

HERTFORDSHIRE COUNTY COUNCIL

**HEALTH AND WELLBEING BOARD
WEDNESDAY, 13 DECEMBER 2017 AT 10:00AM**

STREET TRIAGE EVALUATION REPORT

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1. Purpose of report

1.1 To provide Board members with the background for the commissioning of the Street Triage evaluation, and provide an online link to the full report, written by NEF Consulting, commissioned by the Office of the Police and Crime Commissioner. The report will be available on Monday 11th December 2017 and supported by a verbal presentation provided by the NEF Consulting team at the 13th December 2017 Health and Wellbeing Board meeting.

2. Summary

2.1 The Street Triage Evaluation report, which will be published on Monday 11th December 2017, provides a cost benefit analysis and full evaluation of the Street Triage scheme. The full report will be available at <http://www.hertscommissioner.org/street-triage> and will be circulated to Board Members prior to the Health and Wellbeing Board meeting.

2.2 The report comprises of a review of the performance of the scheme and an assessment of the effectiveness and efficiency of the scheme, with recommendations for improvement of the service model. The report has also been commissioned to address the following questions;

2.2.1 Does the service best meet the needs of Herts residents as the service stands?

2.2.2 Should the service be police or health led?

2.2.3 What are the added value benefits of the service for practitioners from all agencies involved; and for service users who come into contact with the programme?

2.2.4 Does the service provide value for money?

2.2.5 Is the service efficient?

2.3 The report was commissioned in July 2017, and NEF Consulting were successful in the bid process to undertake the work. The evaluation has been in progress between July and December 2017.

3. Recommendation

3.1 That Members note the Street Triage Evaluation findings and recommendations following publication.

3.2 That Board members discuss and agree that the recommendations from the Evaluation will inform future funding decision-making for the Street Triage scheme.

4. Background

4.1 At the Health and Wellbeing Board meeting on 2nd March 2017, it was agreed that the Office of the Police and Crime Commissioner would commission an evaluation of the Street Triage Scheme.

4.2 Mental Health Street Triage has been operating across Hertfordshire since 2015 in various guises, having developed through a series of successive trials and pilots. The model provides an opportunity to fundamentally shift resources to support efforts around early intervention, rather than focusing solely on resourcing acute services. Triaging services between the police and health (mental health and Emergency care) services provides opportunities to create efficiencies for each service, a reduction in the use of Section 136 detentions, and importantly, improvements in the outcomes and experiences for individuals.

4.3 A series of successive evaluations of Street Triage pilots in Hertfordshire have successively proved the concept that coordinating health and justice services can lead to an improvement in the use of resources, and in the experiences and outcomes for service users. What the Street Triage Evaluation has been able to focus on for report in December 2017 is to examine whether the scheme provides realisable savings for each of the services, and inform future decision making for the long-term sustainable implementation of the scheme with mainstream funding.

Report signed off by	Also being presented at the Hertfordshire Crisis Care Concordat Steering Group on 13 th December 2017.
Sponsoring HWB Member/s	David Lloyd
Hertfordshire HWB Strategy priorities supported by this report	Living and working well
Needs assessment (activity taken) Not applicable	
Consultation/public involvement (activity taken or planned) Qualitative research undertaken with police and health practitioners and	

commissioners working in, or involved with, the Street Triage scheme.

Equality and diversity implications

Equality of access to the Street Triage service forms part of the Evaluation report.

Acronyms or terms used. Acronyms are explained within the report.