

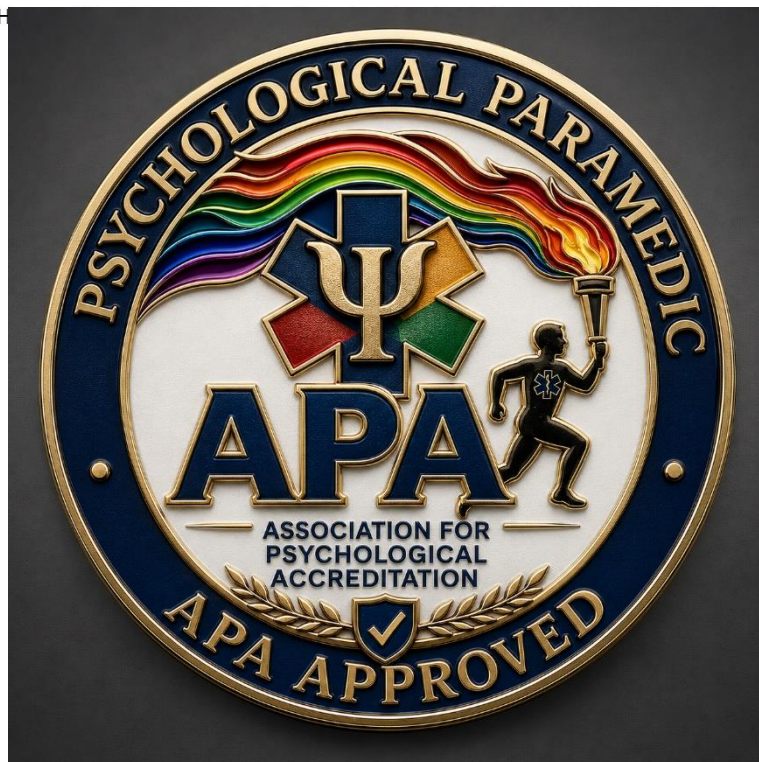
Association for Psychological Accreditation

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EMPATHY
CONGRUENCE
UNCONDITIONAL POSITIVE REGARD

#theapaway



APA's Proposal Psychological Paramedics The 115 Solution



POSITION STATEMENT

In partnership with Mental Health Change, APA has developed a proposal for a new era of mental health support that is balanced, focused, collaborative, and fit for purpose. Together, we have established an innovative framework designed to strengthen mental health service delivery, empower individuals and communities, and provide sustainable long-term solutions for those accessing emergency and frontline support services.

APA's bespoke programmes, structures, and collaborative support pathways are trauma-informed, psychologically grounded, and evidence-led. By working alongside Mental Health Change and a network of specialist aftercare providers, APA delivers integrated interventions that improve outcomes for individuals experiencing mental health challenges while reducing the operational and financial pressures placed upon Emergency Services, Frontline Health Services, and Community Mental Health Providers.

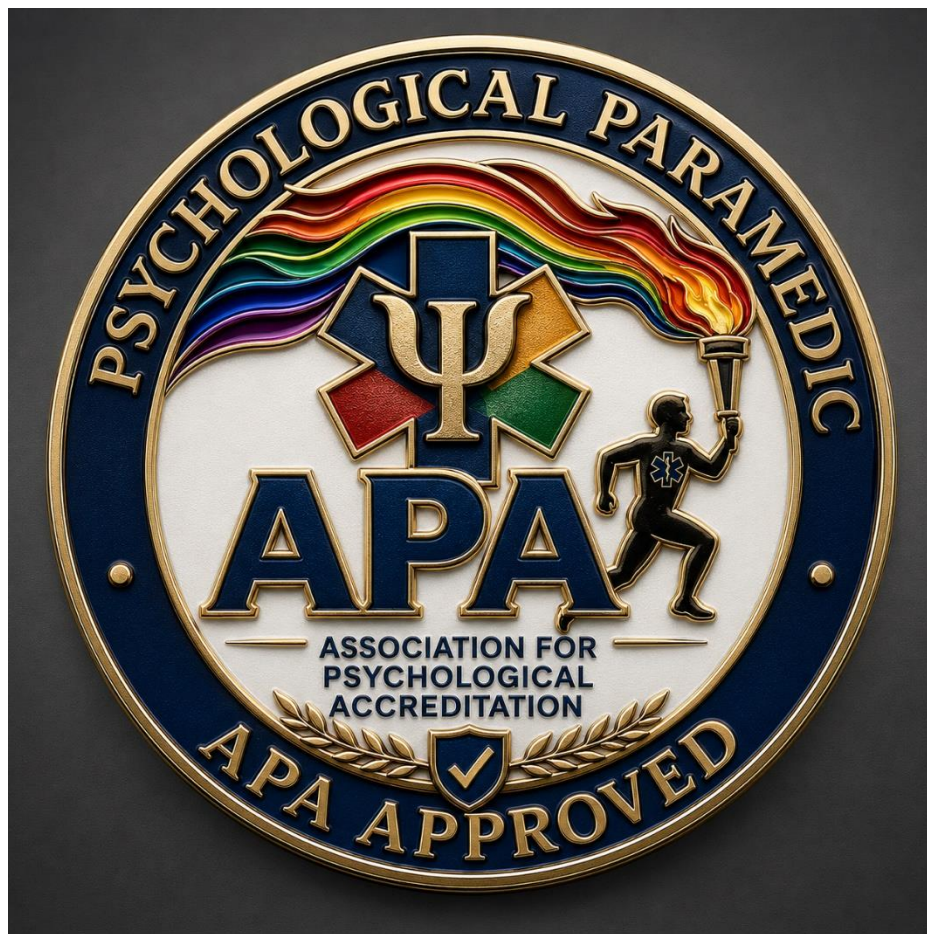
For the first time, national leadership teams responsible for mental health service delivery have access to a dedicated psychological intervention framework that is professionally rooted in psychological expertise and collaborative practice. This creates a strong foundation for demonstrating the effectiveness of multidisciplinary, inter-agency partnerships, increasing mental health awareness, strengthening resilience, and ensuring support is available at the point of need.

APA believes that meaningful and lasting improvements in mental health outcomes can only be achieved through genuine collaboration between psychological professionals, healthcare providers, emergency response organisations, community services, and national leaders. By integrating psychological knowledge, understanding, and practical experience into existing systems, organisations can develop more responsive, resilient, and sustainable approaches to human wellbeing and social development.

At the centre of this vision is The 115 Solution, developed by Mental Health Change as a transformative framework for reducing the significant social, operational, and economic costs associated with poor mental health. The 115 Solution provides communities with a structured pathway towards greater resilience, enhanced service responsiveness, and sustainable growth through early intervention, collaborative support, and psychologically informed care.

Free from the limitations and fragmented approaches of the past, The 115 Solution represents a pioneering framework for modern mental health provision. It introduces a new standard of collaborative practice that prioritises prevention, early support, resilience building, and access to professional psychological assistance when and where it is needed most.

Together, APA and Mental Health Change are committed to creating a future where positive mental health is embedded within communities, organisations, and public services. This partnership marks the beginning of a new normal—one in which professional psychological support, collaborative partnerships, and integrated care pathways work seamlessly to deliver better outcomes for individuals, stronger communities, and more sustainable mental health systems.





Welcome to The 115 Solution

A New Model for Mental Health Response and Recovery

The 115 Solution is a pioneering mental health intervention framework designed to provide immediate psychological support, reduce pressure on emergency services, and improve long-term outcomes for individuals experiencing mental health distress.

Built around early intervention, psychological expertise, and collaborative care pathways, The 115 Solution delivers support at the point of need while creating a clear route to recovery and resilience.

Our Three-Part Approach

Part 1: First Contact – Mental Health Assessment

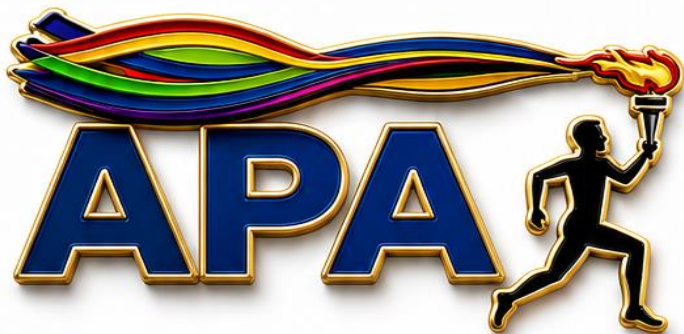
A dedicated mental health contact point providing immediate access to professional assessment, triage, and psychological support. Individuals receive timely intervention from trained mental health professionals, ensuring the right response at the right time.

Part 2: Emergency Response – Psychological Paramedics

Where enhanced support is required, specialist Psychological Paramedics provide rapid, trauma-informed intervention designed to de-escalate crises, reduce risk, and prevent unnecessary involvement of traditional emergency services.

Part 3: Time-Framed Aftercare

Structured aftercare pathways provide targeted psychological support, resilience-building interventions, and access to specialist services, helping individuals achieve sustainable recovery while reducing repeat demand on frontline services.



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**PSYCHOLOGICAL SUPPORT
AT THE POINT OF NEED
SAVES LIVES**



111 / 999

Receive Call / App / webchat
Traffic Light System to assign QTP



**Qualified Therapeutic
Professional (QTP)**

Telehealth Platform / Complete Triage if
required
Single Session Therapy



OPTIONS



Signposting

Charities Resources,
local support groups
or Education



**MENTAL
HEALTH
CHANGE**



On Going Therapy

Via Platform
No cost to user. Multiple
session therapy option,
Appointments to
suit patient



Informed Referral

Visit the GP / private therapist,
To enable the right support



Benefits of a patient centric solution
Psychological Paramedics
Available Immediately



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Key Benefits

Reducing Demand on 999 and 111 Services

The 115 Solution has the potential to significantly reduce the volume of mental health-related calls entering emergency response systems by providing a dedicated mental health pathway.

- Mental health calls can be diverted from 999 and 111 call handlers through operational partnerships and pilot programmes.
- Once fully operational, individuals can access support directly through the 115 service.
- Faster access to specialist mental health support reduces escalation and crisis presentations.

Significant Operational Savings

By providing an alternative pathway for mental health emergencies, The 115 Solution can deliver substantial efficiencies across public services.

- Reduced demand on police attendance for mental health incidents.
- Reduced pressure on Accident & Emergency departments and hospital admissions.
- Lower demand on statutory mental health services through earlier intervention.
- Quicker access to appropriate support at the point of need.

Improved Use of Public Resources

The framework enables agencies to focus on their primary responsibilities while ensuring mental health needs are addressed by appropriately trained professionals.

- Blue Light Services remain focused on emergency response.
- Specialist Mental Health Responders deliver dedicated psychological interventions.
- Resources are allocated more effectively across all services.



Protecting Frontline Professionals

The 115 Solution supports the wellbeing of those working across emergency and frontline services.

- Reduces exposure to mental health-related operational risks.
- Minimises secondary and vicarious trauma experienced by frontline staff.
- Supports workforce wellbeing and resilience.
- Contributes to a reduction in stress-related absence and sickness levels.

Transforming Mental Health Support

The 115 Solution represents a new standard in mental health care delivery—one that is proactive rather than reactive, psychologically informed rather than crisis-driven, and collaborative rather than fragmented. By connecting assessment, intervention, and aftercare within a single integrated framework, The 115 Solution creates safer communities, stronger services, and better outcomes for all.


Recruitment Requirements & Professional Safeguards

During the pilot and trial phases of The 115 Solution, First Contact Mental Health Assessment services are anticipated to be delivered through existing 999 and 111 operational call-handling teams within the participating locality. This approach enables immediate integration with established emergency response pathways while ensuring consistency of service delivery.

Details regarding the future development of a dedicated standalone First Contact provision can be found within the *Future Growth and Expansion* section of this document.

At this stage, recruitment activity is focused on the role of **Emergency Responder – Psychological Paramedic**, a specialist position designed to provide rapid, trauma-informed psychological intervention at the point of need.

APA has developed the following minimum recruitment and compliance standards in accordance with recognised best practice across the counselling,



psychotherapy, and psychological support sectors. These requirements ensure the highest levels of professional competence, public safety, ethical practice, and clinical accountability.

Minimum Entry Requirements

Applicants must demonstrate:

- A Level 4 Diploma in Counselling, Psychotherapy, or an equivalent recognised qualification (minimum 450 hours of tutor-led study).
- Current Professional Indemnity Insurance.
- An active Clinical Supervision Agreement with an appropriately qualified supervisor.
- Membership of, or registration with, a recognised professional body or accredited voluntary register.
- Certification in Single Session Intervention (SSI) or an approved equivalent.
- Registered Limited Company status or Sole Trader status with a valid registration number.*
- Enhanced Disclosure and Barring Service (DBS) clearance.
- Acceptance of all relevant NHS Consultancy Terms and Conditions.
- Acceptance of APA's Ethical Framework, Professional Conduct Standards, and Operational Protocols.

*Applicants operating as Sole Traders must maintain a dedicated Business Bank Account.

Professional Governance & Quality Assurance

To maintain the highest standards of service delivery, all Emergency Responders (Psychological Paramedics) will undergo a comprehensive verification and onboarding process, including qualification checks, professional registration validation, safeguarding compliance, and operational readiness assessments.

Responders will be categorised according to their qualifications, specialist training, professional experience, and demonstrated competency. This tiered structure will enable appropriate deployment, clinical oversight, and ongoing professional development while ensuring that individuals accessing support receive intervention from practitioners whose skills and experience match the complexity of need presented.

These safeguards form a critical component of The 115 Solution's commitment to delivering safe, ethical, accountable, and psychologically informed services across all operational environments.

Synopsis of the Stepping Stones Delivery Model

Trial-Based Prototype Framework

The Stepping Stones Delivery Model provides a structured and clinically informed pathway for responding to mental health-related calls received through existing emergency response systems.

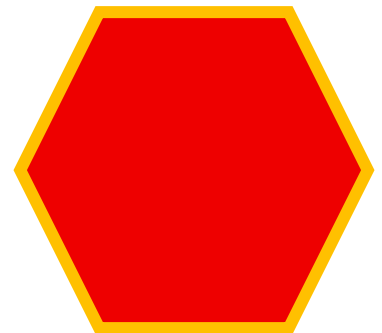
During the trial phase, calls are initially received and managed by 999 call handlers. Where a mental health factor is identified, a Mental Health Needs Assessment is completed to determine the level of risk, urgency, and appropriate intervention pathway.

Individuals are then categorised using a three-tier response framework:

RED – High Risk / Immediate Intervention Required

Where an individual presents with a significant level of risk to themselves or others, or where urgent intervention is required:

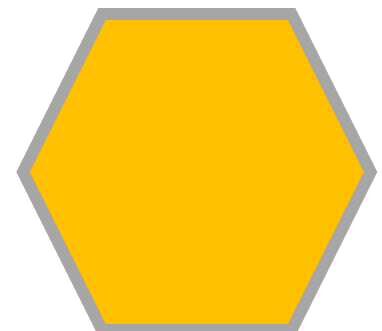
- Emergency Services are immediately dispatched in accordance with existing operational protocols.
- The call is simultaneously transferred to a designated 115 RED Responder.
- Real-time psychological support and crisis intervention are provided while Emergency Services are enroute or engaged.
- The responder works collaboratively with Emergency Services to support de-escalation, information gathering, and ongoing risk management.



AMBER – Moderate Risk / Early Intervention Required

Where an individual presents with moderate levels of distress, escalating concerns, or a need for timely psychological intervention:

- The call is transferred directly to a designated 115 AMBER Responder.

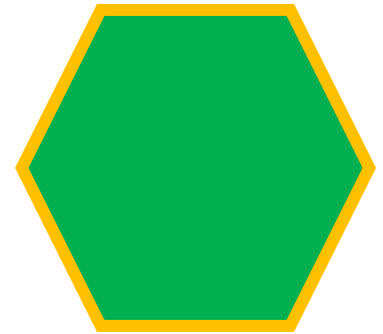


- A Single Session Intervention (SSI) is delivered to stabilise the situation and address immediate psychological needs.
- A personalised Aftercare Plan is developed in partnership with the individual.
- Follow-up support and onward referrals are arranged where appropriate to prevent escalation and promote recovery.

GREEN – Low Risk / Support and Guidance Required

Where an individual presents with lower levels of risk but would benefit from psychological support, guidance, or signposting:

- The call is transferred directly to a designated 115 GREEN Responder.
- A Single Session Intervention (SSI) is completed to provide immediate support, reassurance, and practical coping strategies.
- An Aftercare Plan is agreed, including access to community resources, specialist services, or follow-up support where required.
- Appropriate actions are taken to ensure continuity of care and ongoing wellbeing.



Delivering the Right Response at the Right Time

The Stepping Stones Delivery Model ensures that individuals experiencing mental health distress receive a response proportionate to their level of need. By combining immediate assessment, specialist psychological intervention, and structured aftercare, the model reduces unnecessary demand on emergency services while improving outcomes for individuals, families, and communities.

This approach creates a seamless pathway from first contact through to recovery, ensuring that support is available at every stage of an individual's mental health journey.

The Importance of Informed Referrals and Effective Aftercare

Creating Sustainable Outcomes Beyond the Initial Intervention

The Psychological Paramedic model has been designed to do more than simply respond to a mental health crisis. Its purpose is to provide immediate psychological support, stabilise the individual, reduce risk, and establish a pathway towards longer-term wellbeing and resilience.

While the initial intervention is critical, lasting positive outcomes are most effectively achieved when that intervention is followed by informed referrals and structured aftercare. Without appropriate onward support, individuals can quickly find themselves returning to crisis, creating a cycle of repeated presentations to emergency services, hospitals, and mental health providers.


The 115 Solution addresses this challenge by ensuring that every intervention is viewed as part of a wider continuum of care.

The Value of Informed Referrals

An informed referral is more than simply signposting an individual to another service. It is a professionally informed decision based on a comprehensive understanding of the individual's circumstances, risks, needs, strengths, and goals.

Following a Single Session Intervention, the Psychological Paramedic is uniquely positioned to identify the most appropriate next steps for the service user. This may include referral to:

- Community Mental Health Services
- Counselling and Psychotherapy Providers
- Crisis Support Services
- Bereavement and Trauma Services
- Substance Misuse Support
- Social Prescribing Networks
- Housing and Welfare Support Agencies
- Family and Relationship Services
- Specialist Third Sector Organisations
- Peer Support and Recovery Networks



By directing individuals towards the most appropriate support at the earliest opportunity, informed referrals reduce delays in accessing care and increase the likelihood of successful recovery outcomes.

The Importance of Effective Aftercare

Effective aftercare transforms a single intervention into a sustainable support pathway.

Following initial stabilisation, service users often require ongoing guidance, monitoring, encouragement, and access to appropriate resources. The aftercare element of The 115 Solution ensures that individuals are not left to navigate complex systems alone after their immediate crisis has passed.

A structured aftercare plan may include:


- Scheduled follow-up contact.
- Referral confirmation and engagement support.
- Wellbeing and resilience planning.
- Risk monitoring and review.
- Access to additional psychological support.
- Community-based recovery resources.
- Escalation pathways should circumstances deteriorate.

This approach helps individuals maintain momentum towards recovery while reducing the risk of relapse, repeat crisis presentations, and service dependency.

Benefits for Service Users

For individuals accessing The 115 Solution, informed referrals and effective aftercare provide:

- Faster access to appropriate support.
- Reduced feelings of isolation and abandonment.
- Improved engagement with recovery services.
- Increased resilience and self-management skills.
- Better long-term mental health outcomes.
- Greater confidence in navigating available support systems.



Most importantly, service users experience continuity of care rather than a fragmented response limited to a single point of contact.

Benefits for Public Services

The combination of Psychological Paramedic intervention, informed referrals, and effective aftercare creates significant value across the wider health and emergency response system.

Benefits include:


- Reduced repeat calls to 999 and 111 services.
- Reduced police attendance at mental health incidents.
- Reduced demand on Accident & Emergency departments.
- Reduced pressure on Community Mental Health Teams.
- Improved utilisation of specialist mental health resources.
- Lower operational costs associated with repeated crisis interventions.
- Improved collaboration between statutory, voluntary, and community organisations.

Delivering the Right Support at the Right Time

The true strength of The 115 Solution lies not only in its ability to respond to mental health needs at the point of crisis, but in its ability to create meaningful pathways towards recovery.

By combining immediate psychological intervention with informed referrals and structured aftercare, the Psychological Paramedic model provides a seamless journey from crisis to stability, from support to resilience, and from intervention to long-term wellbeing.

This integrated approach ensures that individuals receive the right support, from the right provider, at the right time—while enabling public services to operate more effectively, efficiently, and sustainably.



Revenue and Operational Savings Generated by The 115 Solution

Executive Summary

Mental health-related incidents place a significant and growing burden on emergency services, healthcare providers, local authorities, and community support organisations. Many individuals entering the emergency response system require psychological intervention rather than traditional emergency services, resulting in avoidable costs, inefficient use of resources, and increased operational pressures.

The 115 Solution has been designed to address this challenge by introducing specialist Psychological Paramedics, rapid mental health assessment, single-session intervention, informed referrals, and structured aftercare pathways.

By delivering the right support at the right time, The 115 Solution reduces demand, prevents escalation, and creates substantial operational and financial efficiencies across the public sector.

A. Reduced Demand on Emergency Call Handling Services

A significant proportion of calls received through 999 and 111 services involve mental health factors rather than traditional medical or criminal emergencies.

The 115 Solution enables:

- Early identification of mental health-related calls.
- Diversion of appropriate calls to specialist Psychological Paramedics.
- Reduced call handling times.
- Reduced repeat callers entering emergency systems.
- Increased capacity within emergency communication centres.

Operational Benefits

- More call handler availability.
- Reduced queue times.
- Improved emergency response performance.
- Increased focus on life-threatening emergencies.



B. Reduced Police Deployment Costs

Police officers regularly spend substantial time responding to mental health incidents despite not being specialist mental health practitioners.

Psychological Paramedics provide an alternative response pathway that can:

- Reduce unnecessary police attendance.
- Reduce officer hours spent managing welfare concerns.
- Reduce mental health-related detentions.
- Reduce repeat police contact with vulnerable individuals.

Operational Benefits

- More officers available for core policing duties.
- Reduced overtime expenditure.
- Improved response capability.
- Reduced pressure on custody suites and safeguarding teams.

C. Reduced Accident & Emergency Attendances

Many individuals experiencing emotional distress present at Emergency Departments despite not requiring acute medical intervention.

The 115 Solution can:

- Provide immediate psychological support before crisis escalation.
- Reduce avoidable A&E presentations.
- Divert non-medical mental health cases away from emergency departments.
- Improve access to appropriate support services.

Operational Benefits

- Reduced waiting times.
- Increased emergency department capacity.
- Improved patient flow.
- Reduced pressure on clinical staff.



D. Reduced Demand on Community Mental Health Services

Mental health services frequently receive referrals when problems have already escalated to crisis level.

Through early intervention and Single Session Intervention, The 115 Solution:

- Resolves a proportion of cases at first contact.
- Prevents escalation into complex service requirements.
- Improves referral quality through informed assessment.
- Directs individuals to the most appropriate support pathway.

Operational Benefits

- Reduced waiting list pressures.
- Improved service prioritisation.
- Better utilisation of specialist resources.
- Lower long-term treatment costs.

E. Reduction in Repeat Crisis Presentations

One of the greatest financial burdens on public services comes from individuals repeatedly cycling through emergency systems.

The combination of:

- Psychological Paramedic intervention
- Informed referrals
- Structured aftercare
- Community engagement

helps break this cycle.

Operational Benefits

- Fewer repeat emergency calls.
- Reduced re-attendance at A&E.
- Reduced repeat police involvement.
- Reduced safeguarding interventions.

F. Workforce Wellbeing Savings

Emergency responders are increasingly exposed to complex mental health situations that can contribute to:

- Burnout.
- Compassion fatigue.
- Secondary trauma.
- Vicarious trauma.
- Stress-related sickness absence.

The 115 Solution reduces exposure to these pressures by ensuring specialist mental health professionals manage mental health interventions.

Financial Benefits

- Reduced sickness absence.
- Reduced agency staffing costs.
- Reduced staff turnover.
- Lower recruitment and training costs.

G. Improved Resource Allocation

The proposal creates a clearer distinction between emergency response and mental health response.

Current Model

Highly trained emergency responders spend significant amounts of time dealing with non-emergency mental health incidents.

The 115 Solution Model

- Police focus on policing.
- Ambulance services focus on medical emergencies.
- Emergency departments focus on acute healthcare.
- Psychological Paramedics focus on mental health intervention.

This creates substantial gains in productivity across every participating service.



Estimated Areas of Cost Avoidance

The 115 Solution has the potential to generate savings through reductions in:

- Emergency call handling activity.
- Police deployments.
- Ambulance dispatches.
- Emergency department attendances.
- Mental health crisis admissions.
- Repeat service usage.
- Staff sickness and absence.
- Agency staffing requirements.
- Safeguarding interventions.
- Long-term treatment costs.

Return on Investment

Unlike traditional mental health interventions that focus primarily on treatment, The 115 Solution functions as a preventative demand-management model.

Every successful intervention has the potential to avoid multiple future costs by:

1. Preventing crisis escalation.
2. Preventing repeat presentations.
3. Improving access to appropriate services.
4. Supporting long-term recovery and resilience.

The result is a measurable return on investment through reduced operational demand, lower service delivery costs, improved workforce wellbeing, and better outcomes for individuals and communities.

Reliable Recovery From Aftercare

This is based on measures of final PHQ9 score of 9 or lower and an improvement in GAD7 to a score of 7 or lower. The table below gives the Reliable Recovery Rates for the combined PHQ9/GAD7 and for each separately.

No. of Appointments	GAD7 <= 7	PHQ9 <= 9	Both GAD7 <= 7 and PHQ9 <= 9
6+ appointments	78%	85%	76%
5+ appointments	69%	77%	66%
4+ appointments	62%	75%	57%

For the recommended number of 6+ appointments the pilot study showed a reliable recovery rate of 76% based on scores for BOTH PHQ9 and GAD7.

Rates for just one of these scores were significantly higher.

Even with just 4 appointments, the reliable recovery rate was 57% - well above the IAPT target of 50%

Reliable Improvement

This is based on measures of the change in PHQ9 by 6 or more points and an improvement in GAD7 by 4 or more points.

No. of Appointments	Both GAD7 <= 7 and PHQ9 <= 9
6+ appointments	85%
5+ appointments	82%
4+ appointments	78%

For the recommended number of 6+ appointments the pilot study showed a reliable improvement rate of 85% based on improved scores for BOTH PHQ9 and GAD7.

Even with just 4 appointments, the reliable improvement rate was 78%

Conclusion

The ripple effect of the status quo is massive and must be appreciated in context of this proposal. On average a suicide impacts 137 people and on a day to day basis someone suffering mental health illness is impacting on so many more around them.

What we are proposing can work in any country and as Mental Health Change is part of GMHA Global Mental Health Association, this is a global problem requiring a global solution.

We are hoping for a 20 - 30% reduction in mental health suffering through our early interventions to mental health.

If you consider the World Health Organisation quotes an annual cost to Europe of \$1 trillion, that saving would be massive - UK is over £100b. We have the opportunity in the UK to save £20b plus per annum if we can make this happen to be reinvested in the NHS and improving mental health.

The 115 Solution is not simply a mental health service; it is a strategic demand-reduction framework. By introducing specialist Psychological Paramedics, informed referral pathways, and structured aftercare, the model reduces pressure across emergency services, healthcare systems, and community support networks.

The financial value lies not only in the services delivered, but in the crises prevented, the repeat demand avoided, and the operational capacity returned to frontline services.

Point of Need support before a crisis

SAVES LIVES

Reducing Psychological Pressures before a crisis

REDUCES COSTS

Improving Psychological Awareness


SAVES LIVES

Improving Psychological Awareness

REDUCES COSTS

MOBILISE ALL QUALIFIED THERAPEUTIC PROFESSIONALS

In order to ensure the National response to the Mental Health crisis is FIT FOR PURPOSE the self-imposed BOTTLENECK AROUND COUNSELLING AND PSYCHOTHERAPY must be removed.



The Mandating of Qualified Therapeutic Professionals to affiliate to specific Voluntary Registers owned by charities has created restrictive Recruitment. This in turn reduces the professionals available to provide Mental Health Support, this in turn, needlessly creates delays in service delivery.

Delays in receiving Mental Health Support Costs Lives.

END THE

BOTTLENECK AROUND COUNSELLING AND PSYCHOTHERAPY

MAKE A CHANGE THAT MAKES A DIFFERENCE

MOBILISE ALL QUALIFIED THERAPEUTIC PROFESIONALS

SAVE LIVES

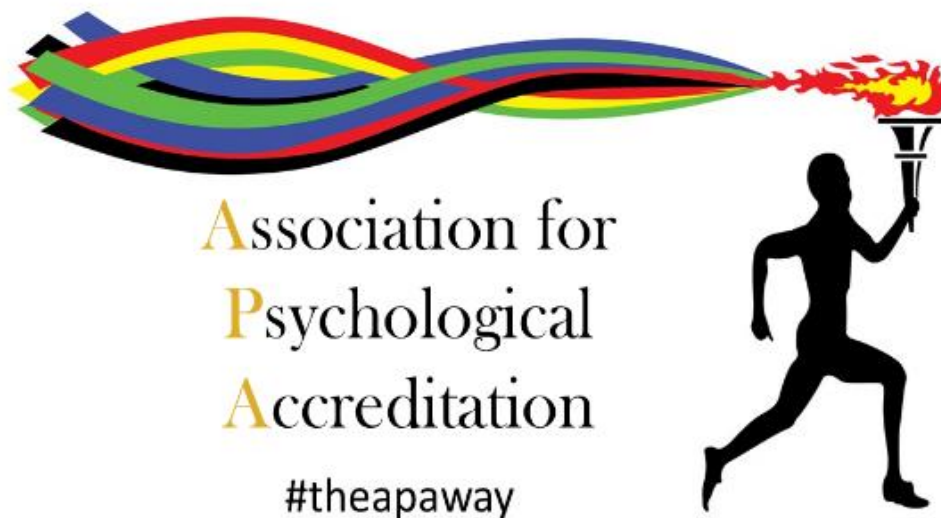
**The question is not whether we can afford to invest in
The 115 Solution, it is whether we can afford not to?**

ARE YOU READY?

**A new approach for
new results**

Contact us

- By telephone: Call our customer service team on 0208 556 4984
- By email: support@apa-accreditation.co.uk
- In writing: The 115 Team
APA, 11 – 13 Cambridge Park, Wanstead, London E11 2PU



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