



Working with the police to understand their response to vulnerable individuals and people at risk

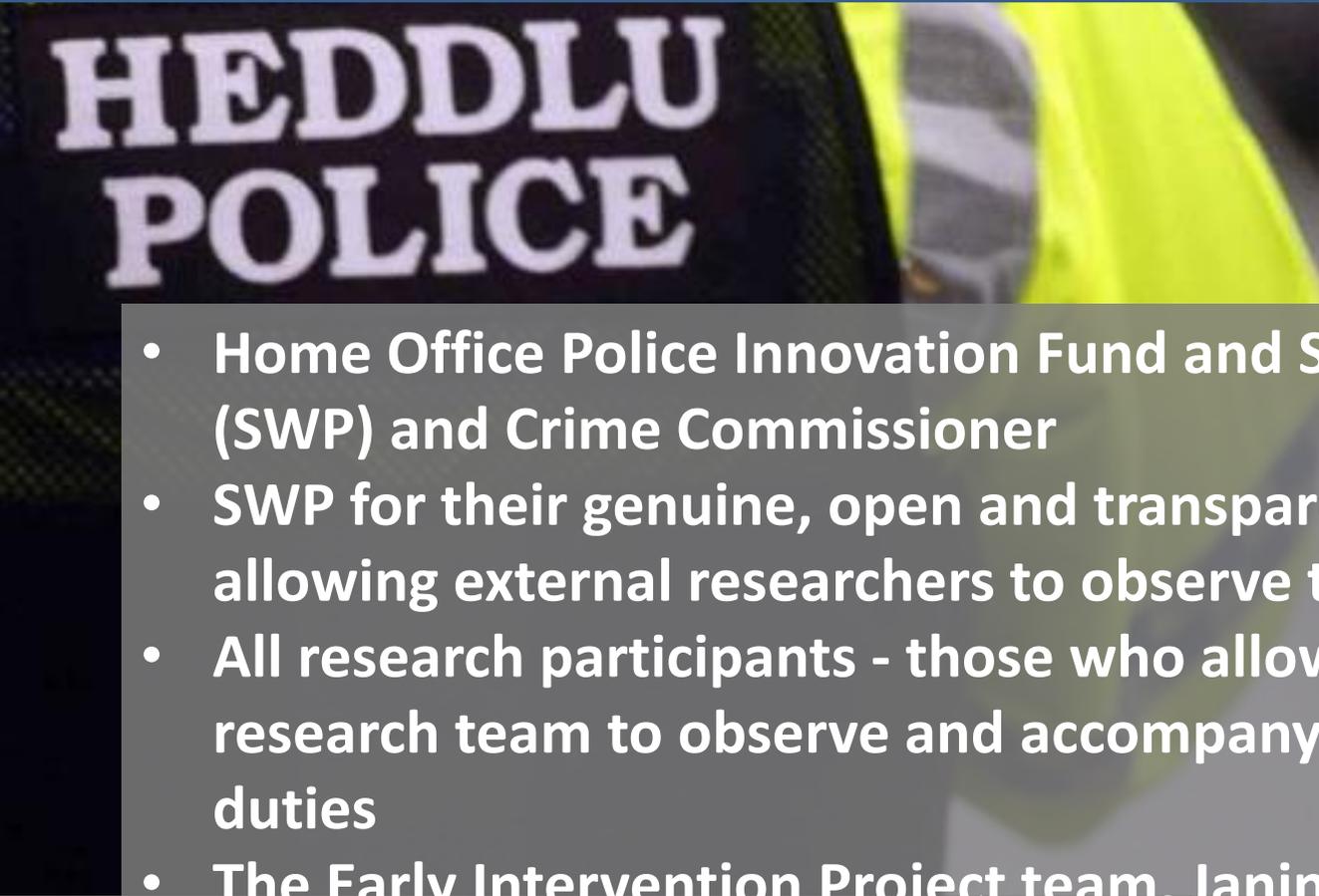
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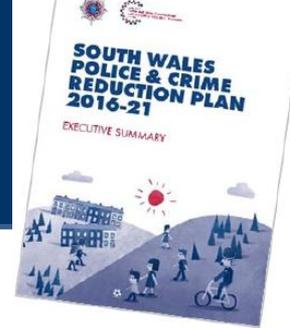
Acknowledgements



**HEDDLU
POLICE**

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Early intervention and prevention project: breaking the generational cycle of crime



- Evidence on ACEs in Wales
- Prevention and mitigating negative effects a clear priority
- Implications for many public sector organisations i.e. criminal justice, health, social services & education
- Policing can be more effective in preventing problems before they escalate

- 2 year programme
- Home Office Police Innovation Fund
- Multi-agency

Vision: The police and partners will have the right knowledge, skills and support to identify and respond appropriately and effectively to early indicators of harm and vulnerability, breaking the generational cycle of crime

Aims of the research

Overarching aim:

Understand the current system in place for contact and response by SWP when working with vulnerability and those at risk of harm

Objectives:

- To identify what procedures and protocols are currently in place for the identification and management of vulnerability and risk by SWP and associated statutory partners;
- To understand the perceptions of police officers on their ability to respond to vulnerability and how can they be supported in this; and,
- To explore the views of the public on their knowledge of ACEs and public expectations around the police response to vulnerability.

Methodology

Observations of frontline operational policing (375 hours)

27 Interviews and 7 focus groups with police staff

Mapped process for safeguarding referrals

Analysis of safeguarding referral data

7 Interviews with partner agencies

3 Focus groups with the public

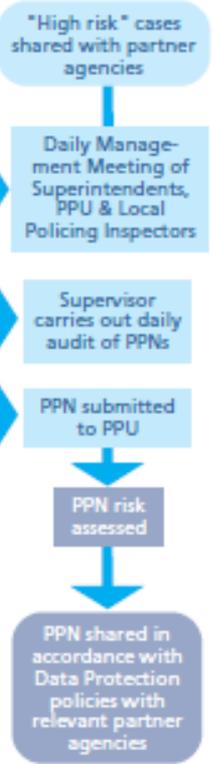
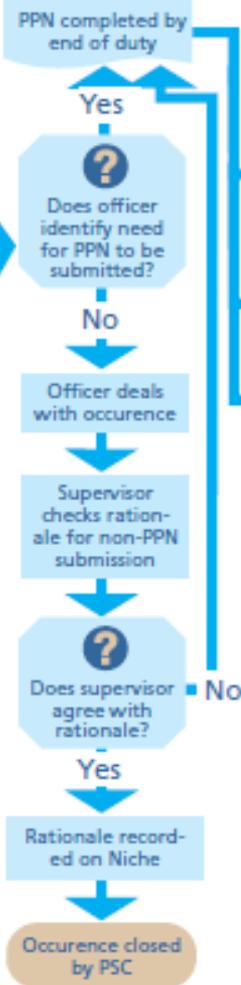
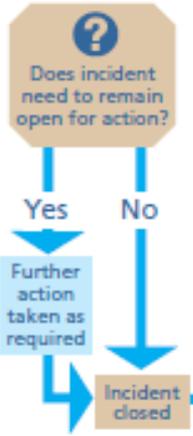
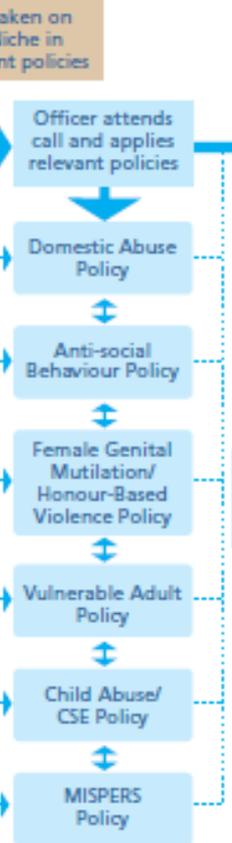
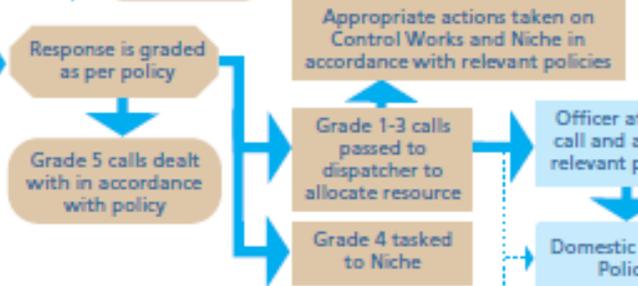
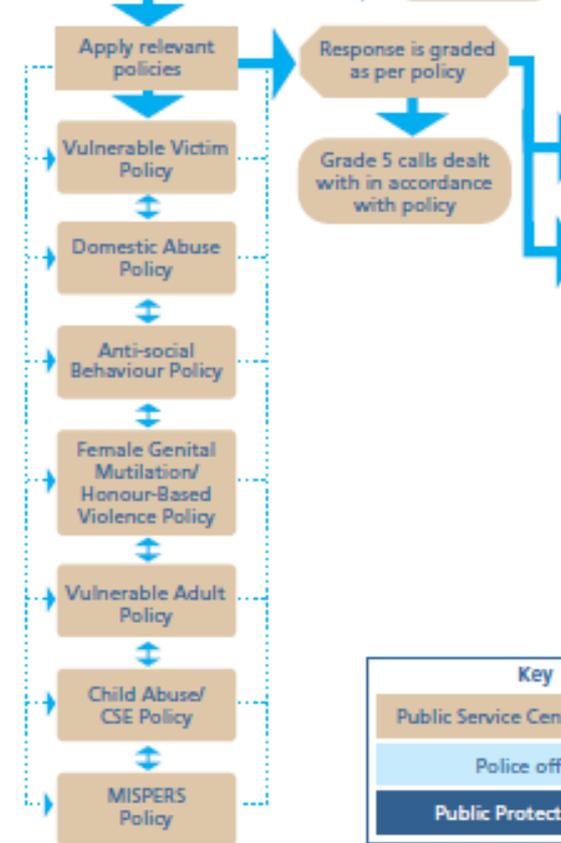
NHS Research Ethics Committee; NHS Research and Development Office; Confidentiality Advisory Group for Health Research Authority.
Vetting clearance from SWP, clinical supervision

South Wales Police: Definition of Vulnerability

‘ A person is vulnerable if, as a result of their situation or circumstances, they are unable to take care of or protect themselves from harm or exploitation.’

A **situation** or **circumstances** may include, but is not limited to:

- Personal circumstances and characteristics
- Health and disability
- Economic circumstances



Safeguarding referral data analysis

An analysis of PPNs submitted in 2016 indicated that ...



61590 PPNs relating to **57364** occurrences
47% related to emergency incidents (Grade 1)



66%
were for
females



average age
34yrs,
0–105 yrs old



PPN volume increased

January
2016
4,639



December
2016
5,249

31% had more than one PPN
submitted in the year

The number of PPNs for an
individual ranged from **1–84**



on average the amount of time
between repeat PPNs decreased
with each incident

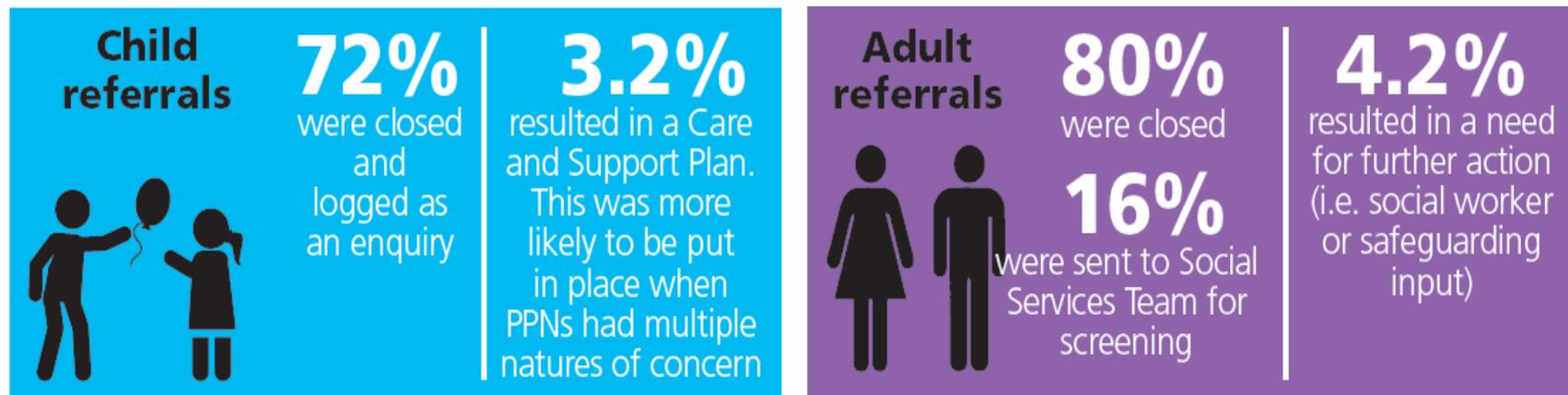
Nature of concern



13%
of PPNs had
more than
one nature
of concern
recorded

Safeguarding referrals

- Of approx. 1,400 referrals to social services in a one year period



- Positive view of safeguarding process
- Referrals were often delayed - nearly 66% of PPNs were not shared within 24h hours - information already shared by others, many were considered “inappropriate”
- Expressed the need for a streamlined system to enable quicker and more direct referrals, including flagging PPNs which are high risk

Safeguarding referrals

- Basic understanding
- “Unnecessary” - pressure to submit removed discretion
- Difficulties with form – length, understanding
- Lack of confidence when asking some risk assessment questions
- No feedback on outcomes

“You’d be surprised how many officers out there have got no idea what happens to a PPN once they task it to the relevant inbox and what could be achieved, what is the purpose of it”



“Regardless of how busy response are, that officer will not go home until that PPN is done for the fear of something happening and then coming in the next day and having to answer to why they didn’t put the PPN in.”



Research with the police

- Good understanding of vulnerability
- Familiar with generational cycle of crime
- Poor understanding of impact of trauma and ACEs
- Recognised the needs for early intervention
- Small number disclosed experienced ACEs



The Sergeant says to me 'I'm seeing the children of the twenty year olds that I used to deal with and they are going down the same cycle; alcohol, violence, drugs, welfare' and that's something you certainly pick up on (observation notes).

Varied capacity and opportunity to effectively assess and respond to vulnerability

- Assessment of risk/vulnerability continual
- Subjective, 'gut feeling' and experience
- Dependent on role/time

Frustration when working with partner agencies



- Police role had changed due to demand
- Frustration towards other agencies:
 - Differences in working hours
 - Receive calls from social services on Friday afternoon
- Need for clearer protocols and lines of responsibility
- Other agencies responding 24/7

"Police officers are increasingly being pushed into situations dealing with frontline mental health which would be far better dealt with, in the interest of the person in crisis, by people who are appropriately trained, not police officers who have done an NCALT package"



Desire for more interactive training

- Dislike for online packages
- Preference for expert speakers

Felt the public have a poor understanding of the police role

- Believed that the public had a negative view of the police
- Role considered to be crime oriented

Issues around welfare of staff

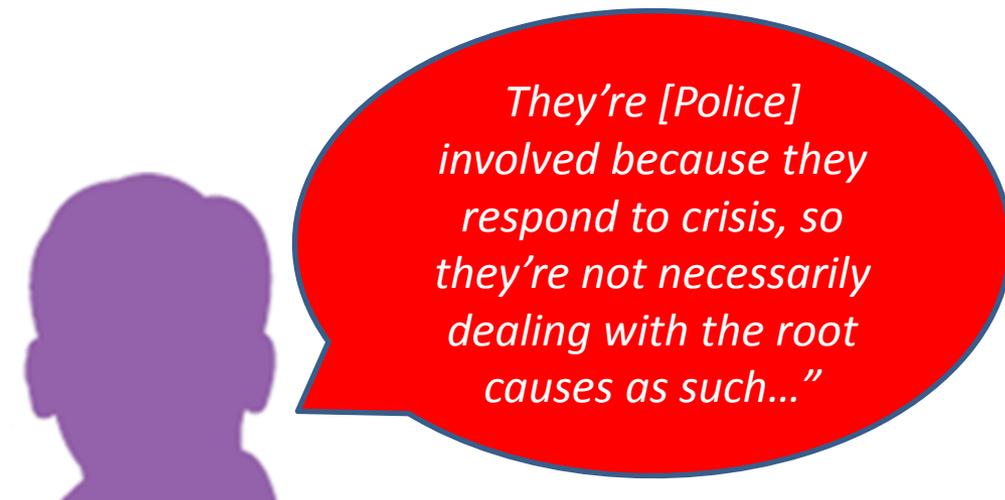
- Concerns for mental and physical wellbeing of staff and the use of support available

"See under resources affecting people, affecting their family lives ... We are seen as the dog's body job. People get punished by sending them back to response. I can't wait to get out of this job I'm really, really feeling it. The way the jobs gone"
(observation notes).



The public indicated they thought that the role of the police was to respond to crime

- Police role - crime investigation
- Reassurance
- Referrals
- Concerns about whether the police had the right skills to respond to vulnerability
- Multi-agency response and early intervention considered important



They're [Police] involved because they respond to crisis, so they're not necessarily dealing with the root causes as such..."

Need for a shared understanding of vulnerability across services

- Good relationships with the police
- Worked well together
- The police generally have a good understanding of vulnerability
- Provide a high quality response to vulnerable people
 - Considered the police to have a limited understanding of trauma
 - Different risk thresholds led to disagreements of the decisions taken
 - More professionals need to be involved in the referral process e.g. schools

"For however many number of PPNs that get recorded, there are probably twice as many numbers that don't get recorded. But the woman next door knows about them or the shop keeper knows about them, somebody knows about them, but they don't get reported"



Research recommendations

- Training should ensure that all police staff are able to apply an ACE-/trauma-informed approach to policing
- Clear guidance should be disseminated on safeguarding referral submission thresholds to ensure that referrals are appropriate
- Examine opportunities for a multi-agency approach when responding to vulnerability – to ensure transparent protocols and lines of responsibility are communicated
- Improved communication and effective dissemination in force
- Further research on workforce well-being

Recommendations

1. Pilot a structured multi-agency, early intervention approach to vulnerability with NPTs
2. Pilot a training programme with 'fast' and 'slow time' policing on 'ACE-Informed Approach to Policing Vulnerability
3. Work with the police PPD to develop an ACE informed approach to the existing PPN process
4. To develop with partners a 24/7 ACE-informed approach to responding to vulnerability
5. Work with Human Resources to assist with the development of the well-being agenda within South Wales Police, specifically focusing on how staff are mentored and supported to deal with vulnerability

Research outputs



Adverse Childhood Experiences: Breaking the Generational Cycle of Crime

Turning Understanding into Action: Summary Report

1



Adverse Childhood Experiences: Breaking the Generational Cycle of Crime

Understanding the response to vulnerability
by South Wales Police Force and other agencies

2



An evaluation of the Adverse Childhood Experience (ACE) Informed Approach to Policing Vulnerability Training (AIAPVT) pilot

3





Thank you
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