

NIAAS

BECAUSE SUPPORT MATTERS.

Mind
Wise

A NEW VISION
FOR MENTAL HEALTH

Annual Report
2022 - 2023

To the Department of Justice,
the Northern Ireland Appropriate
Adult Scheme (NIAAS)



DELIVERED BY MINDWISE

A membership charity which supports those affected by severe mental illness and other mental health difficulties, who are contracted by the Department of Justice to deliver the Northern Ireland Appropriate Adult Scheme (NIAAS).

Our Mission

To transform lives and develop new visions for mental health.

Our Values

Underpin everything we do in supporting people affected by severe mental health illness and mental health difficulties, they are:

- PASSION
- RESPECT
- EMPATHY
- TOGETHERNESS

Reporting

The statistical information that makes up this report is drawn from a data base populated by appropriate adults delivering front line support in police stations across Northern Ireland.

This report is in respect of the period 1st December 2022 – 30th November 2023.

NIAAS Manager's Introduction

During this contact year we provided support to detainees on 3,761 occasions

Over the previous three years we have seen our attendance figures fluctuate between 3,556 in 2019-20 and 3,947 in 2021-22 averaging 3,712 per annum. This year our attendance figure of 3,761 is 1.3% above that average.

Confidentiality prevents this report from including specific case complexities; neither can it reveal how particular vulnerable people were navigated through a series of processes

- “We acknowledge the professionalism of the police custody staff, and we have found them to be courteous and compassionate towards the people we are called upon to support.”

that were intimidating and alien to them, I can confirm that there were attendances that were both lengthy and serious in nature that required our staff to spend many hours in an interview room assisting and supporting a detainee in the most trying circumstances.

We acknowledge the professionalism of the PSNI custody staff, and we have found them to be courteous and compassionate towards the people we are called upon to support.

Stanley Booth MBE
MindWise Criminal Justice Manager

Our 2022-2023 Report

The NIAAS was delivered by our staff team throughout Northern Ireland 365 days of the year between 08.00 hours and 23.00 hours, with an out of hours call out facility between 23.00 hours and 08.00 hours when circumstances necessitated attendance.

During this reporting year the NIAAS staff team provided support on to 3,761 occasions at police custody suites. **TABLE 1**

	MONTH	QUARTER
DEC	280	907
JAN	355	
FEB	272	
MAR	323	1007
APR	312	
MAY	372	
JUN	354	1022
JUL	340	
AUG	328	
SEPT	298	825
OCT	282	
NOV	245	
	3761	3761

TABLE 1
ATTENDANCE

Risk Management

The strategies to minimise risks are contained within the NIAAS Risk Management Plan, which is regularly reviewed and updated by the NIAAS Manager who is responsible for all aspects of risk analysis and is supported by the MindWise Senior Management Team.

The Scheme is compliant with the DOJ security framework, reporting regularly against Key Performance Indicators, relating to Governance, Health and Safety and ICT. These form part of specific performance indicators across a range of issues, such as service delivery, health and safety, ICT, risk management and finance. The CEO of MindWise, upon being satisfied the service is meeting the governance directives, provides assurance statements of compliance with HMG standards and DOJ security framework contractual standards as needed.

We provide quarterly reports to our governance board representatives as part of our reporting process. All risks (including information and IT security risks) are assigned to an owner. Our governance body are informed that a copy of the MindWise Risk Register is available for viewing on request. When travelling to and from police stations staff are required to use 'People Safe' which is a lone working support and monitoring system which plays a role in staff safety during their journeys.

Our Role as Appropriate Adult

The Police and Criminal Evidence (Northern Ireland) Order 1989 Codes of Practice require that a parent or legal guardian be the first to be contacted when an Appropriate Adult is required. On occasions a Trust may be a legal guardian for looked after child in care (LAC), meaning the Trust is the corporate parent under the Children (NI) Order 1995.

When the police have difficulty contacting a parent or family member, to perform the role of Appropriate Adult they turn to our scheme. Our staff ensure that Police adhere to the Police and Criminal Evidence (NI) Order 1989 (PACE) and the PACE codes of practice.

This is a complex role which demands and encompasses an understanding of the rights of the detained person as well as a clear understanding of the appropriate adult role and its boundaries. Interpersonal and communication skills are necessary as well as being conversant with police procedures and fully appreciating the various mental health conditions found in police custody that can impact upon a person's vulnerability are necessary skills to conduct this role.



The Appropriate Adult has specific rights to ensure they can fulfil their role, examples which include:

- A** To inspect the custody record of the detained person upon arrival at the police station, and at any time during their detention.
- B** To intervene in an interview if it is necessary in the interests of the detained person to facilitate effective communication with the police.
- C** To request a break in any interview for the detained person to seek legal advice or consult with the detained person (particularly if the interview is a lengthy one, or if the detained person becomes distressed or ill).

When a detained person arrives at a police custody suite a Custody Sergeant is responsible for identifying if the person detained is vulnerable or not, and whether they require the support of an appropriate adult or not. To do this he/she may form an opinion as to the person's condition following a range of questions listed within a police computer system or the person may have been examined by a healthcare professional such as a Forensic Medical Officer (Doctor) or a health care nurse working within the custody suite who can advise the Sergeant about the detainees mental health or if in their opinion the support of an

appropriate adult is necessary. On arrival at a PSNI station our staff identify a range of mental health issues, either from a known diagnosis or from information provided to custody staff by the detainee or by the Forensic Medical Officer, or other professional in the health care field.

The next stage is to ensure the detainee understands their entitlement to legal aid and the legal advice that it provides. There are those who have a legal representative they have used before, and there are some that decide to select from a list held by police.

The appropriate adult is most concerned with those who indicate they do not want legal

representation and we endeavour to advise them of the importance of speaking to a qualified legal adviser before any questioning by police. To this end PACE permits an appropriate adult to request legal advice contrary to the detainees wishes if that is in their best interest.

Whilst the appropriate adult may advise the detainee to secure legal advice any advice provided by the appropriate adult cannot include legal advice such as whether to respond to a question or not. In such circumstances the presence of a legal representative is desirable if not essential.

.....
Our Service Users

Safeguarding

MindWise have a clear safeguarding policy and accompanying procedures, as well as a Child and Adult Safeguarding Champion within the organisation. We train our staff team to identify safeguarding issues regarding children and vulnerable adults and to report any concerns. In this reporting period staff identified two safeguarding issue that were reported to PSNI for investigation.

Following the delivery of appropriate adult training to Trust staff, the trust engages with all looked after children and NIAAS involvement with a looked after child only occurs when it is unknown to police that a child is a looked after child.

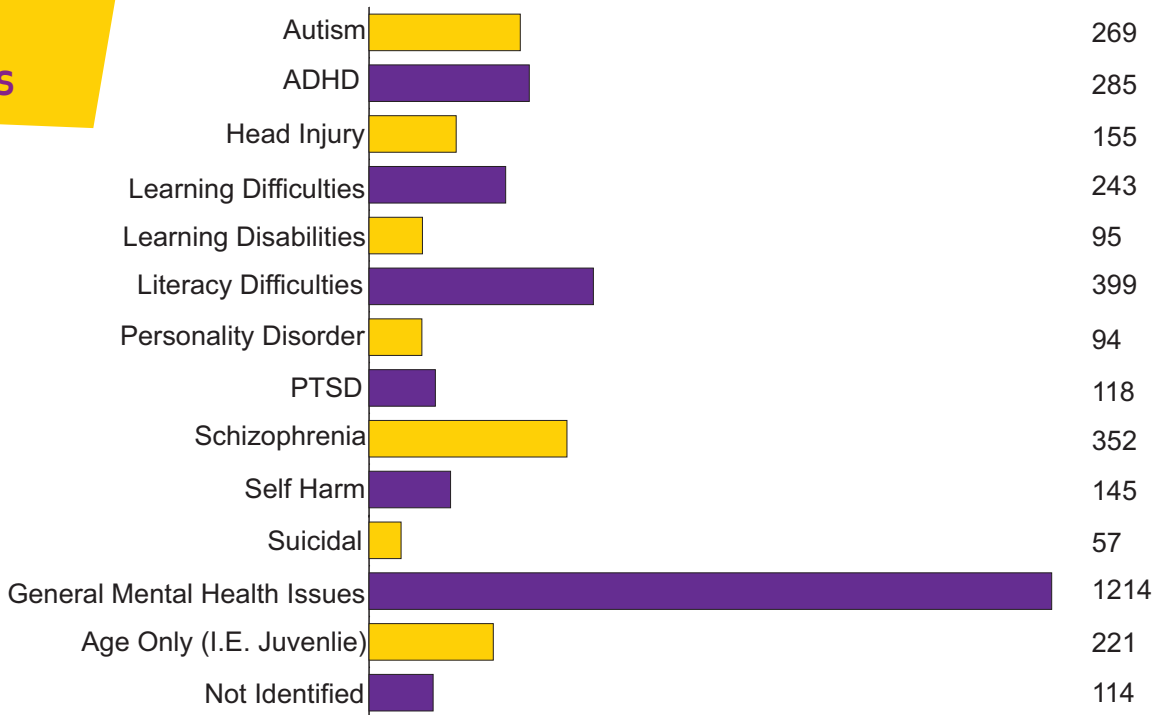
Vulnerabilities

In 3,426 (91%) of attendances a particular vulnerability was identified by NIAAS staff or healthcare professionals, in 221 attendances (5.8%) young people under 18 years, were deemed vulnerable by virtue of age only with no other co-existing vulnerability identified. In 114 cases (3%) staff were unable to identify and categorise the nature of the vulnerability.

The NIAAS staff can regularly encounter individuals with a range of vulnerabilities within police custody. Within our report the term mental health issues include depression, anxiety, and bipolar disorder. The service also supports people affected by autism, head injuries, and personality disorders including self-harming. Within the support provided learning difficulties includes those affected by attention deficit hyperactivity disorder (ADHD).

TABLE 2

**TABLE 2
NATURE OF
VULNERABILITIES**

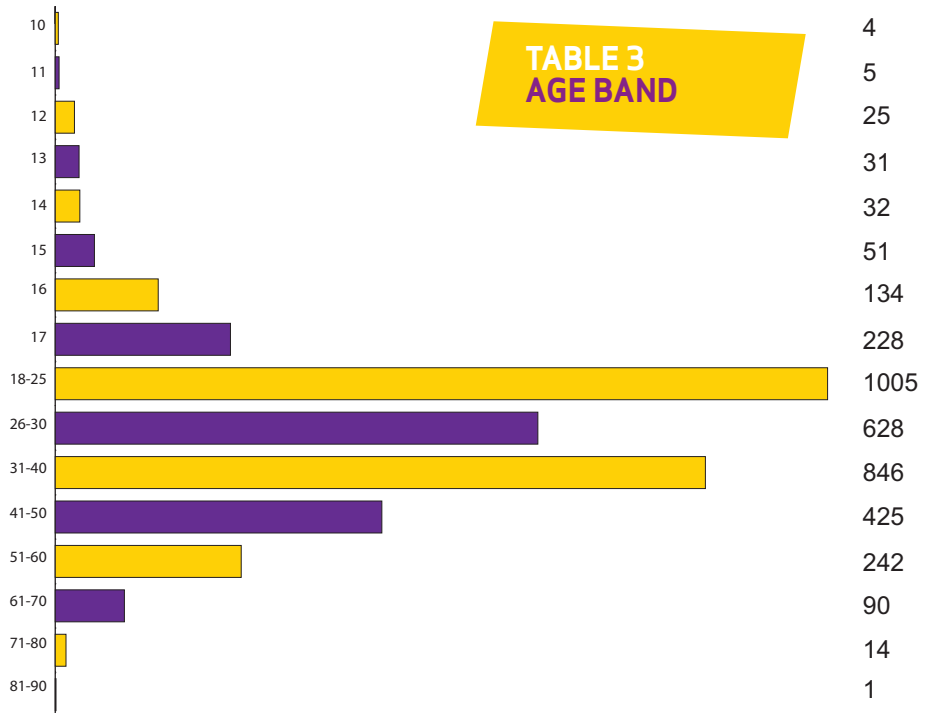


Age Band

Juveniles

This year we saw four 10-year-olds and five 11-year-olds compared to zero and two respectively last year. We supported 12-year-olds on 25 occasions and 13-year-olds on 31 occasions.

The overall juvenile percentage has fallen slightly over the last three years from 15% in 2021, 14% in 2022 to this year (510) 13.5% in 2023.



**TABLE 3
AGE BAND**

Adults

Each year we see the 18-25-year-old age range account for the majority of all our attendances, this year it was 1,005 (26.7%) almost identical to last year's 26.5%. At the older end of the age

range between 61-90+ years, we see similar percentages year on year, averaging 2.6% of all detainees **TABLE 3**

Adult / Juvenile ratio

This year we supported 3,238 adults (86%) and 523 juveniles (14%) this ratio is consistent with last year's figure and the two years before that. The request to support a juvenile or adult arises when a parent or family member cannot attend a police station due to their circumstances, such as no available transport or they choose not to attend for personal or domestic reasons, or it

may be inappropriate for them to attend such as when they are the complainant or a witness in the case. **TABLE 4**

**TABLE 4
ADULT/JUVENILE RATIO**

	Adult/Juvenile	Total
ADULT	86%	3,238
JUVENILE	14%	523
		3,761

Gender

Our data collection represents not only male and female but also those people identifying as transgender, intersex, or non-binary, these terms match the national appropriate adult network of gender categories.

The gender figures show that 3,077 (81.8%) of people supported were male, like the 80.5% last year, and 679 (18%) were females slightly less than the 19.2% last year. This year 5 people identified as transgender (0.1%) This was 7 in last year's report) and none as intersex (4 last year) none identified as non-binary (1 last year).

**TABLE 5
GENDER**

MALE	3077
FEMALE	679
TRANSGENDER	5
INTERSEX	0
NON-BINARY	0

When these figures are viewed alongside the age chart, it becomes evident that young men in their late teens and early twenties are the dominant group in need of our services. **TABLE 5**



Alcohol/Drugs and Age

Whilst staff are consulting with a detainee and examining the police custody record, they may discuss a person’s personal difficulties and capture data beyond mental health issues such as the misuse of alcohol and drugs prior to arrest. Police do not conduct an interview whilst a person is under the influence of a substance; however, there are a range of offences that flow from the misuse of drink or drugs. We found detainees frank with staff and they acknowledged that drink or drugs played a part in the events that lead to their arrest.

This year staff identified alcohol as a precursor to detention on 1,499 (39.8%) occasions only 1.7% lower than the 41.5% seen in the last two years, however, drug use was identified on 884 (23.5%) occasions up from 22% last year and moving closer to the 25% previously seen in 2020. **TABLE 6**

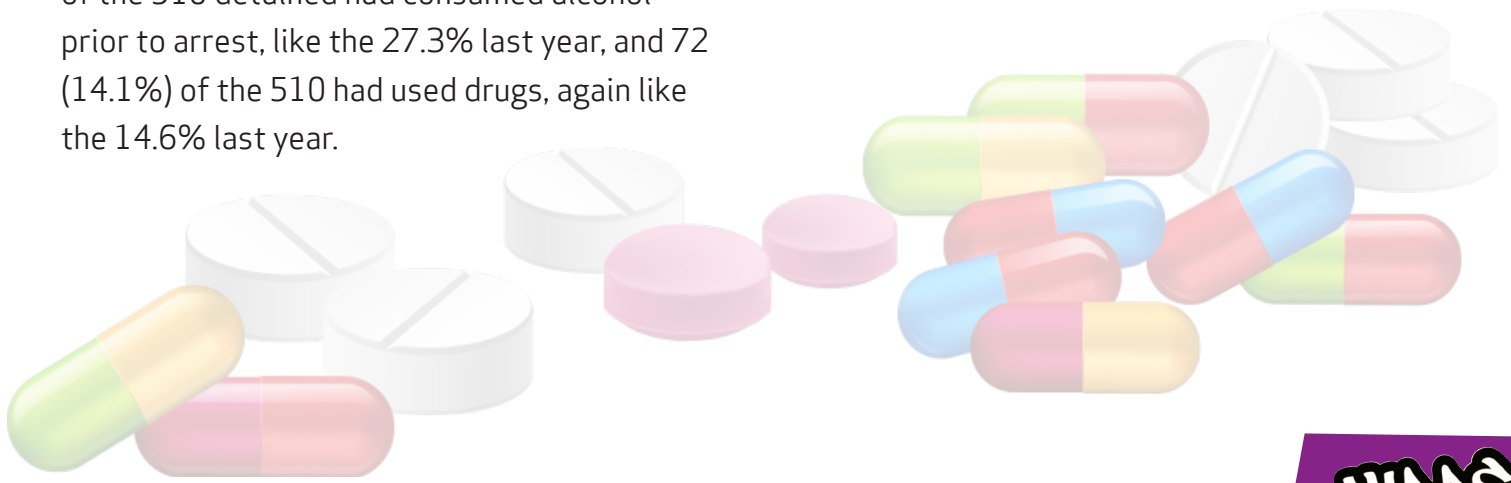
The pattern of alcohol and drug use is like the pattern of the detainees age band with the most consumption and use in the 18–25-years cohort.

The trend for juveniles shows that 141 (27.6%) of the 510 detained had consumed alcohol prior to arrest, like the 27.3% last year, and 72 (14.1%) of the 510 had used drugs, again like the 14.6% last year.

TABLE 6
ALCOHOL & DRUGS

AGE	TOTAL	ALCOHOL	DRUGS
10	4	0	0
11	5	0	0
12	25	0	1
13	31	1	0
14	32	9	1
15	51	15	5
16	134	37	18
17	228	79	47
18-25	1005	387	295
26-30	628	247	186
31-40	846	384	207
41-50	425	207	90
51-60	242	95	23
61-70	90	34	10
71-80	14	4	1
81-90	1	0	0
TOTAL	3761	1499	884
PERCENT	100%	39.8%	23.5%

In the older detainees age range between 61-90 year, we attended with 105 detainees, of these 38 (1%) had consumed alcohol and 11 (0.3%) drugs albeit from experience we are aware that drug use by people in this cohort refers to misusing their prescription drugs. **TABLE 7**



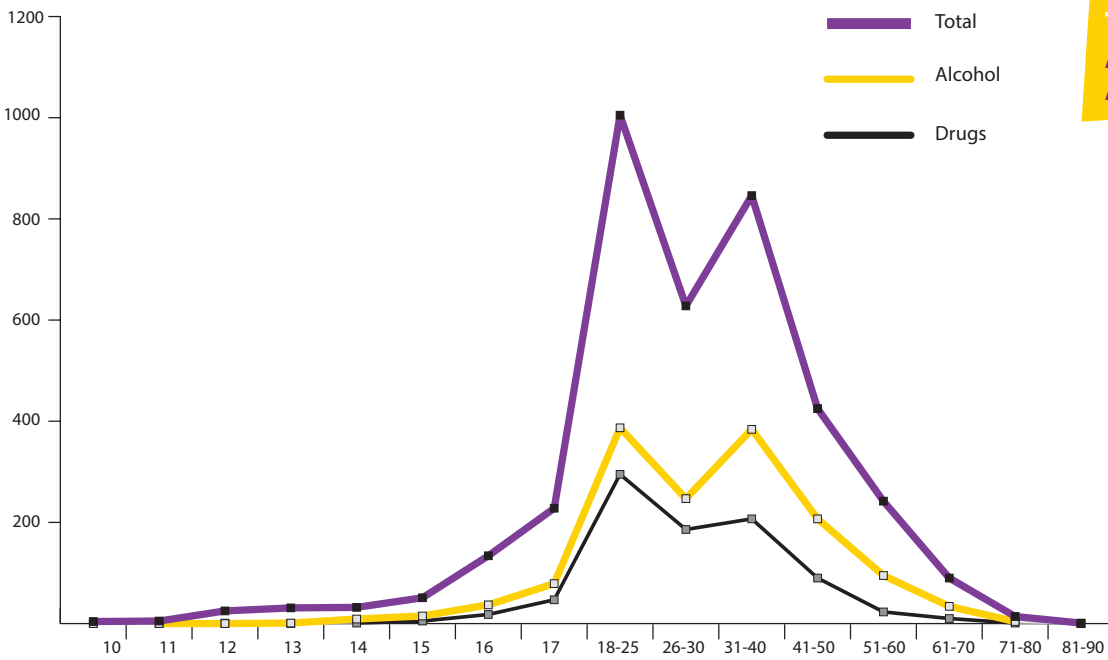


TABLE 7
ALCOHOL & DRUGS
AGE TREND

Our Attendance

This year our service delivery focused on nine custody locations with minimal attendance at other locations. The key custody locations that required our attention were Belfast, Londonderry, Antrim, Omagh, Coleraine, Banbridge, Dungannon, Strabane and Lurgan.

Belfast: Musgrave Station

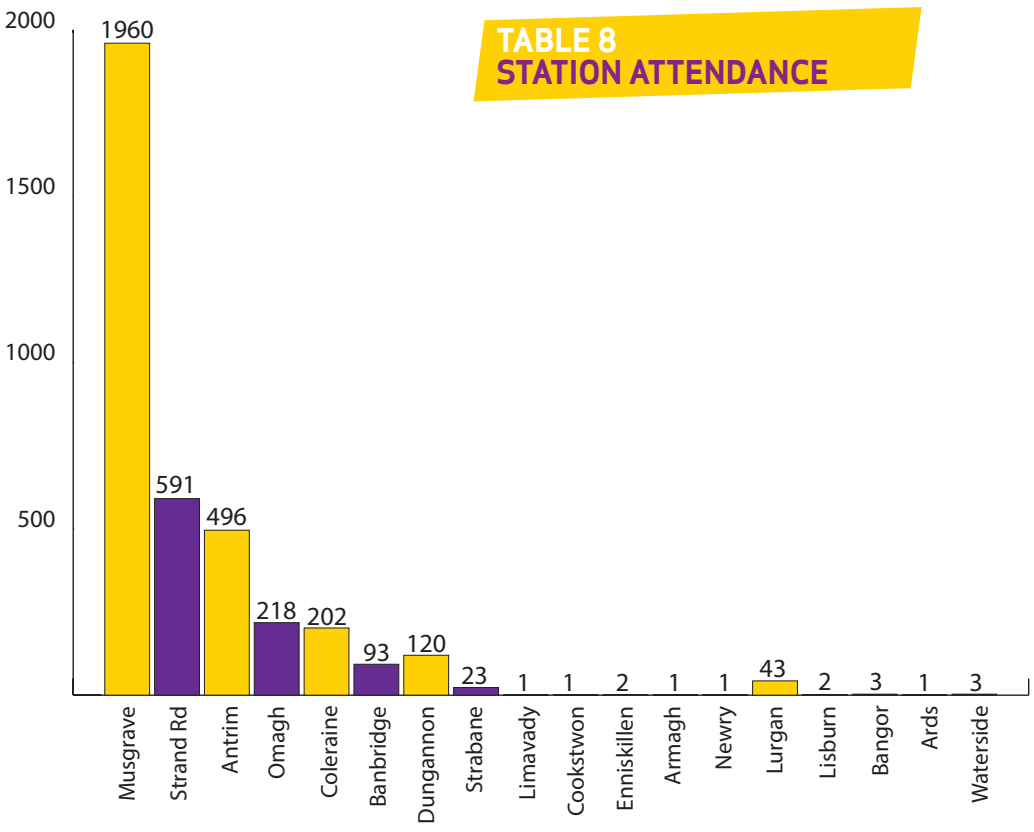
Musgrave is the main holding centre for the city and surrounding area and is by far the busiest station for the scheme, it accounts for 52% of all our calls. To avoid travel to and from this site and ensure immediate availability we provide a static presence at Musgrave station everyday 8am-5pm. This ensures we can respond to service demands as they occur which facilitates cases to progress which benefits both detainees and police and it impacts positively on our arrival time statistical data.

Service demand can outstrip the staff available and additional staff are called in to support colleagues. Within Musgrave we have experienced three-four appropriate adults being present at the same time all being engaged in different matters running concurrently within the same suite.

Therefore, staffing levels are under constant review in line with budgetary constraints, bearing in mind we still need to be available for other stations that make up the remaining 48% of calls elsewhere in Northern Ireland. **TABLE 8**

The PSNI have an ongoing refurbishment plan for custody suites which mean a suite may be closed for renovations, also there are provincial towns that do not have an operational custody suite, which can inflate attendance figures in another area, therefore our attendance figures at PSNI stations should not be seen as a reflection of crime figures for that area.

**TABLE 8
STATION ATTENDANCE**



The appropriate adult and the scheme must be able to respond to a fluid situation

Arrival times

This year we responded to 3,761 calls, these calls are divided between planned calls and unplanned calls.

Planned

There two type of planned calls those that are booked online days or weeks in advance where police know a person granted bail will return on a given date, or where forensic evidence may not be available for some time. The scheme ensures there is an appropriate adult available and in attendance at the given time and place, which facilitates the police to continue their enquiries.

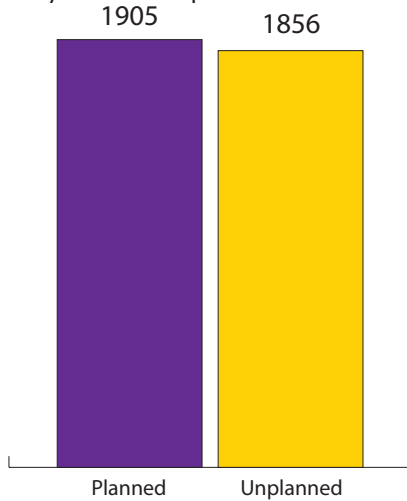
On line bookings accounted for 183 (4.8%) of our attendances. The booking system allows an officer to book an appropriate adult days or weeks in advance for a particular date, such as when a person is due to return to the station to answer police bail.

There are also those where the call to attend that day does not require an immediate arrival because a particular activity must occur before an interview can commence, such as detainee needs to be examined by a Forensic Medical Officer (Doctor) or Nurse and declared fit for interview before proceeding, or they cannot be interviewed by police until they are sufficiently sober, or the detainee’s Solicitor is available. There are a variety of legitimate reasons why a delay can occur which in turn impacts on the person’s detention period.

Custody Sergeants in conjunction with investigators routinely arrange for the appropriate adult to arrive at the custody suite at a given time which often ties in with the arrival of the Solicitor or the giving of legal advice remotely. The appropriate adult scheme

must be able to respond to a fluid situation where the timings may change with no notice, such as when the detainee has suddenly taken ill and needs to be conveyed to hospital.

**TABLE 9
PLANNED &
UNPLANNED
ATTENDANCES**



This year 1,905 (50.6%) of calls fell into the planned category 16% less than last year (this figure includes the 4.8% booked online) with 1,856 (49.3%) unplanned 15% more than last year. **TABLE 9**

Total

When both advance online bookings and agreed arrival times are collectively counted NIAAS staff team arrived when they were expected to arrive in 99% of all requests, this is directly attributed to having staff on site at Musgrave police station 8am-5pm each day and staff experienced in ‘call management’ through knowledge of police custody processes, so as not to waste valuable time which can be utilised supporting another detainee.

There are occasions when we are unable to arrive at a custody suite within a specific time frame, this is typically because staff are already fully committed in custody suites

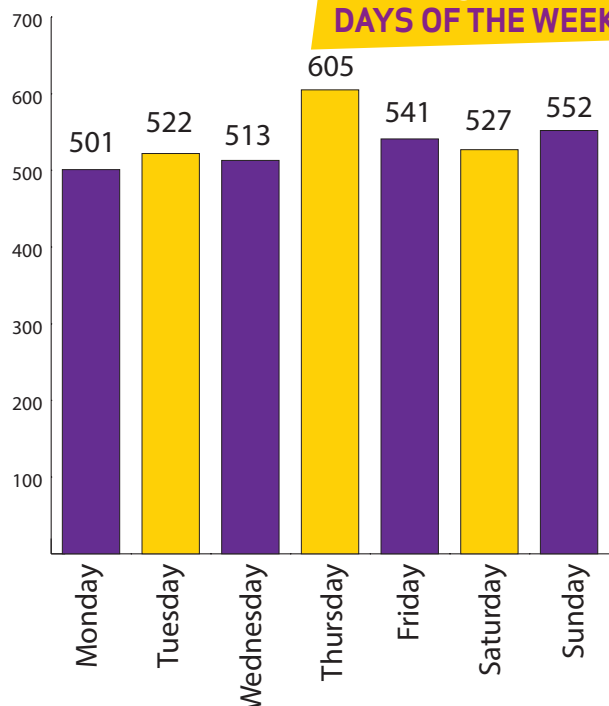
elsewhere or even within the same suite and unable to proceed to the next case until the present matter is concluded, or there may be a high volume of calls in quick succession that exceed the number staff available to respond immediately, this requires the police officers calling to wait for the first appropriate adult who becomes available to respond to their call.

Attendance: Days of the Week

Our attendance throughout the weeks and months can fluctuate. This year Thursday was the busiest day with 607 calls (12 per day) and Monday with least at 501. (10 per day) This can vary from week to week and month to month influenced by many variables including the investigating officer’s availability.

The busiest days continue to be weekdays. This has been Tuesday and Thursday in 2022, Wednesday in 2021, Tuesday in 2020, and Friday in 2019. Annually we can identify one day having a higher attendance rate, however the daily demand remains consistent around 10-12 calls per day. **TABLE 10**

**TABLE 10
DAYS OF THE WEEK**



Pattern of Appropriate Adult Attendance

The NIAAS service delivery is on a 24 hour per day, 365 days per year basis.

We attend at police stations as and when we are required to do so. The routine service delivery is between 08.00 hours and 23.00 hours, with staff on call for out of hours attendance, if necessary, after 23.00.

The main attendance period for the NIAAS remain the mornings between 09.00 hours and 13.00 hours, with 1569 (41.7%) like last year's 40.5%. the peak being between 10am and 11am. This is responded to by having staff on site at Musgrave police custody suite each day 8am-5pm and ready to deal with a matter immediately after the detainees has had

breakfast, seen a doctor, and received legal advice etc. There is a further peak post evening meal time, between 7pm-10pm that accounts for 16% of our attendances. **TABLE 11**

Periods Spent within Police Stations

There is a range of procedures that may occur during the detention period all of which can impact on the length of time an appropriate adult may be inside a police station. A detainee may be subjected to a medical examination, identification procedures, fingerprinting, DNA sampling, and not least the interview. Whilst the processes and procedures within police custody are similar and the allegations may be routine for the officers, the detail and

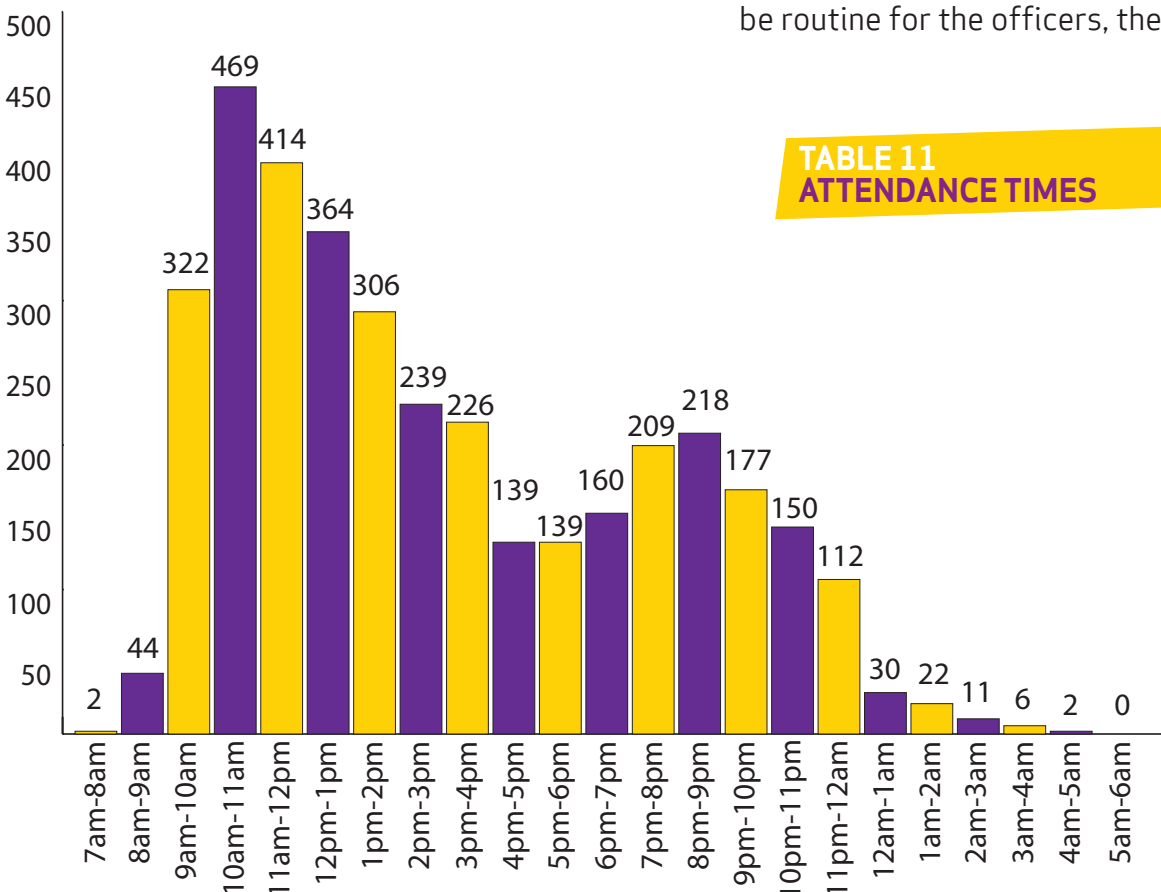


TABLE 11
ATTENDANCE TIMES

circumstances are not all the same and may on occasions be unique. It is important for our staff to be available to respond to what could be a lengthy complex case that may run beyond their anticipated attendance period, or even late into the night. Therefore, our appropriate adults need to be flexible and adaptable to meet the demands the service as well as being able to appropriately support and assist the detainee.

Length of Cases

Within PACE, a person may be detained by police for a maximum of 96 hours, occasionally in the most serious of cases we are called upon to support a person throughout the full detention period. (Other than when they are sleeping).

56 minutes, just 2 minutes more than 2022, this is the case engagement time, not the total time in custody. The total custody time for our staff on average is 2 hr 57 minutes. A case can incorporate some wait time when police have multiple detainees and competing demands within custody. Our staff are skilled at utilising any wait period by assisting another people during this time.

The Nature of Police Investigations

Last year staff reported their observations regarding a perceived increase in violent offending. This year our staff engaged in a number of disturbing cases, thankfully fewer

It is important for our staff to be available to respond to what could be a lengthy complex case

There are those cases that may not seem serious in nature but may have a profound effect on the accused and the victim, and our staff are sensitive to this. There are those frequent matters that can take little time, but others can be major complex investigations taking all day, and occasionally the following days. Our staff have become skilled and carrying multiple less serious cases at the same time moving in and out of cases to speed processes along.

The average case in this contact year was 1 hr

than last year. This year's engagement included non-fatal strangulation on 21 occasions, Murder 42, Rape 89, False Imprisonment 19, and Terrorism on 36 occasions, along with wounding with intent, GBH, and actual bodily harm all involve various levels of aggression and violence.

The detail in disturbing cases can have an impact upon those listening to them, therefore it is incumbent upon the NIAAS management team to take cognisance of this and ensure that

staff avail of the support service available to them and that the support service provided meets the needs of the staff should they be affected by what they have been exposed to. This year staff availed of this support on a number of occasions and found it to be beneficial in helping them to process the facts of particular cases.

Our Staff

All our staff are level 3 trained in the Open College Network Appropriate Adult course, this along with PACE and police custody procedures addresses the technical aspects of the service delivery, however it is the MindWise recruitment and selection processes that ensures we have a staff that are skilled in delivering this service in a calm, reassuring and compassionate way, that often deescalates tensions in what can be a powder keg of emotions for a detainee facing the police detention and interview process.

We are proud that our staff team live the MindWise values of Passion, Respect, Empathy and Togetherness in the delivery of this service.

Appreciation

This year we recorded words of appreciation on 1786 (47%) occasions the detainee or officer in the case made a comment about our

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service. We know that some detainees struggle to interact, and that mental health issue can make communication difficult, and many are understandably so concerned about the case against them or a pending court appearances that the level of support provided may not register with them at the time.

We have experience of detainees responding differently, such as less aggressively on their second engagement with us, having experienced previous support, this change in attitude is itself an indication of the detainee acknowledging and appreciating the support provided.

A sample of closing comments from **police** and detainees:

"God Bless you"

"Thank you for help and waiting"

"Professional Service"

"Thanks for your help"

"Thank you love. You are the nicest person in here."

"Thank you for staying."

"Thanks for coming out on Boxing Day"

"Thank you very much appreciated"

"Always prompt and helpful for service and DP"

"Very Professional"

"Thanks for that mate"

"Thank you very much"

"Thank you very much it was a pleasure meeting you"

DP Apologised for his earlier behaviour "J'M SORRY ABOUT THAT EARLIER"

"Helpful as always"

Solicitor to detainee re AA: "She is a very competent and kind lady you are in "good hands"

"Thanks very much for your help you are a gentle woman."

"Thanks for sitting with me"

Sergeant: "Thank you so much, that was a long day."

"Thank you for helping with this case and going the extra mile"

"THANK YOU VERY MUCH, YOU'VE BEEN A GREAT HELP"

"Thank you, I appreciate you sitting with me, the last time I was in I had a breakdown."

"Thank you love. You are the nicest person in here."

"Thanks for coming up in this atrocious weather"

"Always prompt and helpful for service and DP"

IO, "THANK YOU FOR ATTENDING WITH SUCH HASTE MERVYN, WE WERE IN TROUBLE OTHERWISE"

"Cheers see you later"

"Thank you, the case was lengthy due to serious nature and interviews"

"Thank you very much I mean that with all my heart"

"Thank you very much for your help"

"Thank you very much I really mean that"

"You are so kind and a good listener"

Legal Advice

This year has seen the continuance of legal advice being provided by phone and legal representatives attending the interview via skype. Neither process can replicate the support personal attendance brings, and both bring challenges for those present.

The pre interview legal advice by 'phone' occurred on 1610 (42.8%) occasions, slightly more than the 1604 (40.6%) occasions last year.

The advice given is unique to that client the legal representative needs to consider the ability of their client to withstand the rigors of questioning in their absence. We have encountered vulnerable interviewees being advised to pursue 'no comment' replies to all questions, however the difficulty arises when an interviewee is unable to withstand the rigors of questioning and fails to follow the advice given.

There are a range of reasons why the legal advice given can be lost in the process is may be because the time between the advice and the interview occurring can be some hours later and the detainee has been interacting with police staff throughout this time regarding a range of issues, such as seeing the nurse, providing his/her fingerprints, and DNA samples, meals and food allergies, toilet facilities, washing facilities, and other things therefore once the interview starts it is easy for the interaction to continue.

It is not the role of appropriate adult to function as a substitute legal advisor in such circumstances and it can be confusing for an interviewee and frustrating for an appropriate adult when the interviewee turns to an appropriate adult expecting the appropriate adult to do more than their role permits. This places our staff in a difficult position, that of giving supportive and helpful advice and assistance to the detainee and mediating between the detainee and the interviewing officer whilst avoiding advice that could be considered as legal advice.

A solicitor can view the interview via Skype and police can facilitate this via a PSNI iPad, this occurred on 751 occasions (19.9%) this year the same percentage as last year. This process depends on the tablet being positioned to the satisfaction of the representative so that he/she can see and hear all that is taking place subject to the layout of the room and tablets positioning, it can be susceptible to signal loss.



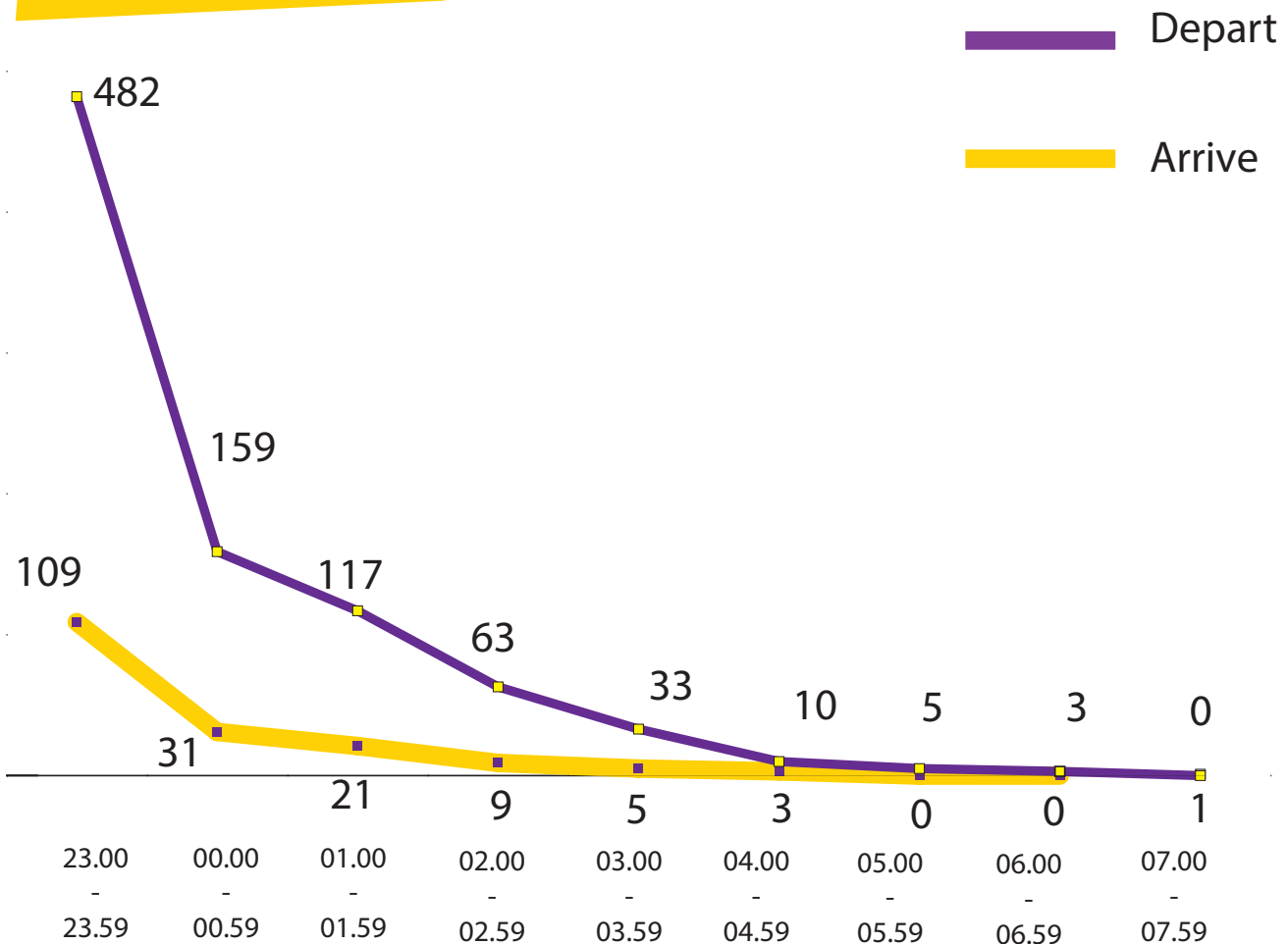
Out of Hours Trend

Arrivals: The 'out of hours' call out service was used on 179 (4.7%) occasions which is 1.5% less than last year, this averages 3.4 attendances per week, meaning staff on call overnight from 23.00-08.00 have a 50% chance of being called out.

Departures: Staff attending calls before 23.00 find the case may not be concluded until well after 23.00 hrs, it is common for staff to arrive at a station at 21.00 and leave at 01.00 or 02.00.

This year we saw 872 (23.1%) departures after 23.00 a rise of 3.4% since last year, some of which run on into the night. These 872 occasions per year average at 16.7 occasions per week, meaning staff working in the evening can expect to be held on after 23.00. This trend places a burden on staff who may have other commitments the following day, and the working time directive requires specific rest between work periods. **TABLE 12**

TABLE 12
ARRIVAL AND DEPARTURE
TIMES POST 2300HRS



Overall Patterns and Trends

Similar patterns 2019-2023.

Gender:

We have seen similar percentage figures with male and female each year, that fluctuates a few percentage points around 85% male and 15% females. In the last two years ten people (0.4%) identified as transgender and four (0.1%) as Intersex with one identifying as nonbinary, this is recent development in our gender recording process.

Alcohol:

Alcohol featured in 42% - 39.8% of cases over the last four years, whilst it fluctuates marginally the figures remain close to 40% year on year.

Drug:

Drugs featured in 25% of cases in 2019-20 and dropped during covid to 9.4% but post covid has risen to 22% and 23.5% slowly returning to the pre covid levels.

Autism:

Autism increased over 4 years from 5.9% to 7.1%, this may be associated with the developments in the health care model with onsite nurses identifying conditions, coupled with PSNI staff training in mental health awareness.

Head/Brain Injury:

The affects of a head and brain injury produce similar figures each year fluctuating between 3.5% and 4.1% of all our attendances.

Suicidal thoughts & Self harming thoughts:

Collectively these have declined over 4 years from 12.3%, 11.3%, 5.6%, to 5.3% we watch this with interest. The decline over the last two years maybe associated with the rollout of the police health care model, which provides a NHS nurse on site, and the engagement with the health care professional may be an influencing factor in the detainees thinking.

Literacy Issues:

These figures have fluctuated over 4 years from 7.8% to 8.9% but remain consistent around 8% each year.

Schizophrenia:

This condition has risen slightly over 4 years from 7.9% to 9.3%. With a 1.4% increase recorded. This may be associated with the developments in the health care model alongside PSNI training in mental health awareness.

Poor Mental Health:

This generic term has declined over 4 years from 40.1% to 32.2% this may be attributed to PSNI training and the provision of a health care professionals on site in recent years who are able identify specific mental health conditions, meaning the PSNI staff are less reliant on generic terms.

Manager's closing comments

Our attendance at police stations depends entirely upon police requirements, as a responsive service this brings varied delivery pressures. I am proud to say that our staff team attended 3,761 calls 24/7.

We delivered this service with fewer staff, our pre covid staff level was 41% higher than this year which added to the management challenges, we hope to rectify this in 2024.

We are not complacent, in our success and we continue to search for ways to improve the service, and I look forward to recruiting more staff and developing new systems and processes. We are actively working towards reducing and replacing written appropriate adult attendance reports with a secure digital system which will speed up data collection and reduce our carbon footprint. I can reassure the Department of Justice that our scheme is effective, efficient, and professional in its support for vulnerable people within police custody.

Stanley Booth MBE

Appropriate adult Scheme Manager LLb BSc

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