



MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

Mental Health Project: Continuation and uplift of the Mental Health Application, including Digitised Section 136 Form 434

MOPAC Investment Advisory & Monitoring meeting April 2025

Report by Simon Clarke on behalf of the Kevin Southworth – Commander

Part 1 – This section of the report will be published by MOPAC. It is classified as OFFICIAL – PUBLIC

EXECUTIVE SUMMARY

The purpose of this report is to adopt the changes identified in the current mental health referral process to increase its efficiency and effectiveness by:

- improving data monitoring metrics to support additional insight and resource the planning work
- providing live time data to allow central team monitoring and support operational officers
- removal of barriers to handover of the form to the NHS

Recommendations

The Deputy Mayor for Policing and Crime, via the Investment Advisory and Monitoring meeting (IAM), is asked to:

1. **Approve the initiation and award for a contract for the digitised mental health referral process (form 434), including Section 136 of Mental Health Act (MHA) and Sections 5&6 of Mental Capacity Act (MCA) to Thalamos, over a maximum term of 4 years. The term of an initial 3 years with an optional extension of 12-months via G-Cloud 14.**
2. **Approve the revenue costs for implementation and ongoing running of the service, to be funded from the Mental Health Project budget, held by Frontline Policing Business Group. The primary use of this budget is to support the development of data and digital technology to assist with continuous improvement in relation to Mental Health, which MOPAC are supportive of.**

Time sensitivity

A decision is required from the Deputy Mayor by **April 2025** to secure commercial discount and ensure the ongoing provision of the existing service beyond the current contract period.

Non-confidential facts and advice to the Deputy Mayor for Policing and Crime

Introduction and background

1. The purpose of this paper is to support and improve the current mental health referral process. The initial roll-out of the online Mental Health Application has been successful, delivering the proposed benefits, improving Insight and Analytics (I&A) and improving resource management and utilisation.
2. The use of the application has identified areas for development such as:
 - improved data monitoring
 - live time data to support operational officers
 - removal of barriers to the handover of the form to the NHS

Issues for consideration

3. Mental Health incidents represent a significant level of demand on operational policing.
4. Based on business feedback, the current product has achieved the following:
 - Removed the use of paper forms.
 - Successfully reduced the number of unnecessary hours officers spend on each case.
 - Reduced errors and improved hand-over processes between MPS and the NHS.
 - Identified areas for improvement and enhancement to improve the current service.
5. Through use of the current service, additional developments have been identified which would provide better information for decision making and improve the process. To deliver these identified improvements the service will need to be recommissioned to include the enhancements.
6. Bespoke enhancements are needed to reduce the average time officers are involved in section 136 incidents prior to handing over to NHS partners. This will be achieved by providing real-time status of in-flight incidents, improve handover processes and enhance dashboard functionality.
7. The remainder of this information is contained in the restricted section of the report.

Contributes to the New Met for London (NMfL) Plan and / or MOPAC Police & Crime Plan 2022-25¹

8. The New Met for London document outlines the need to support 'Right Care, Right Person', acknowledging that Officers are skilled and compassionate but are not trained mental health professionals and, as such, not able to provide the best response to individuals suffering a mental health crisis. The recommissioning and enhancement of the digital referral process application

¹ [Police and crime plan: a safer city for all Londoners | London City Hall](#)

would support this strategic goal.

9. This paper supports the Police & Crime Plan by ensuring that officers can quickly and efficiently hand over members of the public requiring mental health care to the NHS and allowing them to return to their operational duties.

Financial, Commercial and Procurement Comments

10. This project is to be funded by the MOPAC budget for Mental Health, held by the Mental Health Project within Frontline Policing.
11. Commercial have recommended a direct award to Thalamos of a three year with 1 x 12-month optional extension for the digitised mental health referral process (form 434), including Section 136 of Mental Health Act (MHA) and Sections 5&6 of Mental Capacity Act (MCA), through the PCR 2015 compliant G-Cloud 14 framework. Best value will be achieved by building on the existing form. Due to system similarities any implementation costs will be minimal and there will be minimal service design considerations. Minimal conversion training will be required. Social Value considerations will be as per the Framework. The Pegasus contracts commenced in 2021, following a comprehensive competition process, and so represent the most cost-efficient rates for services utilised. The supplier has recently onboarded to the G-Cloud 14 framework; however, pricing has been honoured as per quotation supplied to the MPS prior. The remainder of this information is contained in the restricted section of the report'.

Legal Comments

12. As this is an extension of an existing service this work does not change any aspects relating to legal considerations.

Equality Comments

13. As this is an extension of an existing service this work does not change any aspects relating to equality or diversity.

Privacy Comments

14. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
15. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
16. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.

17. A DPIA has been completed for the initial part of this project (ref: CYC01 / DPA / 21 / 001194). DPIAs support the accountability principle, as it will ensure the MPS complies with the requirements of GDPR and they demonstrate that appropriate measures have been taken to ensure compliance.

Real Estate Implications

18. There are no real estate implications associated with this proposal. The Mental Health application uses software already in use across estate on devices issued by the MPS.

Environmental Implications

19. There is no impact to the Mayor's London Environment Strategy.
20. This paper contributes to delivering the London Anchor Institutions' Charter by critically reviewing and improving our own practices, in this case with a focus on working with partner agencies and ensuring we have robust and efficient working practices in place to provide the right care to the right persons.

Background/supporting papers

21. Appendix C – NHS supporting information
<https://www.onelondon.online/working-together-to-support-safer-faster-joined-up-mental-health-care-for-london/>

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Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.

The Government Security Classification marking for Part 2 is:
OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of Mental Health Project: Continuation and uplift of the Mental Health Application, including Digitised Section 136 Form 434 is exempt from publication for the following reasons:

Please provide the reason why Part 2 is exempt from publication. The usual reason for exemption is:

- Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests).
- The relevant sections under the FOIA that would exempt this information from disclosure, for example:
 - Commercial Interest Section 43

The paper will cease to be exempt in accordance with the MPS Records Management Policy, to retain information for a minimum of 6 years in line with Policing Information and Records Management (PIRM) codes of practice. Any request for information under FoIA would need assessment on a case-by-case basis,

no matter what or when the original decision was made, as the circumstances may have changed.