COMMUNITY PEER MENTOR (CPM) PROJECT

Lead by Jim Cunningham

On behalf of Ron Hogg, The Durham Police Crime and Victims Commissioner (PCVC)
NORTH EAST BACKGROUND

Durham Constabulary Area
The Project helps support the PCVC plan 2015-2021:

- Inspire confidence in the police and criminal justice system
- Support victims and the vulnerable
- Tackle crime and keep our communities safe
2014 PCVC identifies agencies ineffective in addressing needs of ‘High Impact Users’ (HIU).
Demand compounded by reduction in resources across all services.
Professionals leave some them feeling frustrated and having to constantly repeat their stories.
Whereas being supported by a ‘peer mentors’ with similar life experiences had a greater positive impact.
The Office of National Statistics (ONS) – Indicated that over 3 million people aged 65 and over live alone.

Public Health England estimates that 7% of the 18-64 population is socially isolated.

Potentially 41,000 people socially isolated in County Durham.
The ‘Control Site’ was the whole of County Durham

August 2015 and January 2016 Durham Constabulary received 90,252 Emergency calls

- 378 (0.06% of the population) made 3.94% (3558) of the calls
- 52 making 2006; (Average 39 calls each)
- Accounting for 35,265 staff hours.
- Cost £2,168,157 = $2,791,502

**Agreed costing formula by the Multi-Agency High Intensity User Group:**
- £70 ($90) per ‘999’ Call and £57.50 ($74) per police hour
PROBLEM ANALYSIS TRIANGLE
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- Offender
- H.I.U
- Vulnerability
PROBLEM ANALYSIS TRIANGLE

H.I.U VULNERABILITY

HANDLER

OFFENDER
PROBLEM ANALYSIS TRIANGLE
PROBLEM ANALYSIS TRIANGLE

H.I.U
VULNERABILITY
TARGET/VICTIM
GUARDIAN

HANDLER
OFFENDER
PLACE
PROBLEM ANALYSIS TRIANGLE

H.I.U
VULNERABILITY
TARGET/VICTIM
GUARDIAN

HANDLER

OFFENDER

PLACE

MANAGER
Support vulnerable and isolated people affected by significant life changing events, having been victims of crime, anti-social behavior or neighbor disputes. PERCEIVED OR REAL.

To reduce the severity and frequency of their calls AND reduce vulnerability and empower change.

Reduce the demand on frontline policing and other frontline emergency services.
THE PROJECT OBJECTIVES

For a Successful Engagement Our Objectives are:

**Client** – Reduce the Frequency and Severity of interactions Chance to Change and allowing them to learn – Remove the Fight, Flop, Freeze or Flight

**Community** – Reduction in poor behavior – maintain confidence in the Police and other organizations

**Organization** – Reduce Demand & Confrontation – Negative impact on staffs physical and mental health, and wellbeing
Phase 1
By April 2016

- Start Recruitment
- Prepare Volunteer Training
- Establish a Referral Criteria
Sir John Whitmore et al; ‘Coaching for Performance’ (1992)
Darlington was selected as the ‘Pilot Area’ and ‘Treatment Site’

As 11 of the 52 HIU were from Darlington
DARLINGTON – TREATMENT SITE
11 HIU Impact within the Treatment Site:

- 355 calls
- 3,213 staff hours
- Cost £209,597 = $269,856

9 agreed to engage
Phase 2 Assessment April – December 2016

Savings over the 8 months were:

- 278 incidents equating to 2,959 staff hours
- Cost savings of £189,602 = $244,112.58
- With 2 not calling the police during this period
THIS SLIDE WILL HAVE A VIDEO CLIP ATTACHED IN THE FULL PRESENTATION
"New Housing, clearance of rubbish and liaising with the police, council, and landlords and help with addiction”.

“They have helped in situations I have thought impossible to resolve, where I would try to deal myself and either make the situation worse by getting arrested or the situation getting beyond my control.”

“Learn not to react and approach situations in a different manner”.

“I definitely became emotionally stronger and much more motivated after my meetings with the Peer Mentor. Being able to talk to somebody improved my confidence and self-esteem and my anxiety lessened”.
Following the assessment of the ‘Treatment Site’ further analysis took place of the other 41 HIU across the ‘Controlled Site’

This showed that their behaviour, over the same period, had remained the same with little identifiable change or reduction in demand.

We had proved the concept and continued with a phased roll out
As demand grew so capacity in paid staff and further cohorts of volunteers took place.

Constant evaluation of the impacts on ‘Community’, ‘Client’ and ‘Organisation’ to ensure problem solving approach to the complex and unique needs were met.
ADVANTAGES FOR VOLUNTEERS

298 Mentors Trained in 3 Years – Average Age 43

- 72% Female – 1 Binary and 1 Transgender
- Colorful pasts not a barrier
- Ex-prisoners, those in recovery from drug, gambling, alcohol abuse
- Survivors of domestic and sexual abuse and professionals
76% of mentors have lived experience:

- Mental Health: 35
- Alcohol: 31
- Substance Misuse: 29
- Unemployment: 27
- Debt Issues: 13
- Prison: 11
- Self Harm: 9
- Homelessness: 7
- Gambling: 4

Total: 29
We would rather say “YES” than “NO”

• 18 or over.

• There is not an obvious threat to volunteers.

• They **MUST** have the ‘WILL’, ‘WANT’ and/or ‘CAPACITY’ to change; whatever their background.
545 Referrals
381 Fully Engaged
58 Declined to Engage
106 Not Engaged - 19% Rejection Rate
ACTIVE ENGAGERS – 381

Gender

Female 59% Average Age 47.4 (Between 18-97)
Male 40% Average Age 48.3 (Between 19-88)
Transgender 1% (5)
ACTIVE ENGAGERS

- 88% Diagnosed with a Mental Health Condition
- 84% Victims of Crime (43% Male) 71% have been a victim of crime within the last 2 years
- 45% Victims of Domestic Abuse (81% Female)
- 22% Victims of Sexual Assault/Rape (91% Female)
- 57% Perpetrators of Crime (50/50 Split)
COST OF THE PROJECT - 2015 - 2020

- Total over 3 years £193,000 ($248,487)
- Planned expenditure per annum 2019-2020
  £170,000 ($218,875)
- Staff = 1 Manager – 4 x Area Coordinators and 1 Business Coordinator
This data is just from police recorded incidents:

- **3084** Police incidents = £215,740 = $277,765
- **51,628** Staff hours = £2,947,428 = $3,794,813
- **Total Cost Impact** = £3,163,168 = $4,072,578

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Demand reduction and savings for Durham Constabulary as of November 2019 for the same 150 Clients – 2016-2019:

- 2,492 Police Incidents
- 47,090 Staff Hours
- £2,860,910 ($3,683,421)
- 56 clients never calling the police again
- Investment v Savings £1 ($1) = £10.30 ($13.26)
THIS SLIDE WILL HAVE A VIDEO CLIP ATTACHED IN THE FULL PRESENTATION
‘The Cara’s’
THIS SLIDE WILL HAVE A VIDEO CLIP ATTACHED IN THE FULL PRESENTATION
Laura’s Story