

## Title

# High Intensity Service Users / Multi-Agency Working

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Reference Number: RDF1886-23

Date of Response: 23/10/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

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)
- 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
- c) The date the current protocol was introduced
- d) The number of service users currently supported under this protocol

Eastern Service: The trust holds monthly Frequent Attenders meetings which are instigated by Devon Partnership Trust. DPT created the Standard Operating Procedure for these meetings.

You can contact DPT as follows: [Freedom of information | DPT](#)

You can contact Devon and Cornwall Police on the link as follows; [Request information about the police | Devon & Cornwall Police \(devon-cornwall.police.uk\)](#)

Northern Services: We are in partnership with DPT, SWAST and Police we had the frequent attender group, we have multiagency frequent attender ED care plans, and we did sign up to the high intervention programme (HIP).

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

Please see response to question 1.

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

The Trust is unable to respond to the questions above. This information is not held by the Trust.