How does mental health in the community impact on the demand on your organisation?
Background: Durham Constabulary
Background: Durham Constabulary

1214 Police Officers

123 Police Community Support Officers

12 Neighbourhood Policing Teams
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

THANK YOU
NHS
75 YEARS OF SERVICE
Background:

- 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**

<table>
<thead>
<tr>
<th>Region</th>
<th>Suicide Rate</th>
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</thead>
<tbody>
<tr>
<td>North West</td>
<td>10.1</td>
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<tr>
<td>Yorkshire and The Humber</td>
<td>11.5</td>
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<tr>
<td>Wales</td>
<td>10.3</td>
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<tr>
<td>East Midlands</td>
<td>9.3</td>
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<tr>
<td>East</td>
<td>9.5</td>
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<tr>
<td>London</td>
<td>7.0</td>
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<tr>
<td>South West</td>
<td>11.2</td>
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<tr>
<td>South East</td>
<td>10.6</td>
</tr>
<tr>
<td>North East</td>
<td>13.3</td>
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</tbody>
</table>

The region has the 2nd highest suicide rate in England.
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
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.

- Incidents reported to Durham Police: 180,000
- Mental Health Qualifier: 21,427, 58 per day
- Police Mental Health Detentions: 180

2014 – 2018
28% increase in MH related calls in the United Kingdom
"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

"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 NHS don’t understand the priorities, policies and procedures of the Police"

"The Police don’t understand the priorities, policies and procedures of 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 act contrary to our medical advice"

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

Police

NHS
### Scanning:

<table>
<thead>
<tr>
<th>Day</th>
<th>Profile Description</th>
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</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Repeat Caller</td>
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<tr>
<td>Tuesday</td>
<td>Frequent Flyer</td>
</tr>
<tr>
<td>Wednesday</td>
<td>USA – Super Utilizer</td>
</tr>
<tr>
<td>Thursday</td>
<td>AUS – Repeat Consumer</td>
</tr>
<tr>
<td>Friday</td>
<td>UK – High Intensity User</td>
</tr>
</tbody>
</table>

#### 'Rescue Me'
- Repeat Caller
- Frequent Flyer
- Familiar Face

---

The image shows a calendar with days of the week (Monday to Friday) and flags and descriptions for each day's scanning profile.
Scanning:
In 6 months (from Police logs, up to July 2018):

- **12** incidents on bridges or car parks
- **2** 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**

Case Study – ‘Claire’
In 6 months (from Police logs, up to July 2018):

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

Crisis Presentation  
05/08/2018 – 28/08/2018  

Scanning: Case Study – ‘Claire’
## Scanning: Case Study – ‘Claire’

Costs to Durham Police

<table>
<thead>
<tr>
<th>POLICE CONTACTS ONLY</th>
<th>Number of times</th>
<th>Cost per time</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rang 101</strong></td>
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<td></td>
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<tr>
<td>• 4 concerns on social media</td>
<td></td>
<td>£25.00</td>
<td>£100</td>
</tr>
<tr>
<td>• 12 AWOLS</td>
<td></td>
<td>£100</td>
<td>£125</td>
</tr>
<tr>
<td>• 5 Welfare checks</td>
<td></td>
<td>£125</td>
<td>£300</td>
</tr>
<tr>
<td><strong>Rang 999</strong></td>
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<tr>
<td>• 27 recorded crises in Police logs</td>
<td></td>
<td>£70.00</td>
<td>£390</td>
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<tr>
<td><strong>Required 2 officer response with car</strong></td>
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<tr>
<td>Conservative estimates of costs based on 2 hours per incident</td>
<td></td>
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<tr>
<td>• 12 AWOLS</td>
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<td>£115</td>
<td>£2760</td>
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<tr>
<td>• 5 Welfare checks</td>
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<td>£1150</td>
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<tr>
<td>• MDT meeting</td>
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<td>£230</td>
<td>£460</td>
</tr>
<tr>
<td>• Arrest</td>
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<td>£460</td>
<td>£6210</td>
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<tr>
<td>• 27 Crisis responses</td>
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<tr>
<td>• Detained under Mental Health Act</td>
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<td>£800 minimum</td>
<td>£2,400</td>
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<tr>
<td><strong>Transport disruption</strong></td>
<td></td>
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<tr>
<td>• A1 Closed Twice</td>
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<td>???</td>
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<tr>
<td>• 10 Road / Train closures as on bridge</td>
<td></td>
<td>???</td>
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</tr>
<tr>
<td><strong>Referral to / Info request from Street Triage</strong></td>
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<tr>
<td>• 44 (March – Aug)</td>
<td></td>
<td>£16.00 approx.</td>
<td>£704</td>
</tr>
</tbody>
</table>

**Total $21,066**

PLUS transport disruption costs
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
We will re-visit Sandra soon...
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
Multi-agency problem solving meeting.

Analysis:

**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
What does that process look like for Police?

Police Officer speaking to a suicidal person:

Should I detain under Mental Health Act?

- Yes → MH Hospital
- No → WRONG! Human Rights Article 2

Wrong!

Analysis:
## Analysis

### Incidents up to 31/12/2018

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<th>Area</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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</table>

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30
POLICE DEPLOYMENT £249
AMBULANCE DEPLOYMENT £291
CRISIS CALL £10
CRISIS CALL £10
MH ACT ASSESSMENT £200-700
PICU BED 24 HRS £550
MH BED 24HRS £450
OUT OF AREA PLACEMENTS 24 HRS £700
MH ACT ASSESSMENT £200-700
ACCIDENT & EMERGENCY £80-120
X-RAY
BLOOD TEST
CRISIS CALL £10
HEAR & TREAT £75
AMBULANCE DEPLOYMENT £291
+TRANSFER FEE
SOCIAL CARE COSTS
PRESCRIPTION MEDICATIONS
UNEMPLOYMENT
ADDITION SERVICES
PHYSICAL ILL HEALTH
CHILDREN & FAMILIES
UNEMPLOYMENT
SOCIAL CARE
PRESCRIPTION MEDICATIONS
ADDITION SERVICES
PHYSICAL ILL HEALTH
CHILDREN & FAMILIES
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: Police TEWV Council

Levels of intervention: Our ‘Top 10’

High Intensity User
Response: Phase One

Not open to mental health services

Inpatient

Community patient
Remember ‘Claire’?
Response: Case Study - 'Claire'

What did we do?

HIU Meeting

Joint Visit

Agree Response Plan with Claire

Implement Plan

Loneliness Support Networks
Remember ‘Sandra’?
Response: Case Study – ‘Sandra’

What did we do?

HIU Meeting

Joint Visit

Agree Response Plan with Sandra

Implement Plan

Alcohol

Loneliness
Assessment:

- 12 Months
- 30 People
- Gaps in Governance
- Gaps in Record Keeping
- 0 Full Time Positions

Reviewed case studies to assess success...
Remember ‘Claire’ and ‘Sandra’?
Assessment: Case Study - ‘Claire’

Where is she now?

- Attending College
- Participating 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...
Multi Agency Assessment Workshop
January 2020

Analysis:
Analysis:

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

**Customer**
- Services working together
- Subject to be involved
- Carers to be involved

**Provider**
- All services
- The subject
- The carers

**Analysis:**
- There is now an easy route into services for all
- Further improvements to documentation
- HIU – Could it be more inclusive?
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

Familiar Faces Level 1

COVID

Familiar Faces Level 2
(High Intensity User)
What does Familiar Faces look like?

Response: Phase Two

- 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:

2020
124 Plans

2021
127 Plans

2022
126 Plans

Manual assessment of plans
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
<table>
<thead>
<tr>
<th>Subjects</th>
<th>Number of incidents per six months</th>
<th>Number of incidents per six months</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>pre</td>
<td>post</td>
</tr>
<tr>
<td></td>
<td>18-24</td>
<td>12-18</td>
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** Deceased 2021
N/D No data
<table>
<thead>
<tr>
<th>Subjects</th>
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<th>Number of hours per six months post</th>
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<tr>
<td>4 17/12/19</td>
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<td>0:00</td>
</tr>
<tr>
<td>11 19/08/20</td>
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<td>1:00</td>
</tr>
<tr>
<td>13 13/03/20</td>
<td>84:40</td>
<td>104:25</td>
</tr>
<tr>
<td>14 21/11/19</td>
<td>0:00</td>
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</tr>
<tr>
<td>Time</td>
<td>634:30</td>
<td>522:26</td>
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<tr>
<td>Cost</td>
<td>£15,862.50</td>
<td>£13,060.83</td>
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**Deceased 2021 (date unknown) / * Incidents view rated - No time data
N/D No time data

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<tr>
<th>6 month period pre-Intervention</th>
<th>12-18 months post Intervention</th>
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<tbody>
<tr>
<td>Cost at £25 per hour</td>
<td>Total Hours Pre: 788.37</td>
</tr>
<tr>
<td>Total Cost Pre: £19,715.42</td>
<td>Total Cost Post: £5,190.00</td>
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</tbody>
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## Assessment: Police Hours

<table>
<thead>
<tr>
<th>Subjects</th>
<th>Number of hours per six months pre</th>
<th>Number of hours per six months post</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
<td>FF Date</td>
<td>18-24</td>
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<td>14</td>
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</tr>
</tbody>
</table>

**Total Hours Pre:** 788.37

**Total Hours Post:** 207.36

**Total Cost Pre:** £19,715.42

**Total Cost Post:** £5,190.00

**Cost at £25 per hour**

- **6 months pre Intervention**
  - Total Hours Pre: 788.37
  - Total Cost Pre: £19,715.42

- **12-18 months post Intervention**
  - Total Hours Post: 207.36
  - Total Cost Post: £5,190.00

**N/D No time data**

**6 months 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**

**6 months 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 MH Detentions

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

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

**Reduction in unnecessary Police MHA Detentions**
### Assessment: The Key Figures

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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<tbody>
<tr>
<td>Fewer Incidents</td>
<td>170</td>
</tr>
<tr>
<td>Fewer Incidents (69.4%)</td>
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</tr>
<tr>
<td>Hours Saved</td>
<td>581.01</td>
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<tr>
<td>Cost Saved (£14,525.42)</td>
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</tr>
<tr>
<td>Reduction in Time (73.7%)</td>
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</tr>
<tr>
<td>Reduction in Cost (73.7%)</td>
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<tr>
<td>Annual Reduction in Police MHA Detentions (50%)</td>
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</tbody>
</table>

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

Dave Coxon
Chief Superintendent, Durham Constabulary
Email: David.Coxon@durham.police.uk

Julie Gutteridge
NHS Programme lead Tees, Esk & Wear Valley NHS Trust
Email: danddfamiliarfaces@nhs.net