

**I would like to know what training the operational staff in your force contact centres (call handling staff, police officers - all ranks, senior managers) have surrounding the Mental Capacity Act (2005)?**

West Midlands Police (WMP) have developed Mental Capacity Act (MCA) training as part of their current response training programme. WMP have delivered training to 1000 people in the last three months and it forms a strong part of the National Police Chiefs Council (NPCC) approved professional practice.

Over the last three years as part of the triage MH role we have developed and delivered MCA Training to call handlers and staff across the force

There is also an online e- learning training package that all staff should complete.

**How is this updated, and monitored?**

Freedom of Information applies to recorded information, we have searched our system and there is no recorded information held in relation to monitoring, however each staff member has their own training record.

**How is the use of this Act operationally controlled and documented (what framework is used to assess capacity)?**

All our staff are trained in the THRIVE+ framework which seeks to understand and risk harm and vulnerability of incidents and grade them accordingly.

**What support you offer other services (NHS Trusts, social services etc) in their use of the act, and what guides decision making in offering or declining support?**

Where phone calls are received, by ambulance, requesting our assistance, we will be guided by their assessment of the patient.

**Do you have any service level agreements/memorandum of understandings with any other service regarding the use of the MCA?**

The police service rarely use the MCA as we would normally defer to our health partners and would support activity based on their use of the MCA.