

# COMMUNITY PEER MENTOR (CPM) PROJECT

Lead by Jim Cunningham

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



*Altogether Better Policing*

# NORTH EAST BACKGROUND

Durham Constabulary Area



# BACKGROUND

**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**

# BACKGROUND

- 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

**We needed SARA!**



# SCANNING - IMPACT OF SOCIAL ISOLATION

- 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.

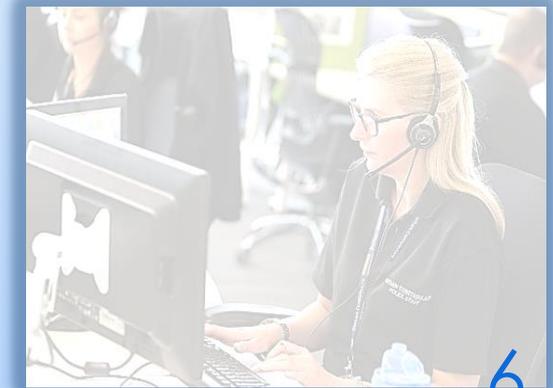


# SCANNING – THE CONTROL SITE

## The 'Control Site' was the whole of County Durham

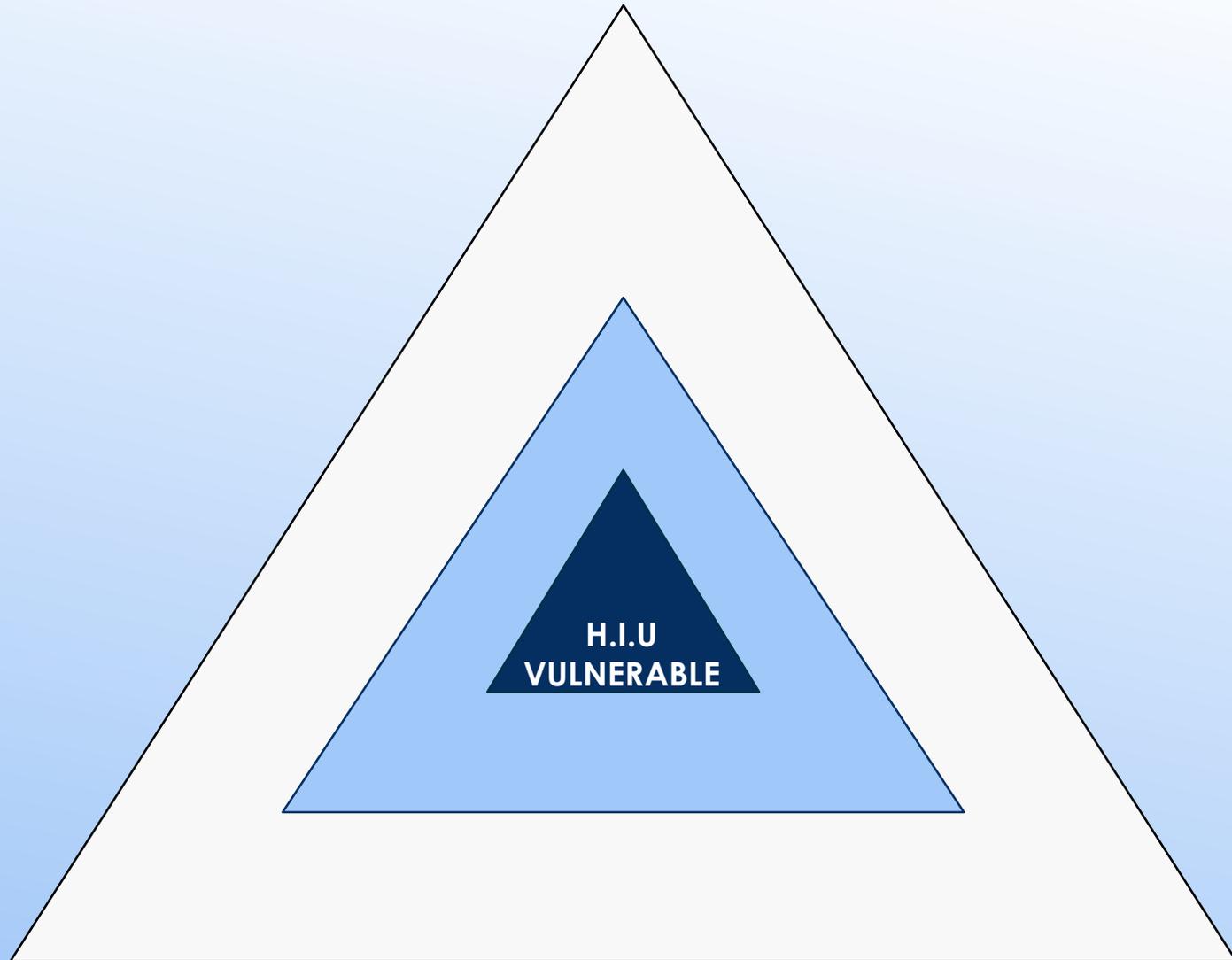
August 2015 and January 2016 Durham Constabulary received 90,252 Emergency calls

- 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

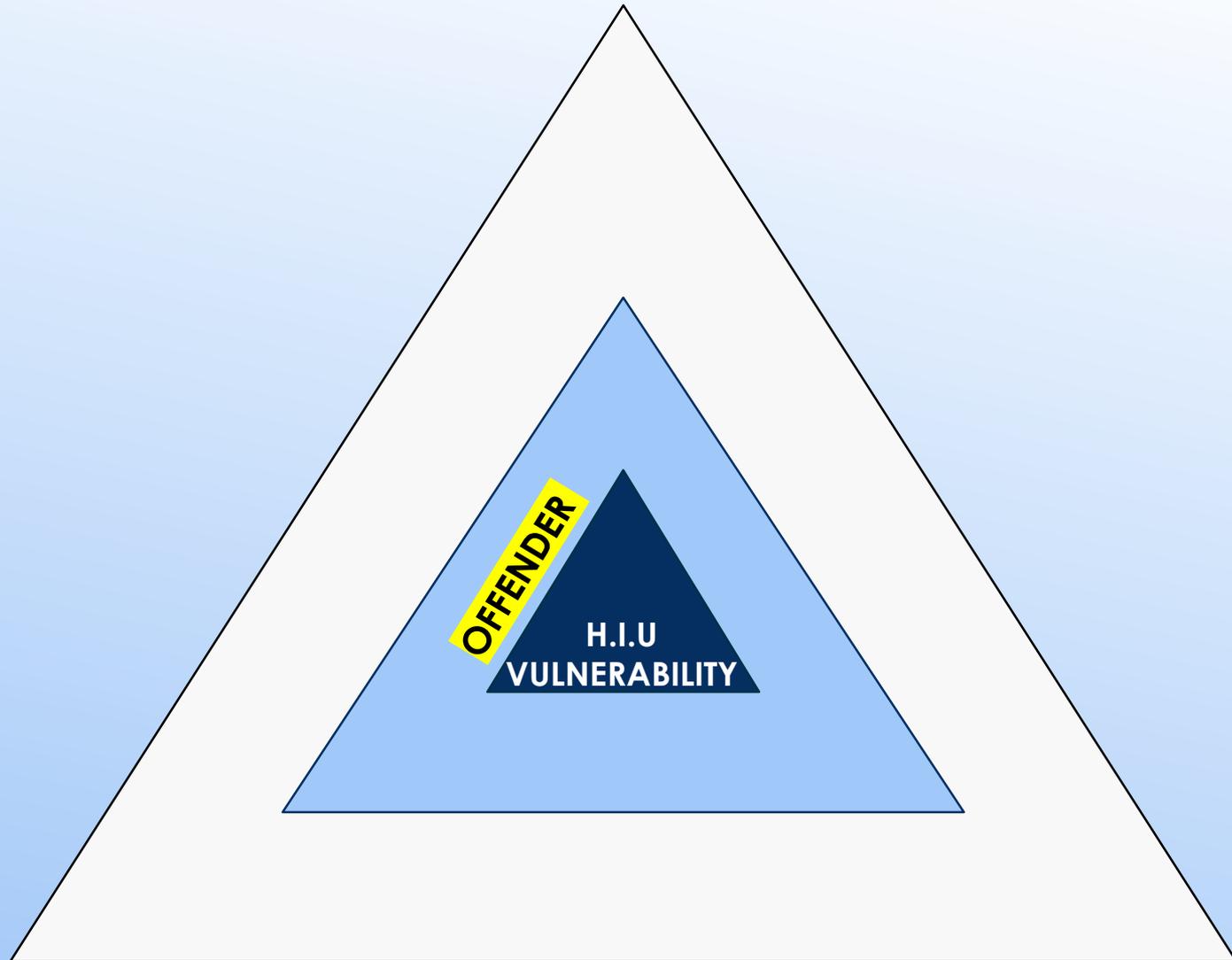


- \*\* Agreed costing formula by the Multi-Agency High Intensity User Group:
- £70 (\$90) per '999' Call and £57.50 (\$74) per police hour

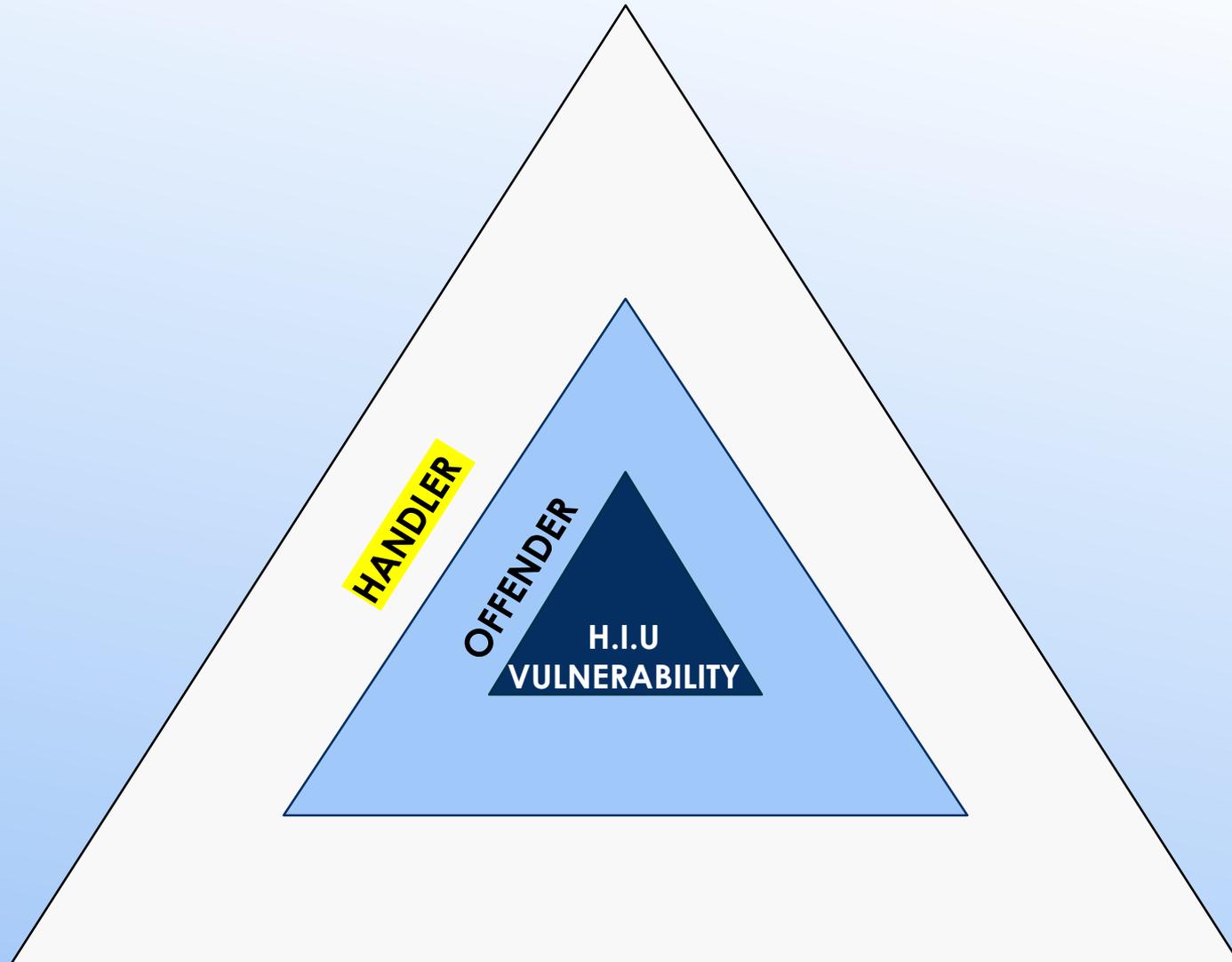
# PROBLEM ANALYSIS TRIANGLE



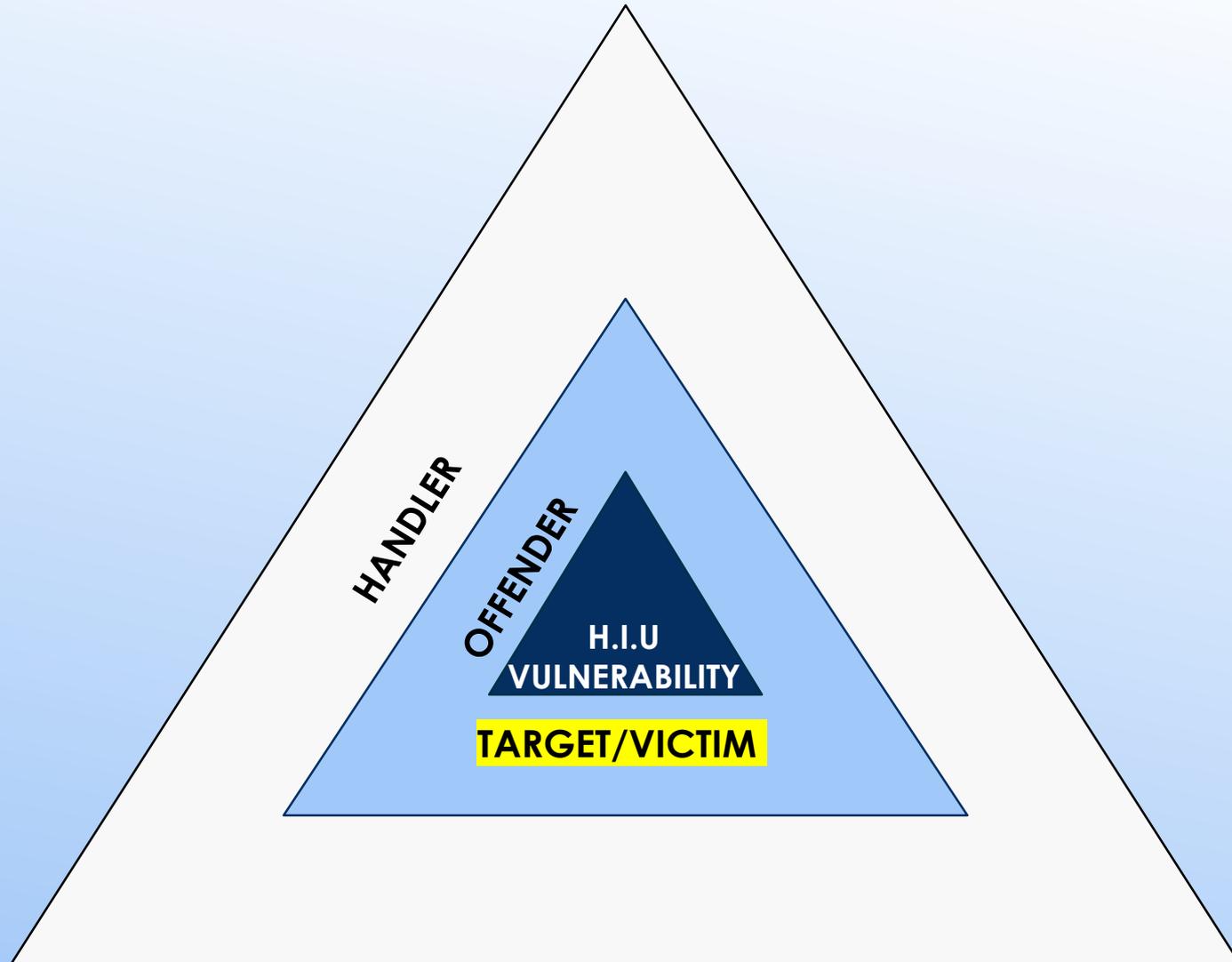
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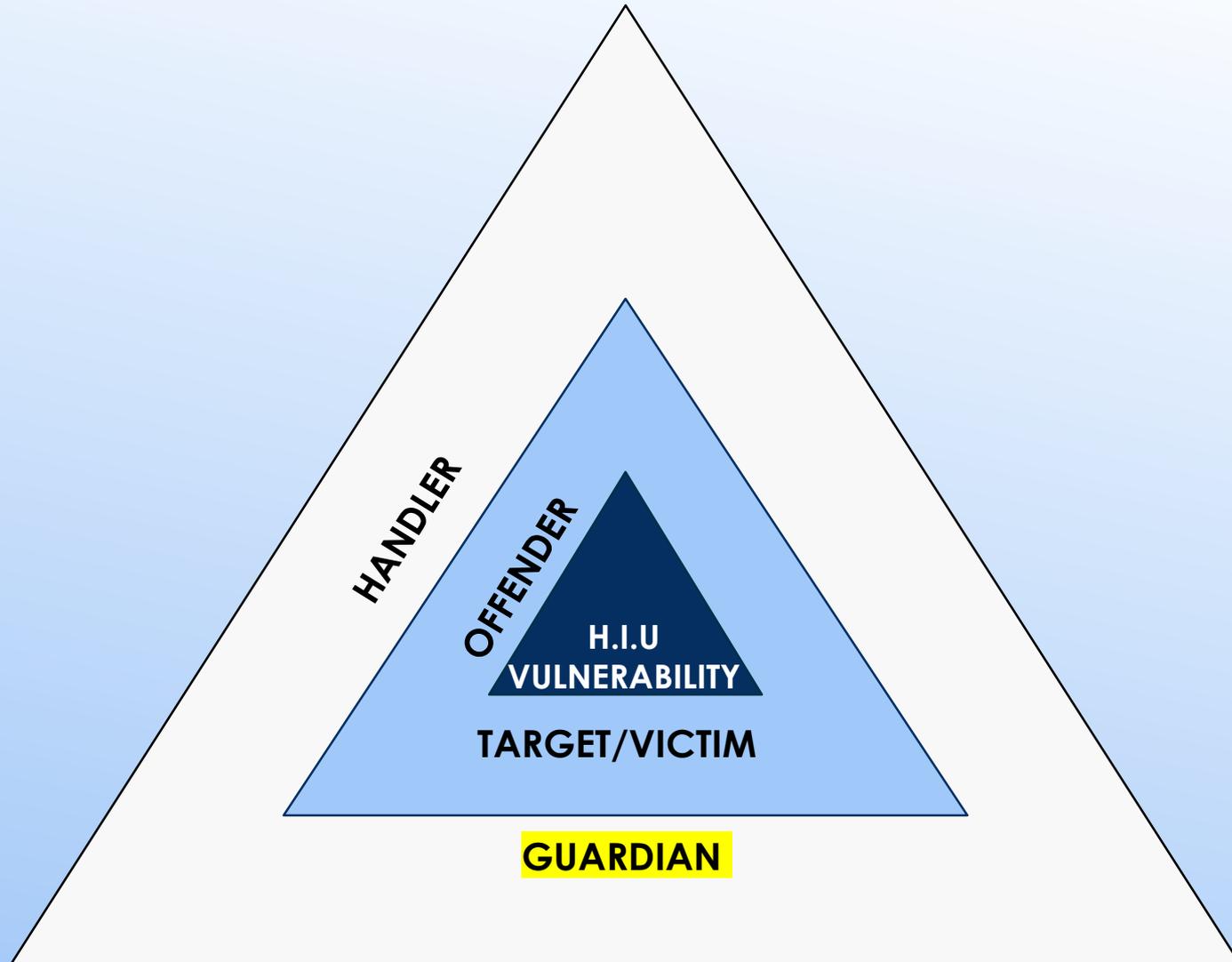
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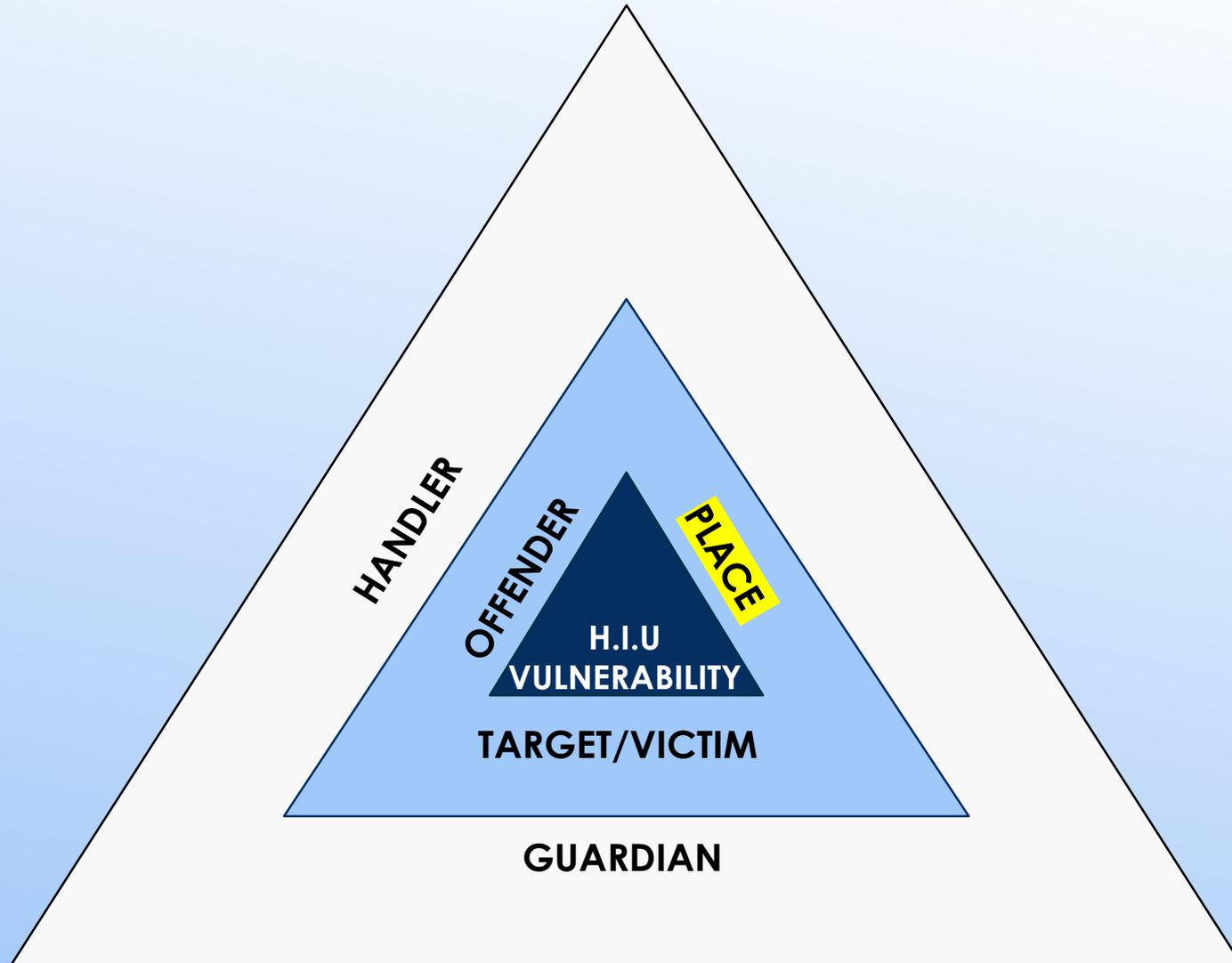
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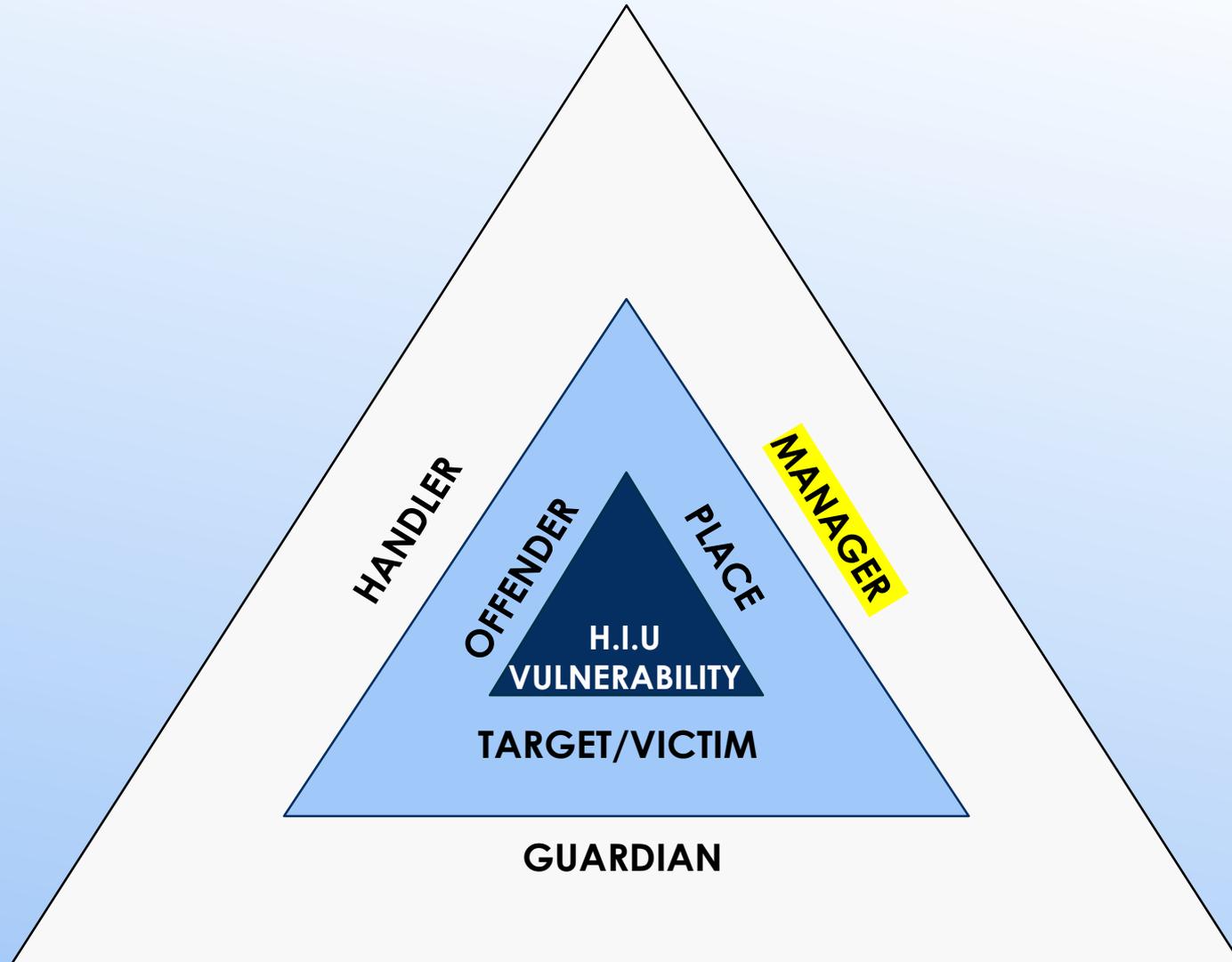
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# THE PROJECT AIMS

- Support vulnerable and isolated people affected by significant life changing events, having been victims 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**

# RECRUITMENT



# TRAINING

**G**

Goal

Set by and  
with the  
client

**R**

Reality

How  
realistic is  
the goal?

**O**

Options

To achieve  
the goal

**W**

Way Forward

Will and  
Want to  
change

Sir John Whitmore et al; 'Coaching for Performance' (1992)

# RESPONSE

## Phase 1

*By April 2016*

Start Recruitment Prepare  
Volunteer Training.

Establish a Referral Criteria



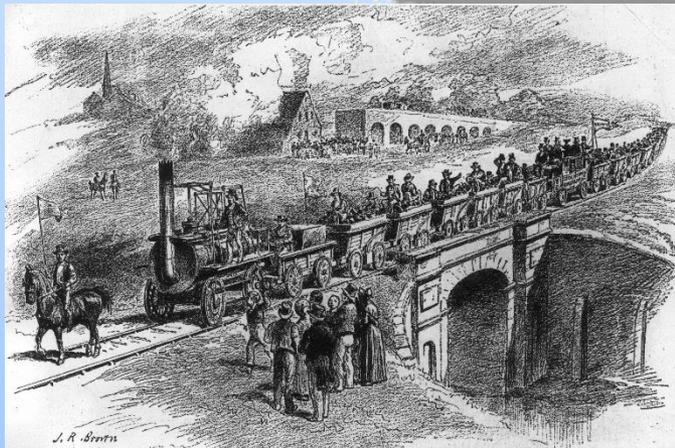
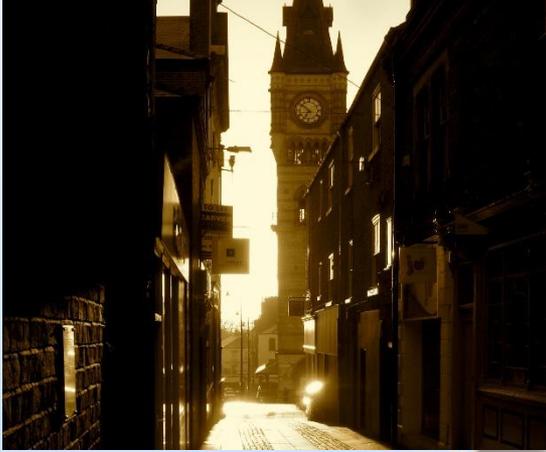
## Phase 2

*April - December 2016*

Prove the Concept in the  
Darlington Police Area

- Darlington was selected as the 'Pilot Area' and 'Treatment Site'
- As 11 of the 52 HIU were from Darlington

# DARLINGTON – TREATMENT SITE



# PRE- ENGAGEMENT - TREATMENT SITE

## 11 HIU Impact within the Treatment Site:

- 355 calls
- 3,213 staff hours
- Cost £209,597 = \$269,856
- 9 agreed to engage

# THE COOPER'S PRE-ENGAGEMENT

**THIS SLIDE WILL HAVE A VIDEO CLIP  
ATTACHED IN THE FULL PRESENTATION**

# ASSESSMENT - TREATMENT SITE

## 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

# COOPER'S POST SUPPORT

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# Comments from Clients

*“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”.**

# ASSESSMENT – CONTROL SITE

- 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

# RESPONSE – FORCE AREA

## Phase 3

*By May 2017*

**Role out into South  
Durham**



## Phase 4

*By May 2018*

**Full cover of County  
Durham**

- 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.

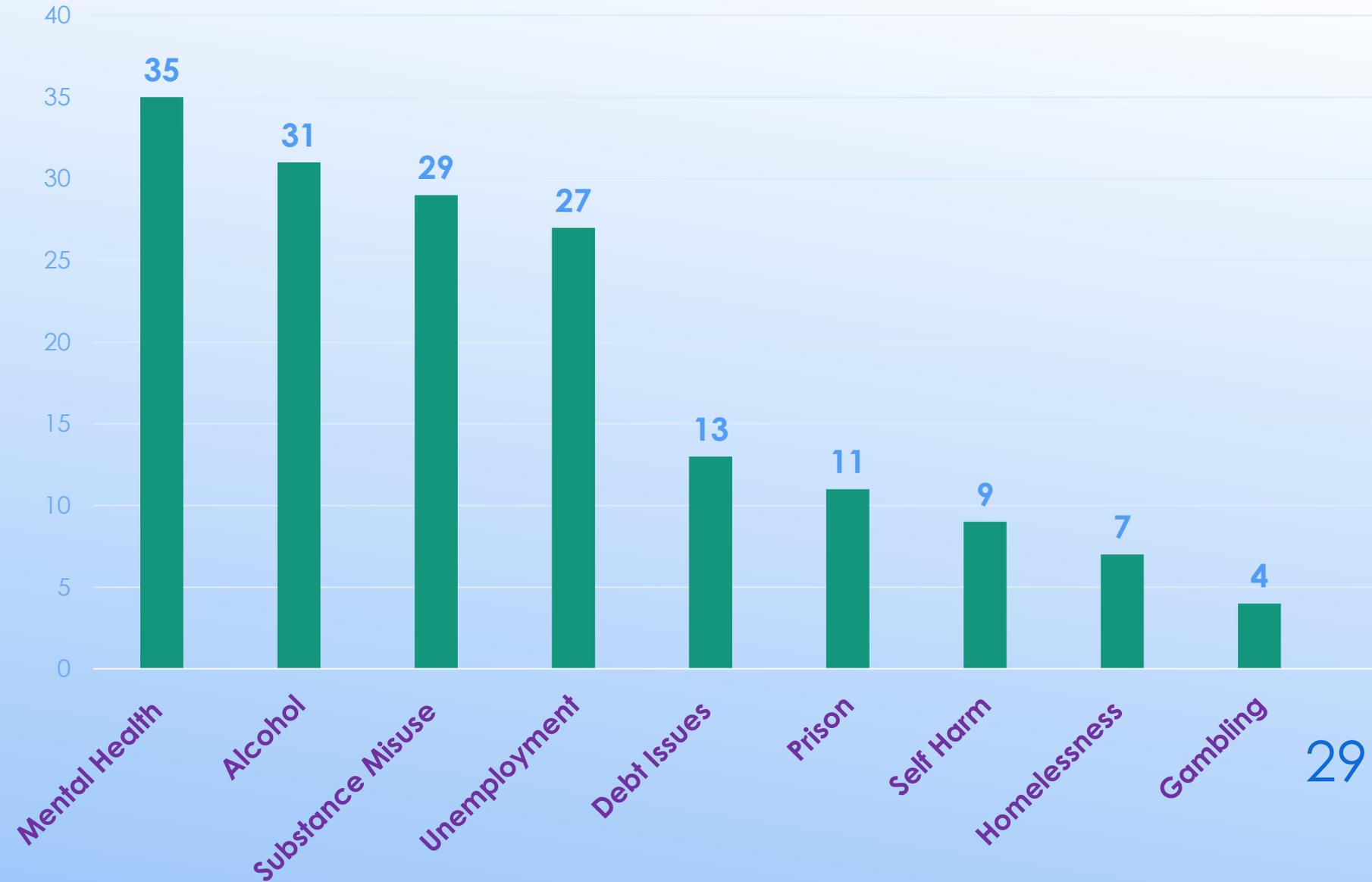
# ADVANTAGES FOR VOLUNTEERS

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:



# OUR CRITERIA NOW FOR CLIENTS

*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.

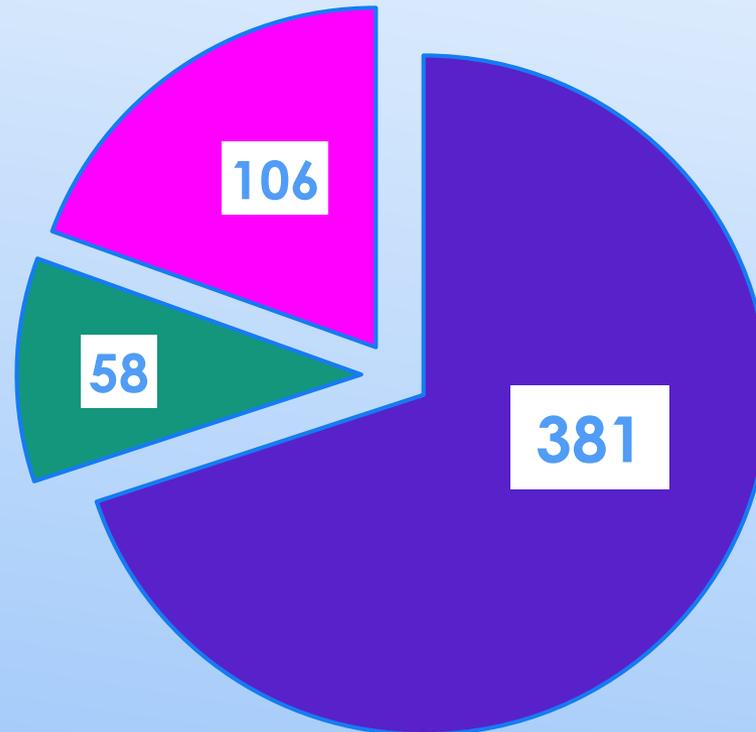
# REFERRALS

**545 Referrals**

**381 Fully Engaged**

**58 Declined to Engage**

**106 Not Engaged -19% Rejection Rate**



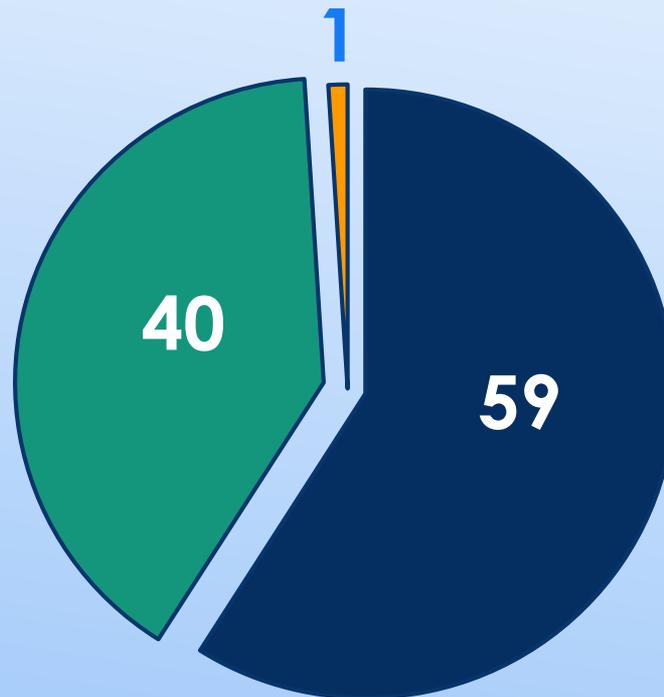
# ACTIVE ENGAGERS – 381

## 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**



# ASSESSMENT – IMPACT OF 150 CLIENTS

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**

\*\* Agreed costing formula by the Multi-Agency High Intensity User Group:

- £70 (\$90) per '999' Call and £57.50 (\$74) per police hour

# ASSESSMENT – FORCE AREA SAVINGS

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)

# ASSESSMENT – SOCIAL IMPROVEMENT IMPACT

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'The Cara's'**

# ASSESSMENT – SOCIAL IMPROVEMENT IMPACT

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Laura's Story**



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