

Familiar Faces



Dave Coxon

Chief Superintendent
Durham Constabulary

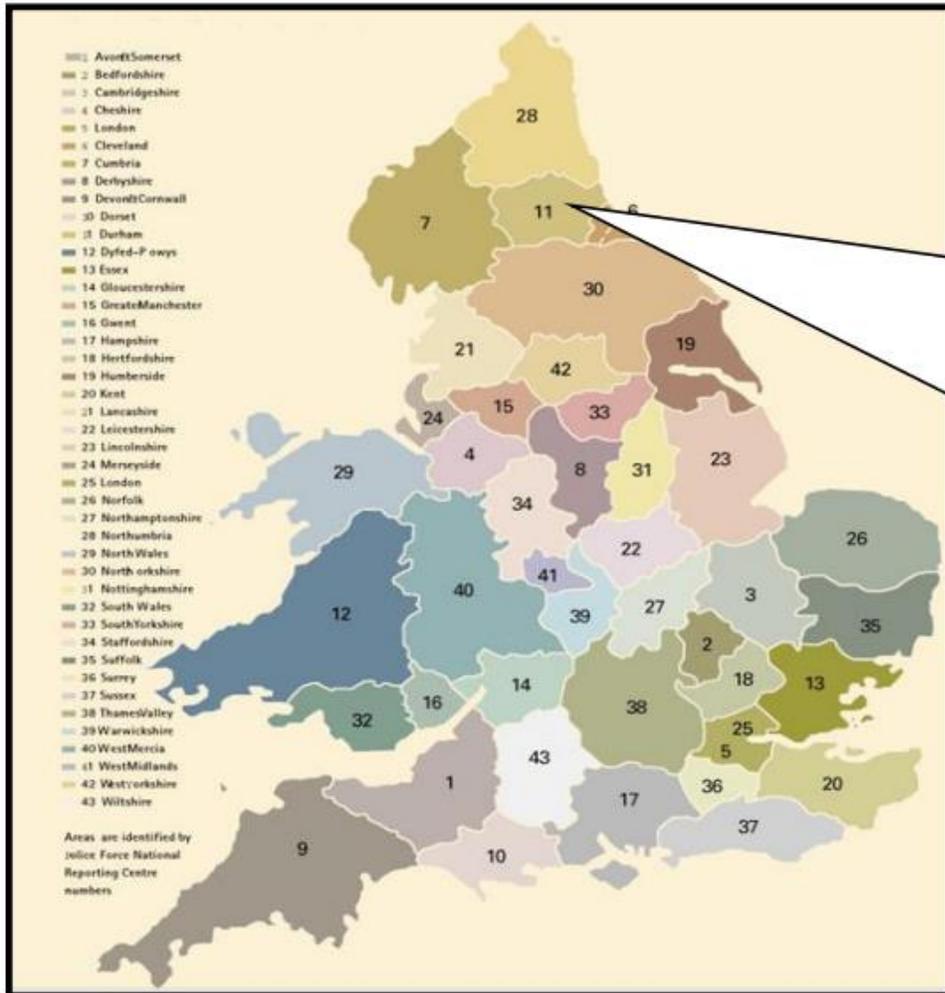
Trish Slack

NHS Programme lead Tees,
Esk & Wear Valley NHS
Trust

Tees, Esk and Wear Valleys 
NHS Foundation Trust

How does mental health in the community impact on the demand on your organisation?

Background: Durham Constabulary





Background: Durham Constabulary

Police
Officers

1214

Police
Community
Support
Officers

123

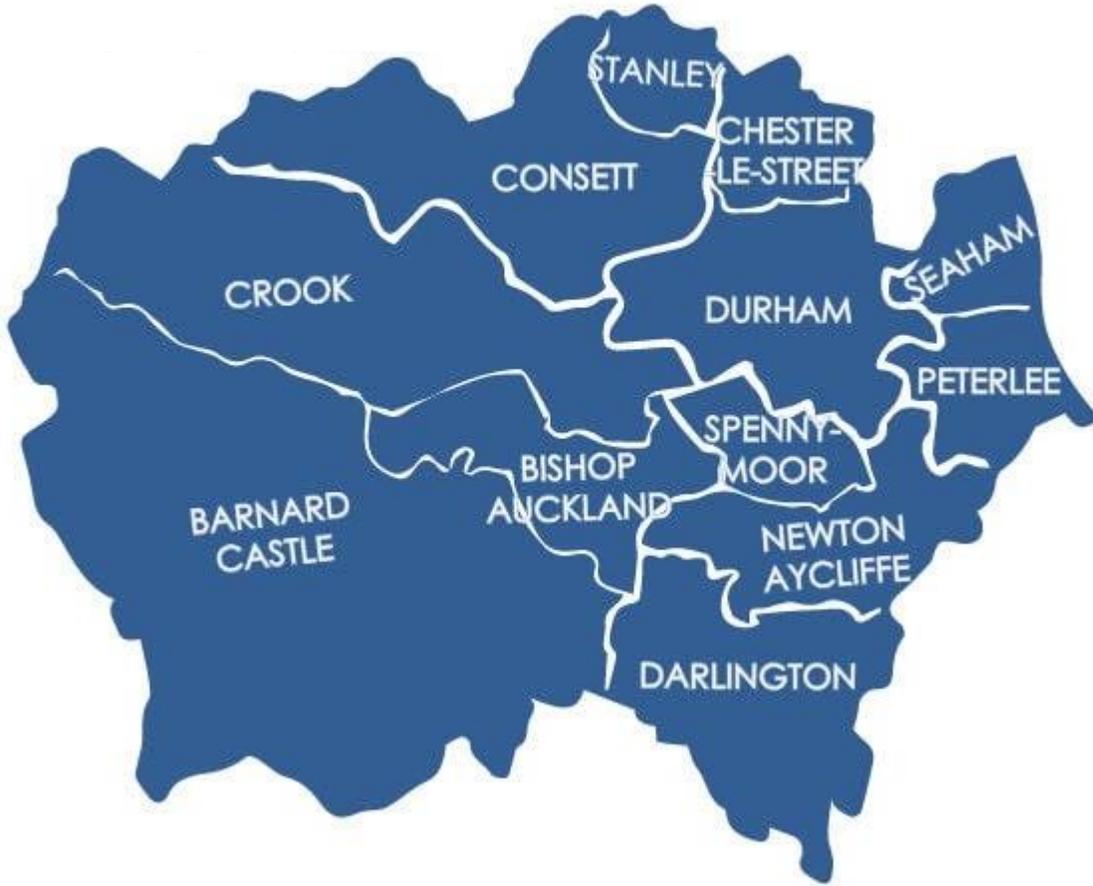
Neighbourhood
Policing
Teams

12





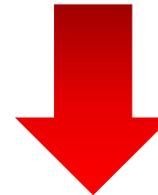
Background: Durham Constabulary



Incident Demand
Increasing



Police Officer
Numbers
Reducing

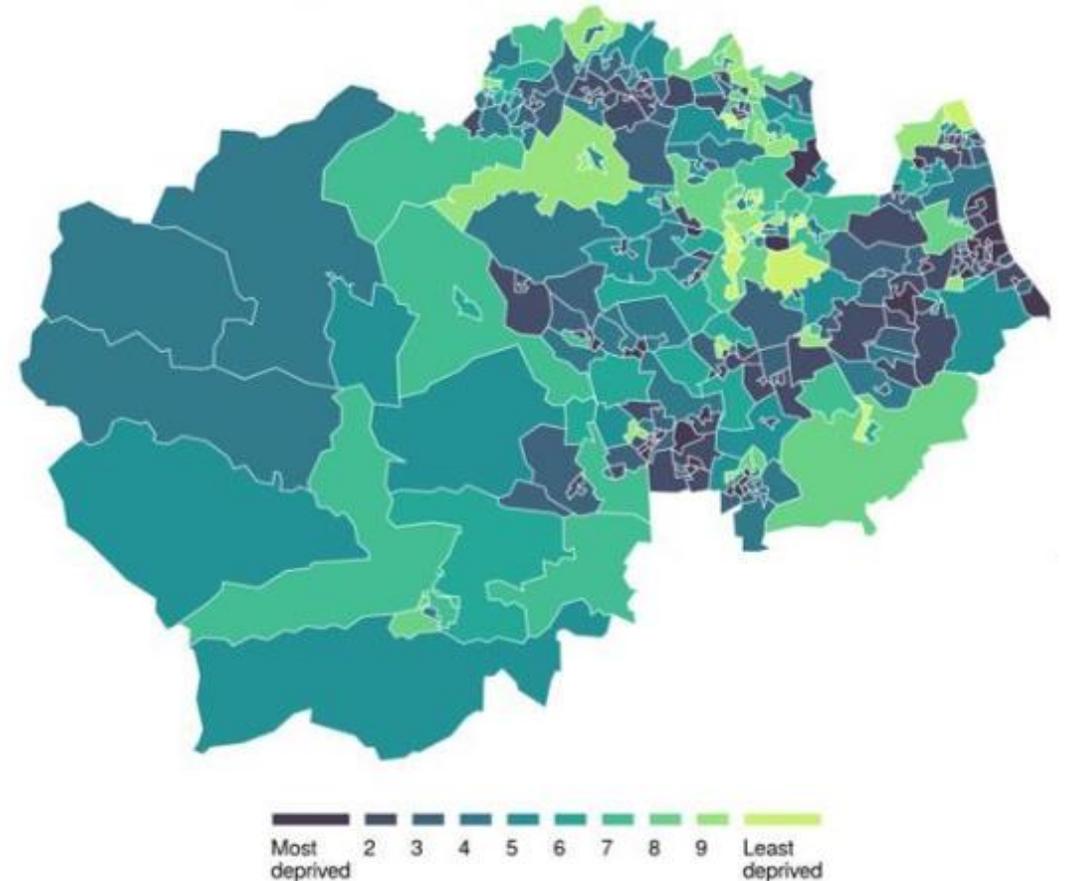
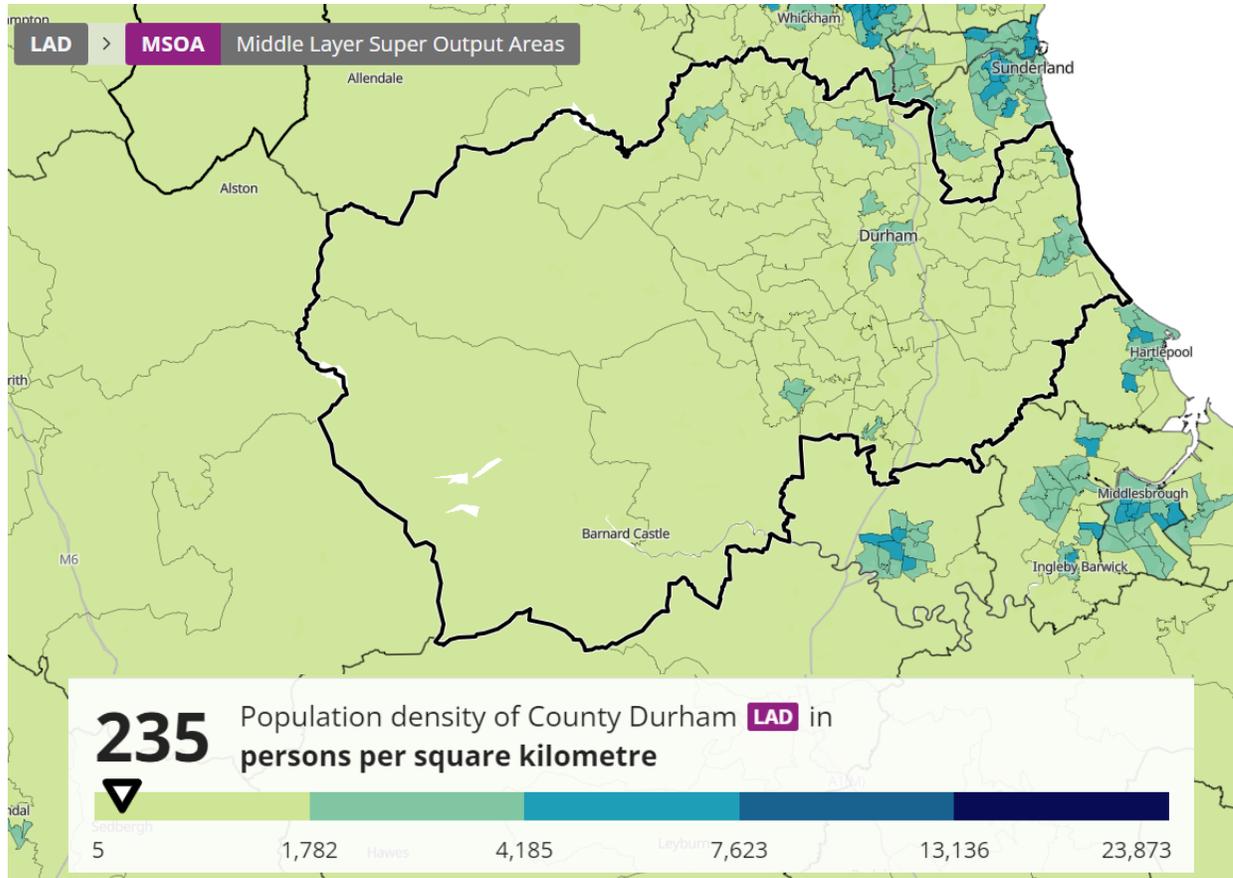


Police Budgets
Reduced



Background: County Durham

County Durham and Darlington population = **546,494**





Background: County Durham

A mix of affluence and deprivation





Background: National Health Service



- National Health Service (NHS)
- Free At The Point Of Access
- British Institution
- 75 Year Anniversary



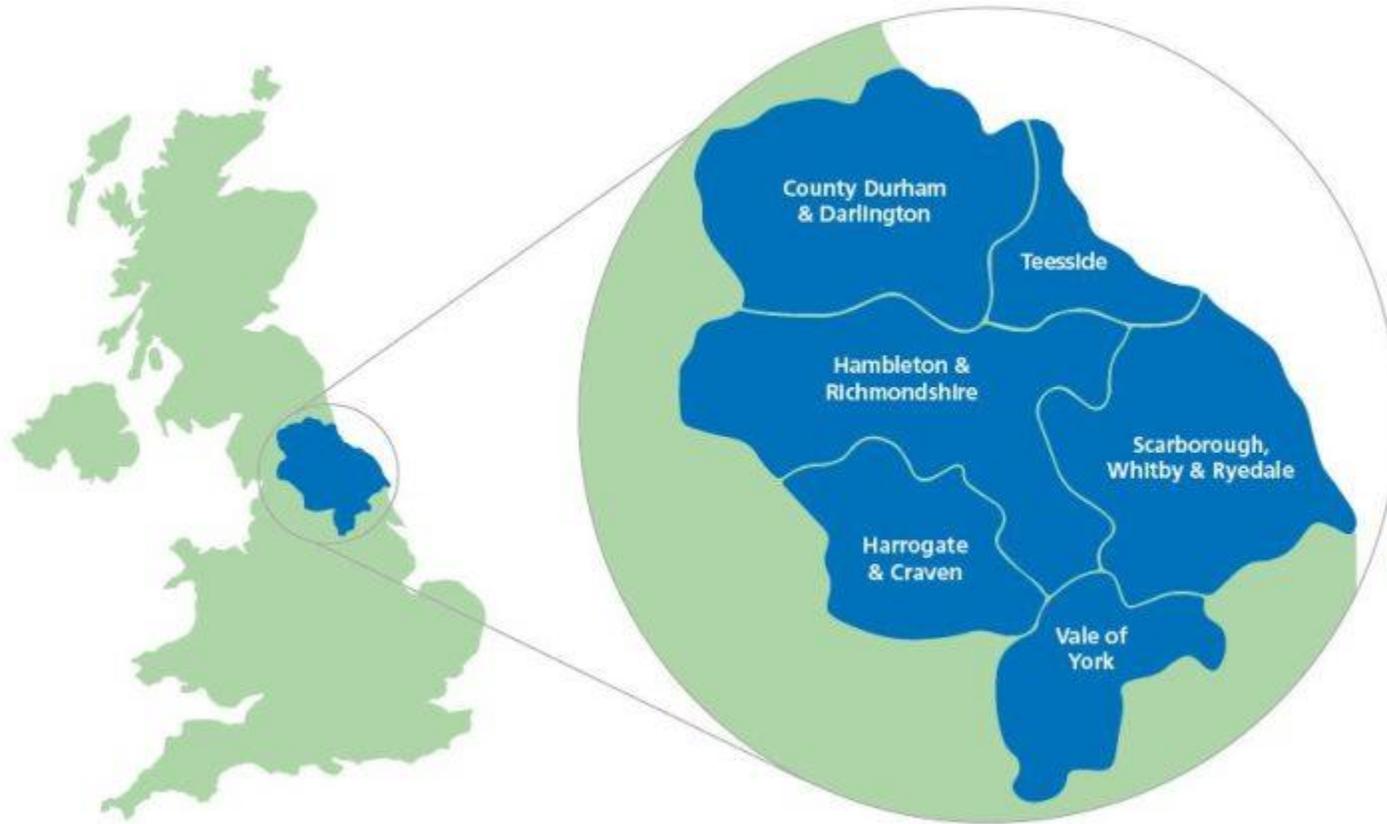


Background:

Tees, Esk and Wear Valleys



NHS Foundation Trust



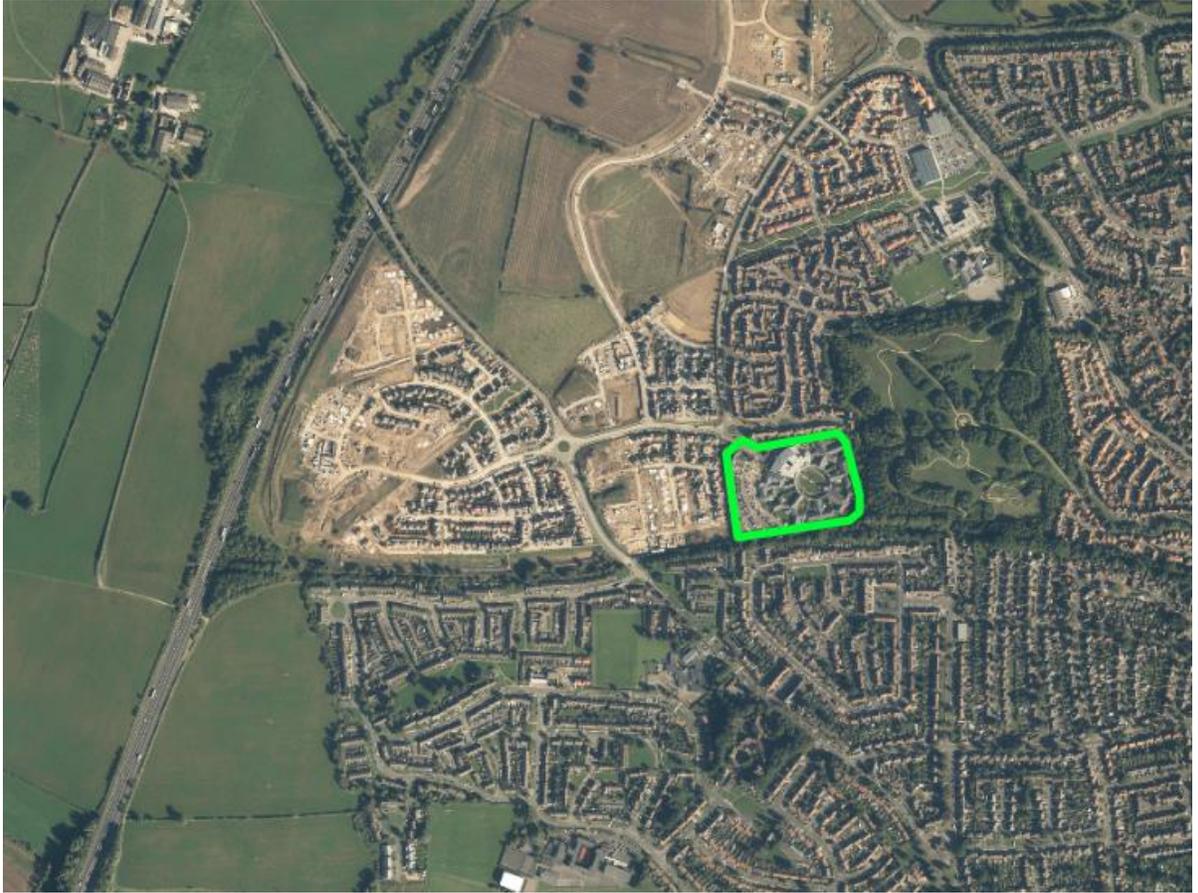
- Covers 3 Police Forces
- 6 NHS Areas
- 27, 679 Patients*
- *In Durham Constabulary area



Background: Mental Health ~~Hospitals~~



Lanchester Road Hospital



West Park Hospital



Background:



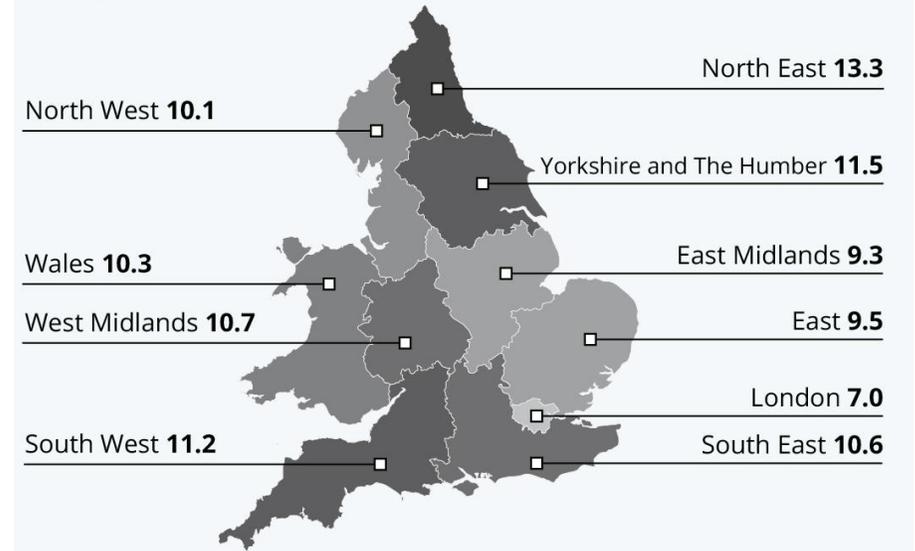
Human Rights Act 1998

Article 2 Right to Life

Police Duty to Act

Suicide rates in England and Wales

Age-standardised suicide rates per 100,000 people in English regions and Wales in 2020



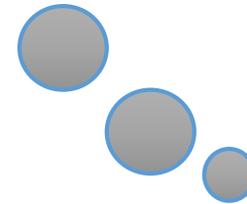
The region has the 2nd highest suicide rate in England



Scanning: Mental Health Demand 2018

What is a mental health incident?

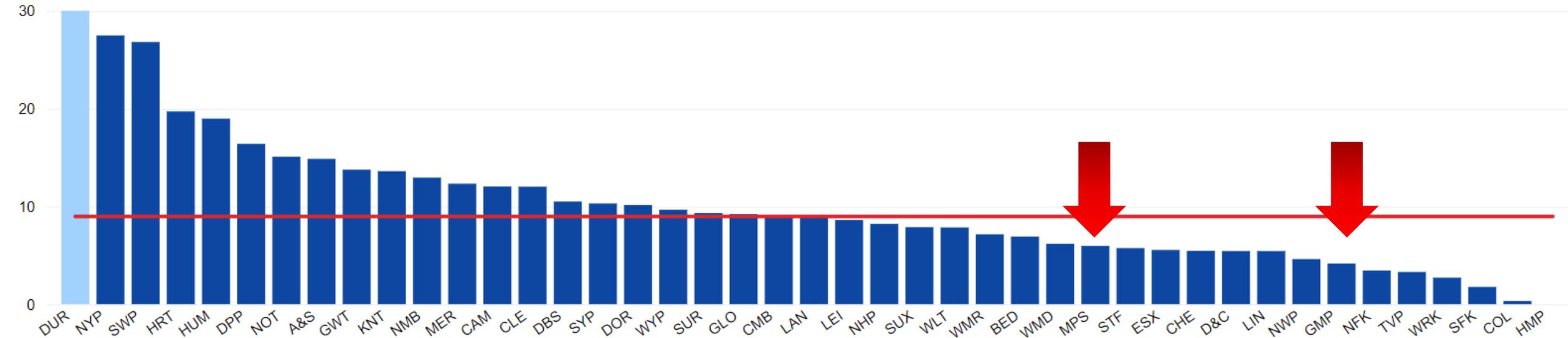
A mental health incident is defined as any police incident thought to relate to someone's mental health where their vulnerability is at the centre of the incident or where the police have to do something additionally or different because of it





Scanning: Mental Health Demand 2018

Incidents involving mental health concerns per 1,000 population across all forces



Durham - highest number of incidents per 1,000 population of all Police forces



Scanning: Mental Health Demand 2018

What does that demand look like for Police?



- Negotiators
- Fire Service
- Roads Closed
- Ambulances
- Multiple Officers
- Dedicated Supervisor
- Helicopter
- Disruption



Scanning: Mental Health Demand 2018

Mental Health (MH) has generated increased police demand.



2014 - 2018

28% increase in MH related calls in the United Kingdom



Scanning:

Perspectives gathered during scanning

Police

TEWV

“The NHS have unrealistic expectations of us as the Police”

Police get regular calls to MH incidents out of hours, officers don't know where to sign post those who refuse to engage

“The NHS don't understand the priorities, policies and procedures of the Police”

“We feel manipulation by the subject. There are reports of suicidal feelings to force a MH detention when they actually wanted a hospital bed”

“It's difficult to know what the best care is for someone in MH crisis”

Police have response plans to detain for MH assessment, without NHS agreement or consultation

“The Police have unrealistic expectations of us as the NHS”

“The Police release suspects of assaults against staff due to mental health issues. There is a difference between mental health issues and capacity”

“The Police don't understand the priorities, policies and procedures of the NHS”

“The Police act contrary to our medical advice”

NHS Care plans include plans for Police action, without Police agreement





Scanning:



Police



NHS



Scanning:



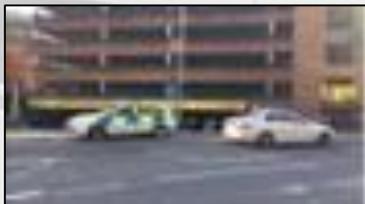
Monday



Tuesday



Wednesday



Thursday



Friday

'Rescue Me'

Repeat Caller

Frequent Flyer

Familiar Face



USA – Super Utilizer



AUS – Repeat Consumer



UK- High Intensity User

Scanning:





Scanning:

Case Study - 'Claire'

In 6 months (from Police logs, up to July 2018):

- **12** incidents on bridges or car parks
- **x2** times A1 closed
- **12** incidents reported missing
- **2** overdoses
- **4** mental health act detentions
- **1** carrying a bladed weapon
- **5** requests for welfare checks
- **4** concerns reported on social media
- **1** police attendance at planning meeting

£1.Million
cost to UK
economy per
hour closed



Scanning:

Case Study - 'Claire'



In 6 months (from Police logs, up to July 2018) :



Scanning: Case Study - 'Claire'

Crisis Presentation

05/08/2018 – 28/08/2018

20/02/18: Bridge over A1 Motorway	16/07/18: Durham
08/03/18: London	20/07/18: Darlington
17/03/18: Durham	24/07/18: Leeds
18/04/18: Durham	26/07/18: Richmond, North Yorkshire
21/04/18: Darlington	27/07/18: Stockton
30/04/18: Edinburgh	29/07/18: London
22/06/18: Durham	31/07/18: Leeds
23/06/18: Darlington	A1 had to be closed at Scotch Corner: 23/07/18, 02/08/18, 13/08/18
02/07/18: Gateshead	06/08/18: Hull
03/07/18: Darlington	08/08/18: Liverpool
03/07/18: Richmond, North Yorkshire	16/08/18: Edinburgh
07/07/18: South Tyneside	23/08/18: Nottingham
08/07/18: Darlington	28/08/18: Edinburgh
11/07/18: London	





Scanning:

Case Study - 'Claire'

Costs to Durham Police

<u>POLICE CONTACTS ONLY</u>	<u>Number of times</u>	<u>Cost per time</u>	<u>Total</u>
Rang 101	<ul style="list-style-type: none"> 4 concerns on social media 12 AWOLS 5 Welfare checks 	£25.00	£100 £300 £125
Rang 999	<ul style="list-style-type: none"> 27 recorded crises in Police I 		£390
Required 2 officer response with car Conservative estimates of costs based on 2 hours per incident	<ul style="list-style-type: none"> 12 AWOLS 5 Welf 		£2760 £1150 £230 £460 £6210
Detained		£800 minimum	£2,400
Trans	<ul style="list-style-type: none"> 1 Closed Twice 10 Road / Train closures as on bridge 	??? ???	??? ???
Referral Triage	<ul style="list-style-type: none"> 44 (March – Aug) 	£16.00 approx.	£704

Total \$21,066
PLUS transport disruption costs



Scanning:

Case Study -
'Claire'

Back to Claire later...



Scanning: Case Study – 'Sandra'

December 2018

- **136** Calls to Police
- **101** Safeguarding referrals (previous 18 months)
- **144** Calls to ambulance (previous 12 months)
- **Frequent** attendance at Accident & Emergency (17 in 2018)
- **Not** open to mental health services



Scanning:

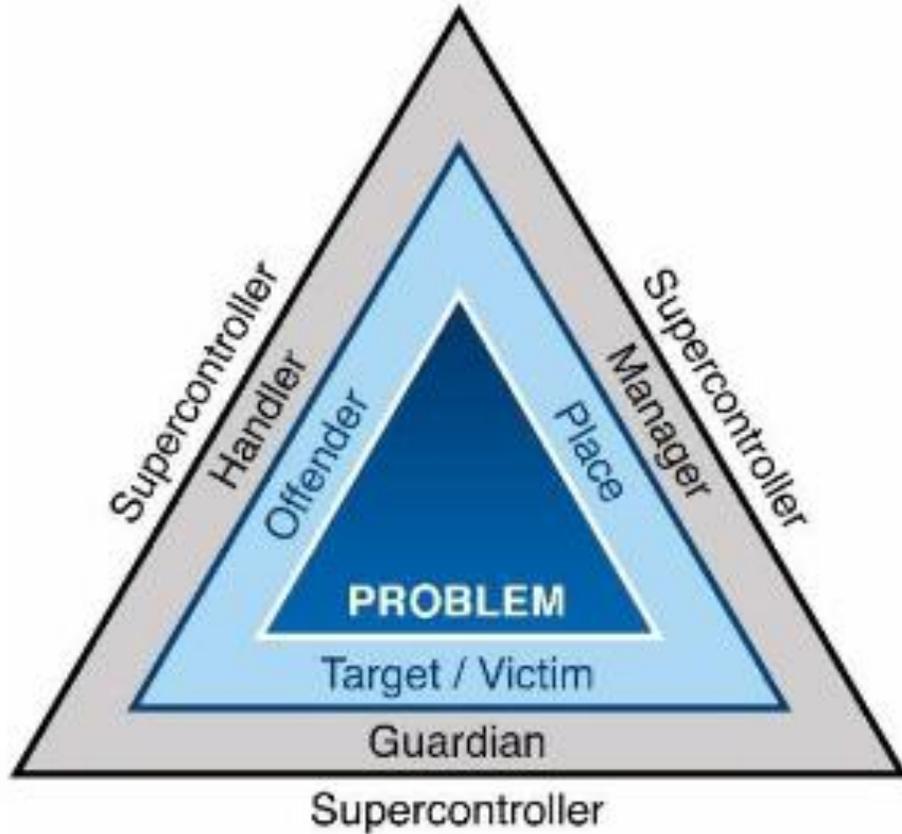
Case Study –
'Sandra'

We will re-visit Sandra soon...



Analysis:

Multi-agency problem solving meeting.



- Seek first to understand, then to be understood (Covey)
- Introduced the problem analysis triangle to all agencies
- Worked together to analyse each
- NHS & Police both view the other as the offender



Analysis:

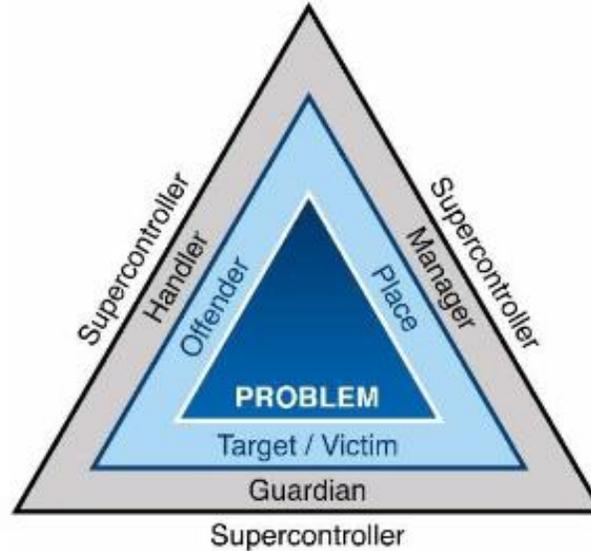
Multi-agency problem solving meeting.

Offender

Police

TEWV

Subject



Location

Public Places

West Park Hospital

Lanchester Road Hospital

Victim

Subject

Police

TEWV



Analysis:

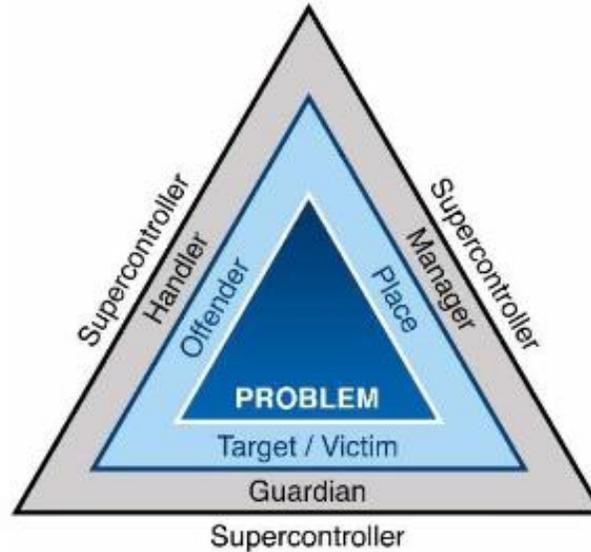
Multi-agency problem solving meeting.

Offender

Police

TEWV

Subject



Process

No easy route into services

Focus on process improvement

Victim

Subject

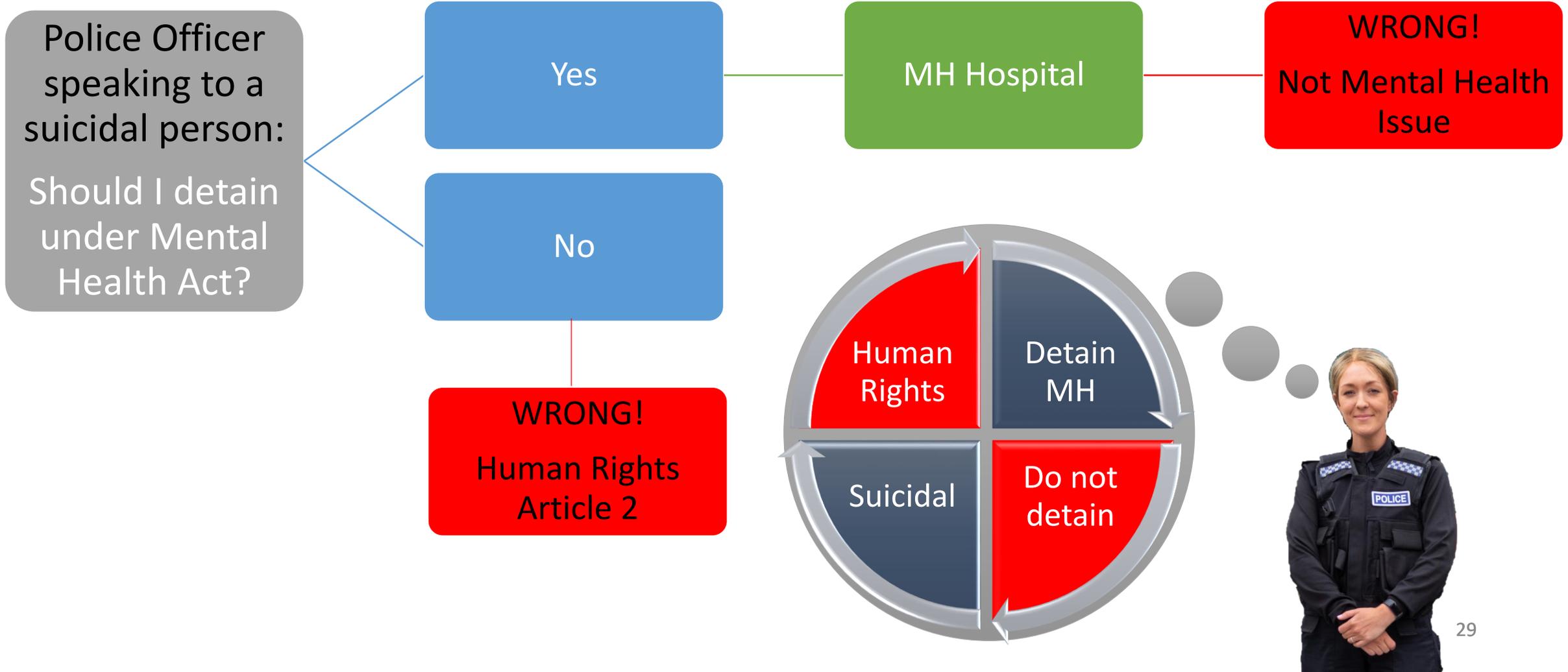
Police

TEWV



Analysis:

What does that process look like for Police?





Analysis

Incidents upto 31/12/2018														
Area	Jan	Feb	Mar						Apr	Sep	Oct	Nov	Dec	Yearly Running Total ME
Darlington	3	2	9	9	10	11	13	10	9	8	10	5		99
Darlington	2	1	1	5	7	3	3	1	1	4	1			29
Durham	2	2	2	2	1	2	5	3	2	3	1	1		26
Durham	1	4	3	2	0	5	2	1	2	2			1	23
Darlington	1	1	1	1	1	1	3	2	4	3	1	1		20
Blackhall		3	1		1									5
Chester le st			1	1						1			2	5
Chester le st					1	1			1					3
Darlington		2		1										3
Durham							1		1	1				3
Bishop Auckland					2									2
Trimdon Grange	1		1											2
New Brancepeth		1					1							2
Durham					1					1				2
Blackhall	1													1
Bishop Auckland				1										1
Durham							1							1
Sildon					1									1
Willington													1	1
Darlington										1				1
Bishop Auckland														0
Bishop Auckland														0
Blackhall														0
Shotley Bridge														0
Chester le st														0
Consett														0



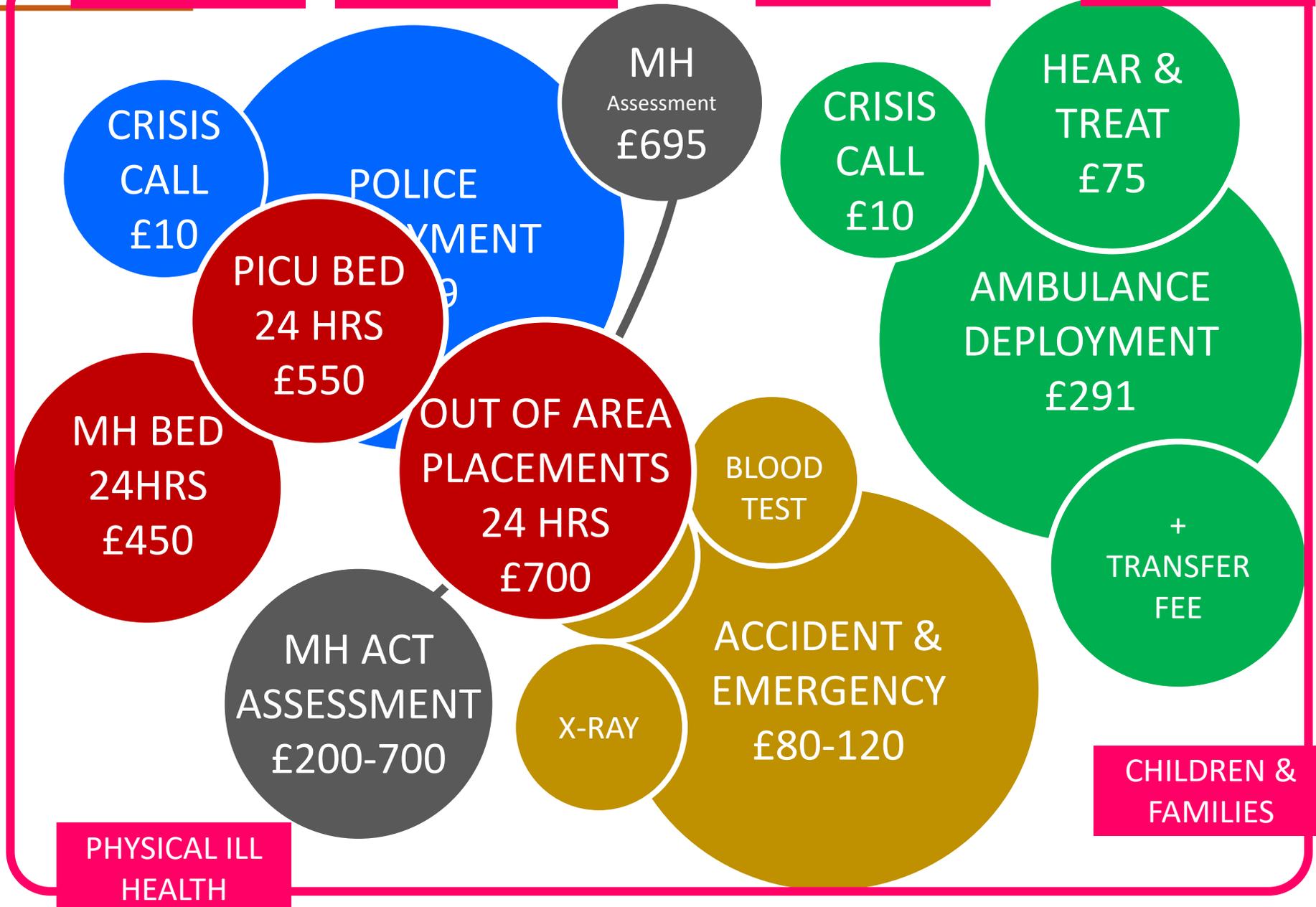
Analy

PRESCRIPTION
MEDICATIONS

UNEMPLOYMENT

ADDICTION
SERVICES

SOCIAL CARE
COSTS

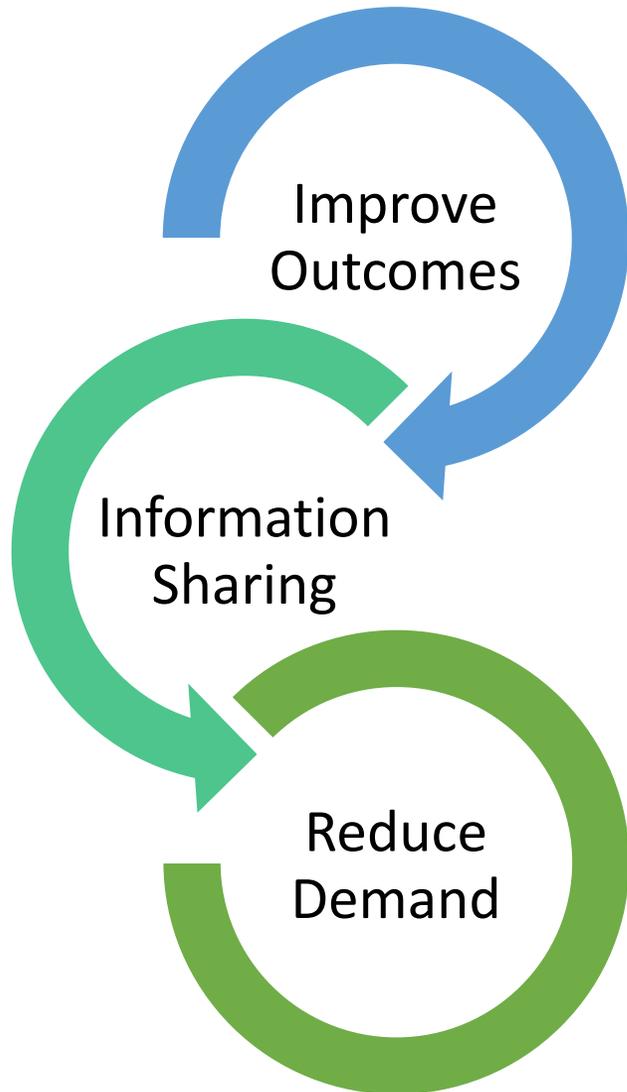


PHYSICAL ILL
HEALTH

CHILDREN &
FAMILIES



Response: Objectives



Improve outcomes for vulnerable persons in the community, whilst reducing the risk of death or injury.

Improve sharing of, and access to, appropriate & relevant information between professionals to better support this vulnerable cohort.

Reduce repeat demand for service.



Response :



Police



NHS



Response :





Response: The 'Green and Blue' model

'Green and Blue' Durham Model

Development of High Intensity User
Group

Group Membership

HIU Model

Working

Better

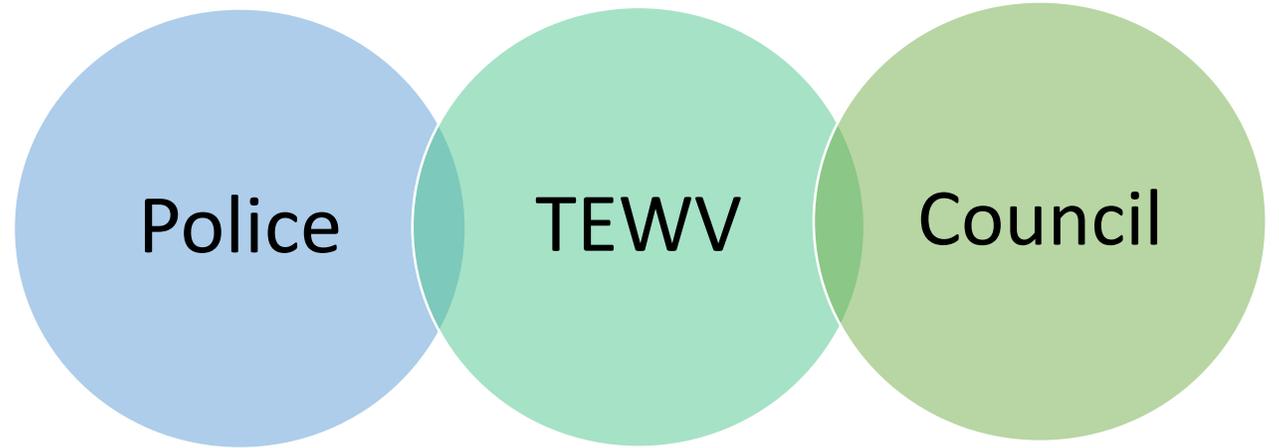
Together





Response: Phase One

Partner Groups:



Levels of
intervention:

Our 'Top 10'

High Intensity User

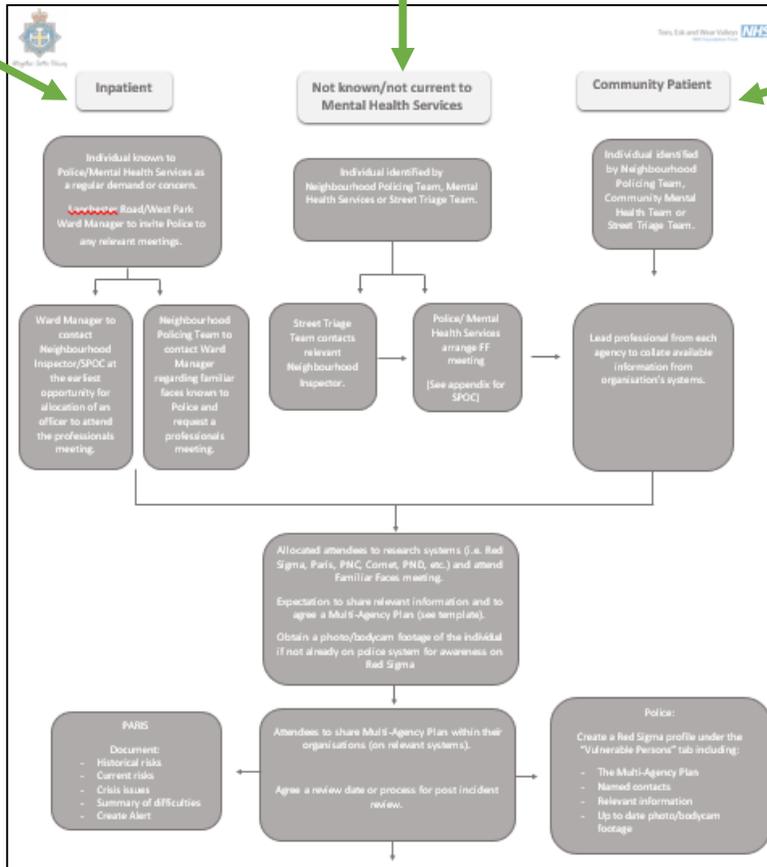


Response: Phase One

Not open to
mental
health
services

Inpatient

Community
patient





Response: Phase One

Remember 'Claire'?



Response:

Case Study - 'Claire'

What did we do?

HIU Meeting

Joint Visit

Agree Response
Plan with Claire

Implement Plan

Loneliness

Support
Networks



Response :

Remember 'Sandra'?



Response:

Case Study - 'Sandra'

What did we do?

HIU Meeting

Joint Visit

Agree Response
Plan with Sandra

Implement Plan

Alcohol

Loneliness



Assessment:



Reviewed case studies to assess
success...



Assessment:

Remember 'Claire' and 'Sandra'?



Assessment:

Case Study - 'Claire'

Where is she now?

Attending
College

Participatin
g in 18
amateur
performances

Part time
job

Lots of
friends

Helping run
dance and
singing
classes

Undergoing
acting
classes with
a tutor in
spare time

Going on
holiday in
half term

Closed to MH
services

No contact
with Police

0
Incidents



Assessment:

Case Study - 'Sandra'

Where is she now?

Working at
a
University

Volunteering

Supporting
others

Closed to
MH
services

No contact
with
Police

Presenting at
conferences about
her experience of
being involved with
services

0
Incidents



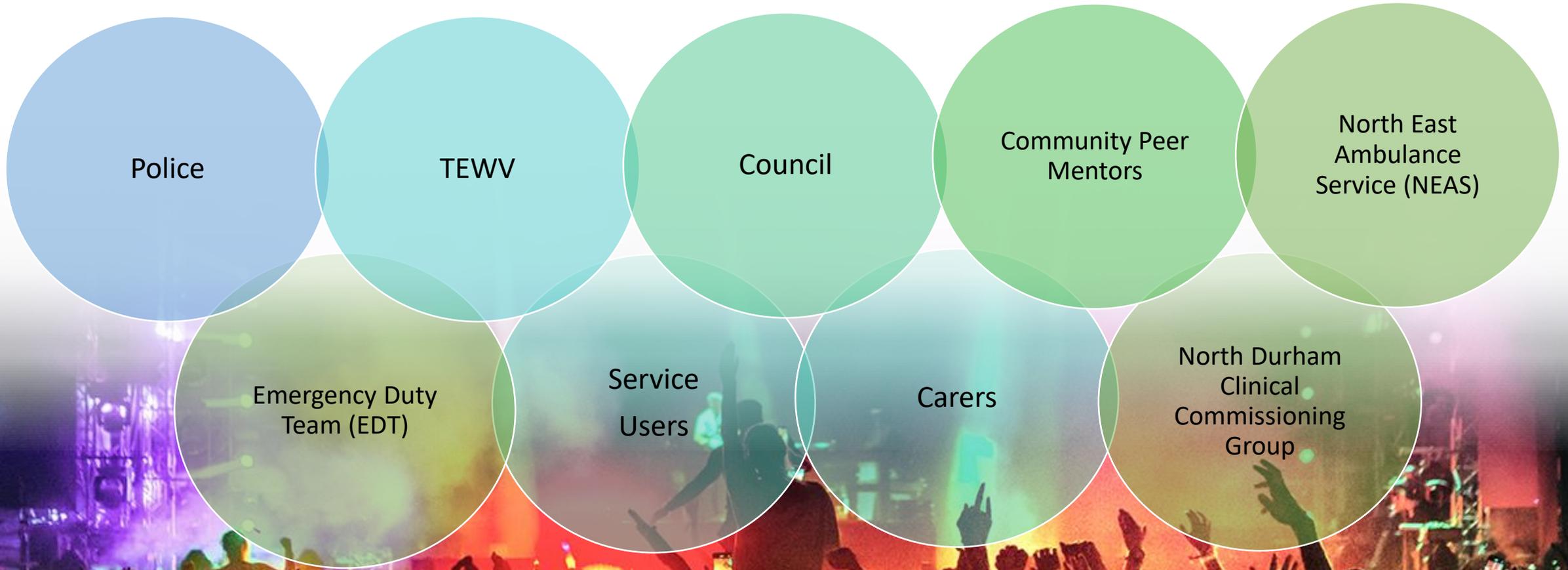
Assessment :

- Celebrating Success
- Could we do more?
- Back to analysis...



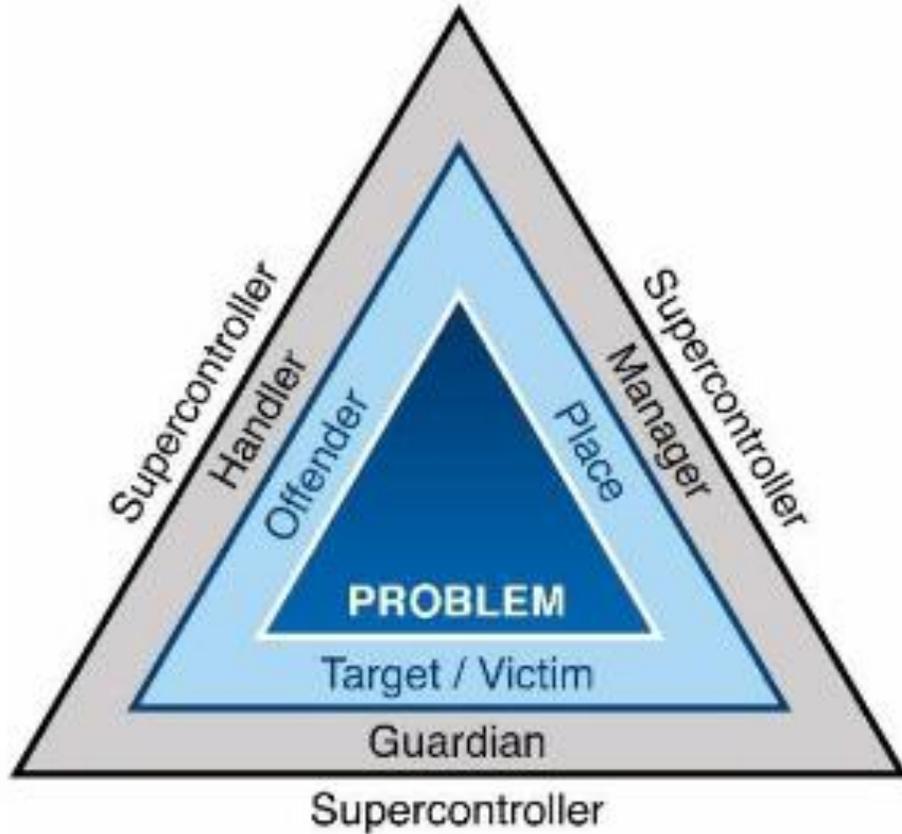
Analysis:

Multi Agency Assessment Workshop January 2020





Analysis:



- Re-visited the problem analysis triangle
- More agencies now working together
- Good progress so far
- Identified further process improvements



Analysis:

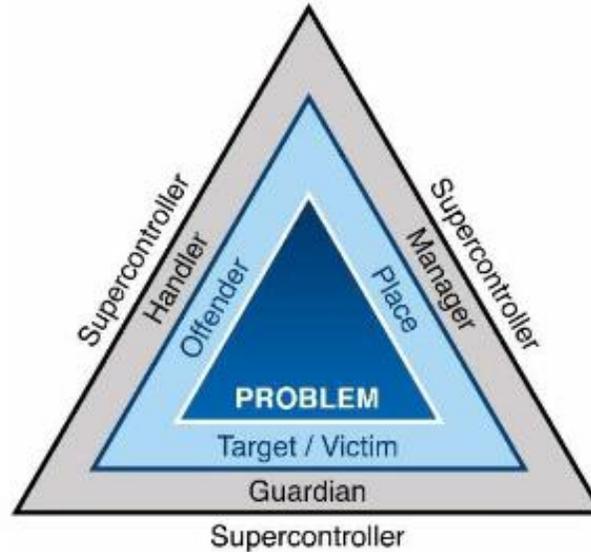
Multi-agency problem solving meeting.

Customer

Services working together

Subject to be involved

Carers to be involved



Provider

All services

The subject

The carers

Process

There is now an easy route into services for all

Further improvements to documentation

HIU – Could it be more inclusive?



Response: Phase Two

- Focus on early intervention
- Processes developed
- Documentation introduced
- Trigger points for reviews
- Inclusive approach involving carers & service users



Response: Phase Two

High Intensity User Group



Response: Phase Two

Familiar Faces

Durham & Darlington Familiar Faces Group



“Working together to help people use services responsibly”



Response: Phase Two - Process

Enquiry Phase – Early Intervention

Becoming Familiar

Familiar Faces Level 1

Familiar Faces Level 2
(High Intensity User)



Response: Phase Two

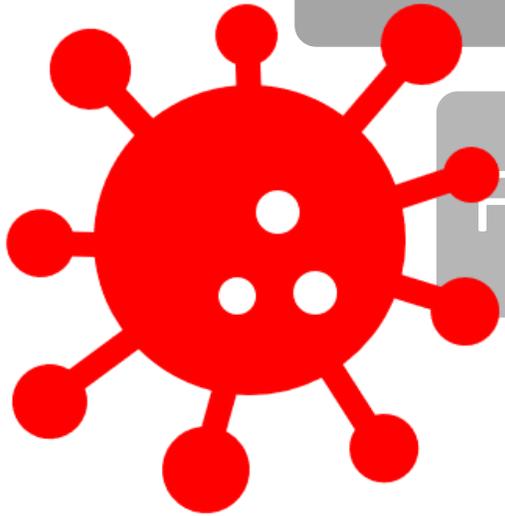
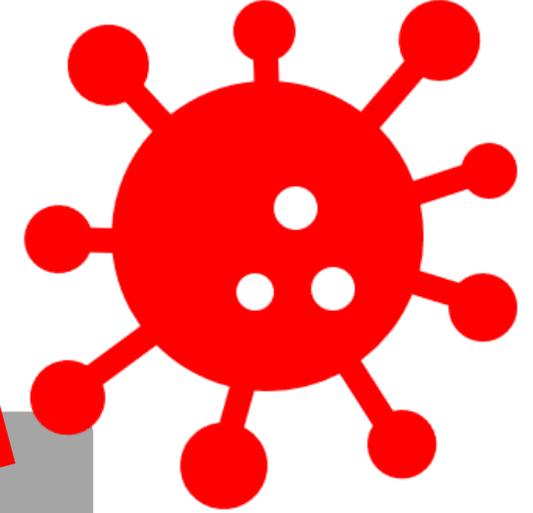
Enquiry Phase

Becoming Familiar

COVID

Familiar Faces Level 1

Familiar Faces Level 2
(High Intensity User)





Response: Phase Two

What does Familiar Faces look like?



Dedicated Team

24/7 Mental Health Support for Police Officers

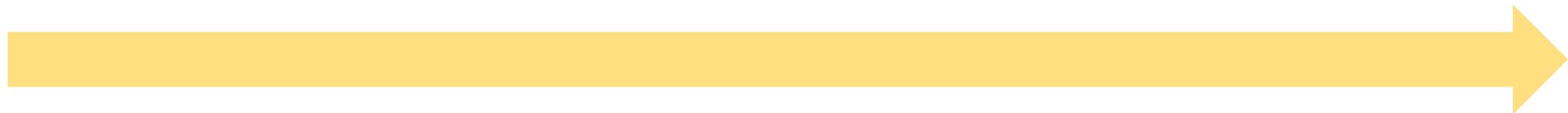
Instant Access to FF Care Plans
Email, Phone or Person

2 Police Mental Health Leads





Assessment:



Manual assessment of plans



Assessment:

Evidence based review of 15 people who have a Familiar Faces plan

14 span a wide age range, males & females, and are in different stages of their Familiar Faces journey

Measurable data sources used; incident logs, safeguarding reports, recorded crime, arrest & voluntary attendance records, uses of police detentions

All plans are reviewed depending on when they became a Familiar Face with an equal time pre / post plan



Assessment: Police Incident Demand

Subjects		Number of incidents per six months pre				Number of incidents per six months post			
		18-24	12-18	6-12	6	6	6-12	12-18	18-24
1	23/08/2019	25	34	20	17	11	3	2	6
2	01/12/2019	25	14	29	15	8	9	2	**
3	10/09/2019	0	0	0	24	25	10	6	4
4	17/12/2019	0	0	0	10	3	0	0	0
5	07/12/2020	5	28	20	55	24	13	10	N/D
6	20/04/2020	4	0	1	3	6	1	3	1
7	12/05/2020	7	3	17	4	7	3	0	1
8	26/11/2020	10	12	7	27	12	20	20	N/D
9	21/07/2020	19	12	5	7	12	6	9	3
10	06/09/2020	18	0	0	18	8	33	2	N/D
11	19/08/2020	1	1	0	13	95	0	0	N/D
12	11/05/2020	20	32	5	32	10	26	10	10
13	13/03/2020	21	29	20	17	24	22	11	11
14	21/11/2019	0	0	0	3	4	12	0	0
		155	165	124	245	249	158	75	36
** Deceased 2021									
N/D No data									



Assessment: Police Hours

Subjects		Number of hours per six months pre				Number of hours per six months post			
	FF Date	18-24	12-18	6-12	6	6	6-12	12-18	18-24
1	23/08/19	89:52	118:40	59:28	75:05	38:17	1:50	3:56	11:57
2	01/12/19	42:36	24:38	67:03	34:49	11:01	11:26	6:46	**
3	10/09/19	0:00	0:00	0:00	89:26	69:38	50:20	5:46	5:58
4	17/12/19	0:00	0:00	0:00	*	*	0:00	0:00	0:00
5	07/12/20	27:13	87:26	34:36	113:29	74:31	16:00	32:38	N/D
6	20/04/20	24:40	0:00	1:16	11:32	19:28	2:45	14:41	1:25
7	12/05/20	79:01	16:21	156:41	63:07	46:05	17:13	0:00	4:10
8	26/11/20	25:13	47:04	14:37	80:16	38:04	59:15	47:18	N/D
9	21/07/20	40:47	23:05	4:34	15:14	12:10	17:17	11:56	5:17
10	06/09/20	128:25	0:00	0:00	79:12	138:41	42:37	4:43	N/D
11	19/08/20	1:40	1:00	0:00	36:42	302:44	0:00	0:00	N/D
12	11/05/20	90:23	99:47	14:12	111:10	37:58	142:27	23:36	42:09
13	13/03/20	84:40	104:25	65:51	73:17	96:55	202:40	56:16	52:05
14	21/11/19	0:00	0:00	0:00	5:18	2:30	13:40	0:00	0:00
Time		634:30	522:26	418:18	788:37	888:02	577:30	207:36	123:01
Cost		£15,862.50	£13,060.83	£10,457.50	£19,715.42	£22,200.83	£14,437.50	£5,190.00	£3,075.42
**Deceased 2021 (date unknown) / * Incidents view rated - No time data									
N/D No time data		6 month period pre-Intervention				12-18 months post Intervention			
Cost at £25 per hour		Total Hours Pre: 788.37				Total Hours Post: 207.36			
		Total Cost Pre: £19,715.42				Total Cost Post: £5,190.00			



Assessment: Police Hours

Subjects		Number of hours per six months pre				Number of hours per six months post			
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5	07/12/20	27:13	87:26	34:36	113:29	74:31	16:00	32:38	N/D
6	20/04/20	24:40	0:00	1:16	11:32	19:28	2:45	14:41	1:25
7	12/05/20	79:01	16:21	156:41	63:07	46:05	17:13	0:00	4:10
8	26/11/20	25:13	47:04	14:37	80:16	38:04	59:15	47:18	N/D
9	21/07/20	40:47	23:05	4:34	15:14	12:10	17:17	11:56	5:17
10	06/09/20	128:25	0:00	0:00	79:12	138:41	42:37	4:43	N/D
11	19/08/20	1:40	1:00	0:00	36:42	302:44	0:00	0:00	N/D
12	11/05/20	90:23	99:47	14:12	111:10	37:58	142:27	23:36	42:09
13	13/03/20	84:40	104:25	65:51	73:17	96:55	202:40	56:16	52:05
14	21/11/19	0:00	0:00	0:00	5:18	2:30	13:40	0:00	0:00
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Cost at £25 per hour		Total Hours Pre: 788.37				Total Hours Post: 207.36			
		Total Cost Pre: £19,715.42				Total Cost Post: £5,190.00			



Assessment: Police MH Detentions

Individuals detained under s.136 MHA and released without any further action

Area	2017	2018	2019	2020	2021
Durham Police area (12,14 officers, population 527,035)	18	10	5	5	5
Cleveland Police area (1,414 officers, population 554,000)	73	53	70	45	41
North Yorkshire Police area (1,487 officers population 824,054)	51	55	52	30	34

Reduction in unnecessary Police MHA Detentions



Assessment: The Key Figures



The data demonstrates a sustained reduction in demand on Police resources.



Assessment:

The plans don't always work first time

Subject presentation changes and evolves

As we are dealing with people, it is impossible to account for each circumstance. We learn with every plan and close those loopholes

Some particularly high demand uses across services and have had several plan cycles. Due to good multi-agency work we have been able to assess and adapt our collective response to ensure the person is supported and is reducing front line impact on services

We can't plot how many MHA assessments have been avoided, but the evaluation cohort shows a significant reduction in unnecessary detentions



Assessment:

Police officers have better access and known points of contact with mental health services, secondary services, NEAS, EDT, etc.

This also works both ways which improves appropriate and relevant information sharing

Greater understanding of each other's roles and responsibilities which improves working relationships & reduces professional conflict

Compliments other multi-agency work such as probation, as frameworks already in place



Assessment:

Familiar Faces network has
continued to grow

Full time Band 7 Nurse

Hear Academic Study with
Northumbria University



Reflections:

**Tees, Esk & Wear
Valley Trust**

Gill Todd





Reflections:

**Durham Constabulary
Sergeant**

Charlotte Martin



Questions?



“Working together to help people use services responsibly”



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Tees, Esk and Wear Valleys 
NHS Foundation Trust

“Working together to help people use services responsibly”