person received a call from Street Triage and then a further call later to ensure their safety and for reassurance....Whilst I can provide an initial response, having the Street Triage Team who can immediately look at the health aspects giving appropriate and professional advice is an invaluable asset to the response teams and the Force as a whole.

Case Study 2 - Missing Person who had threatened to commit suicide

1403hrs – caller reports to police that family member has stated he is going to kill himself by jumping from a road bridge.

1412hrs- Street Triage confirm that male is not currently open to mental health services but has previously been seen by secondary services following previous overdose. Male has previously been detained under S136 but not admitted to hospital.

1619hrs – Male located but refuses to exit vehicle and will not engage with officers.

1738hrs – After many repeated attempts, Street Triage makes contact with male on the telephone.

1838hrs – After speaking to male for an hour, Street Triage confirm that male is now feeling calmer. Male states he has not been taking his medication and feels this may have impacted on his mood. Male agrees to Street Triage making a referral to PCLS, stating he now feels safe for this evening.

1840hrs – Male returned to Swindon by officers and male will be contacted by PCLS in the morning.

The inspector in charge of the search for the high risk missing person stated after the incident:

Attending officers and triage staff in the control room linked in brilliantly.....Once they had safely detained the male, Street Triage spent about an hour on the phone to him, talking everything through and they avoided a 136 with a referral made for him for contact in the morning.

It was a really good result and a great example of how triage is cutting time and saving resources.

As feedback above suggests, it is highly likely that without the proactive involvement of the Street Triage Team both of these incidents would have resulted in a detention under S136