NHSE national Liaison & Diversion programme

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NHS England H&J

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National Liaison & Diversion

• NHS England commissioned service delivering a national all-age service specification, co-designed by those with lived experience

• National Operating model focusing on any vulnerability including Mental ill health, Drug & Alcohol misuse, learning disability etc

• National programme status due to be completed and rolled into BAU by end March 2020

• Police stations, courts and VA/VI
Liaison and Diversion Services

NHSE overarching strategy to:

- Improved access to healthcare and support services for vulnerable individuals in police custody and courts
- Reduce Health inequalities
- Delivery of efficiencies within youth and criminal justice systems
- The reduction of re-offending
- The reduction of health inequalities
- The reduction of first time entrants into CJ system
- Better information flow from Health service to CJS decision makers
The first 48 months…

- **82%** of England has L&D coverage
- Almost **188,000 adults** and over **29,000 children and young people** have engaged with L&D
- **22%** of cases involved female service users
- A range of needs and vulnerabilities were identified, including mental health needs (in **69%** of adult and **49%** of children and young person’s cases), but also alcohol misuse (**32%** of adults and **11%** of children and young people) and substance misuse (**30%** of adults and **23%** of children and young people), accommodation and financial needs, learning disability, and social and communication difficulties
- L&D intervention led to **over 60,000 referrals** into treatment and support services for adults, children and young people
Cases seen by L&D services

Cases seen by Liaison & Diversion Services

- 14/15
- 15/16
- 16/17
- 17/18

Adult
Children & Young People
Referrals into services

Referrals made to treatment & support services

<table>
<thead>
<tr>
<th>Year</th>
<th>Total (14/15)</th>
<th>Adult</th>
<th>Children &amp; Young People</th>
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</thead>
<tbody>
<tr>
<td>14/15</td>
<td>5,000</td>
<td>4,000</td>
<td>1,000</td>
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<tr>
<td>15/16</td>
<td>10,000</td>
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<td>16/17</td>
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</tr>
<tr>
<td>17/18</td>
<td>20,000</td>
<td>19,000</td>
<td>1,000</td>
</tr>
</tbody>
</table>
Identified needs

Needs identified as a proportion of service users seen

- Substance Misuse: Children & Young People 23%, Adult 30%
- Alcohol Misuse: Children & Young People 11%, Adult 32%
- Mental Health: Children & Young People 49%, Adult 69%

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### Types of Mental Health Issues

- Depressive illness: 29%
- Anxiety/phobia/panic disorder/OCD/PTSD: 17%
- Personality disorder: 12%
- Schizophrenia or other delusional order: 11%
- Adjustment disorder/reaction: 5%
- Bipolar affective disorder: 3%

### Other identified needs

- Alcohol misuse: 31%
- Substance misuse: 30%
- Current risk of suicide or self-harm: 20%
- Accommodation: 19%
- Two or more mental health issues: 19%
- Abuse: 10%
- Financial: 9%
- Learning disability: 8%
- Three or more mental health issues: 7%
- Other social & comm'n difficulties: 4%
- Autism spectrum disorder: 2%
- Gang involvement: 1%
National roll-out plans

• Roll-out plan to achieve 100% coverage by 2019/2020
• Consider opportunities for commissioning/operational integration:
  • Street triage, police custody healthcare, substance misuse
  • Greater Manchester delivering an integrated police custody healthcare/L&D commissioning specification
  • Local Authority in Essex, lead commissioner integrating L&D, street triage and prisons
  • Integrated L&D and substance misuse in Avon & Somerset
Evaluation

- Independent RAND evaluation of long-term impacts and outcomes to answer the following HMT questions, reporting in 2019
  - The impact of L&D services on the CJS including re-offending, levels of diversion from CJS into treatment and further savings to the CJS
  - How the service can be designed to maximise benefits and facilitate integration between the CJS and the health system
  - The level of sustained access to mental health treatment, and of recovery, of those referred by L&D services
- Cohort of service users successfully recruited
- Agreements in place to link with health, public health, mental health minimum data set, IAPT and PNC data bases
Current developments

- Out of court disposals
- Women’s pathways
- Community treatment requirements
- Enhanced Crown Court service
- Peer support
Out of court disposals

• Working with the NPCC to support the police in developing effective conditional caution schemes for vulnerable individuals

• Undertaken a scoping exercise with Hampshire police to develop a model to test a range of delivery options

• National programme team and regional commissioners are supporting L&D services and police forces to develop local conditional caution options for vulnerable individuals
Womens pathways

- Appointment of a women’s lead for each L&D service
- Women’s specialist worker
- Choice of gender of practitioner offering on-going support
- Gender-sensitive approach for case identification, screening and assessments
- Links to wide range of gender-specific and gender-sensitive services
Community sentence treatment requirements

• We are working closely with DHSC, MoJ and NHS England colleagues to develop an operating framework to support local areas to provide access to CSTRs
• CSTRs
  • Mental health treatment requirements
  • Alcohol treatment requirements
  • Drug rehabilitation requirements
• Five test bed areas, Birmingham, Milton Keynes, Northampton, Plymouth and Sefton
• Independent evaluation, interim report due July 2018
Enhanced Crown Court service

- We have developed an enhanced Crown Court L&D service specification, agreed with the SPJ and HMCTS, to provide
  - Advice to the judiciary, counsel and probation
  - L&D court reports
  - Impact on requests for full psychiatric reports

- Currently being trialled at 8 Crown Court centres, including Birmingham, Bristol, Leeds, Liverpool, Nottingham, Preston, Reading and Sheffield

- A further 16 Crown Court centres to receive services by 2021 including Bradford, which is due to commence operation in 2019
Peer support

• A Peer Support model as part of L&D has been co-designed by the national Lived Experience Team with support from the National Team

• The national model is being trialled in two pathfinders sites – Birmingham and Wiltshire; a further two sites (Wakefield and Berkshire) are also in the process of implementing the model

• Revolving Doors Agency have undertaken an independent review of the model – their recommendation is a hybrid model

• Peer Support will become part of the national L&D Service Specification next year
Peer support

- https://www.youtube.com/watch?v=sHlv5JVv3xw
Peer support

What is peer support?

• “The term Peer Support describes an equal and supportive relationship based on common experience.”

• “When the people caught up in the criminal justice system have the opportunity to work with a person who historically has shared that experience, it often acts to reassure them about the quality and usefulness of the intervention on offer.

It does not operate from assumptions of power but is rooted in an equal relationship, and this equality is established by the peer supporters’ willingness to disclose shared experience.”

Jim Burdett (Director Mind & Body Learning and Development)
Peer support

Research literature points to multiple benefits evolving from peer support; for the client, the peer supporter and the wider services and community.

• Using a shared experience to enable trust to develop between those who are typically hard to engage and the peer supporter. (Gillard et al., 2014)
• The peer supporters serving as valuable and credible models of the possibility of recovery for both the clients and criminal justice professionals. (Gillard et al., 2014)
• Peer supporters can model useful skills and effective problem-solving strategies, and respond in a timely fashion to prevent or curtail relapses and other crises. (Gillard et al., 2014)
• It can challenge negative attitudes of staff and provide an inspiration for all members of the team.
• Being employed as a peer worker is generally seen as a positive and safe way to re-enter the job market and thus resume a key social role (Mowbray et al., 1998)
• Peer supporters feel empowered in their own recovery journey (Salzer & Shear, 2002), have greater confidence and self-esteem (Ratzlaff et al., 2006) and a more positive sense of identity, they feel less self-stigmatisation, have more skills, more money and feel more valued (Bracke et al., 2008).
Peer support

The Hybrid model as recommended by the Revolving Door Agency research recommendations

The National Lived Experience Team Peer Support Model

- The peer support function can either be delivered directly by an existing provider, or may be subcontracted through a specialist organisation. This will be a local decision.
- There are three distinctive roles that comprise the peer support team as below:
  - A manager within the Liaison and Diversion service to have responsibility to manage the peer support service.
  - Lead peer support worker; a full time role, (even if not employed directly must be regarded as an integral member of the main Liaison and Diversion team), who directly takes on cases, in particular more complex and demanding cases and supports recruitment, supervision and development of the volunteers.
  - A team of volunteer peer supporters who receive a dedicated and bespoke training programme and who volunteer for a maximum 18-month period
Peer support

Birmingham experience
Essentials at the start of the journey for the commissioner and L and D team
• Lived experience of the criminal justice pathway not just MH
• Disclosure and Barring Service (DBS) barrier to employment
• 3rd sector collaboration
• Front line targeting high volume users and most difficult to engage
• 3 months in 3 months out protected in a 2 year contract
• Value diversity and perspectives the more we have the more successful we can be
• Complimentary role, specialist but not super human!
• Embedded in the team not referred onto
• Team comes together to share success…outreach workers get the best deal!
• Regional forum, inspiring others…..2 becomes 6

4 short narratives
1. Short term sentence
2. First day for Stoke peer worker
3. Our latest youth peer worker’ journey
4. Substantive employment for first peer workers

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Peer support

The user voice

• ‘Stabbed 12 times. That’s what caused all the mental health problems. That’s what caused the PTSD and stuff. So, he helps me go to the Doctor. He helped me with benefits. He’s helped me with housing. He’s got me re-housed in like supported accommodation. Every angle he covers I am telling you’. (Service user, Birmingham & Solihull)

• ‘(peer supporter) to me is a God send. First time, I’ve seen him, his gold teeth and that, I thought oh my God what have I got myself into, but like judging a book by its cover again isn’t it, but he’s a geezer’. (Service user, Birmingham & Solihull)

• ‘It is because it’s like being born again. From where I was and from what I’ve dealt with and how I was treated and in a little hole, I'm out of the hole’. (Service user, Birmingham & Solihull)
Peer support

Useful resources

Economic Analysis of the powerful effect of peer working
https://changingfuturesbham.co.uk/workstreams/learning-and-evaluation

Skills for Health
Liaison and Diversion career and competency framework including a role template for peer workers
http://www.skillsforhealth.org.uk/results?q=Liaison+and+Diversion

Appendix 3
Transferable Role Template
Career Framework Level 3

Liaison and Diversion Service Peer Support Worker

www.england.nhs.uk
Future vision

- To deliver services that provide a timely and effective response to voluntary attendees
- To support integrated commissioning and delivery models for police custody healthcare, substance misuse and liaison and diversion services
- To develop a court custody healthcare model
- To explore supporting individuals criminal justice journeys, in the community, in custody and on release from custody into the community
Contact us

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• Visit the L&D web pages at: https://www.england.nhs.uk/commissioning/health-just/liaison-and-diversion/

• Sign up to our newsletter here - https://confirmsubscription.com/h/d/AE8AE9C2D0411A36