

OFFICIAL



Right Care, Right Person (RCRP)

A partnership approach to ensure the right response by the right professional



August 2024



Our values: Public first | Compassionate | Courageous | Ownership | Inclusive

RCRP in a nutshell.....



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People who require assistance should get help from the agency which is most appropriate to deliver that service or support...

- Frequently this is not Policing.... **OFTEN IT IS THE POLICE!**
- RCRP is wider than mental health (concern for welfare/walkouts/transportation)
- Based on the work done in Humberside over the past few years - identified as good practice.
- Ethical secondary benefit around reinvestment of police time.
- All forces have expressed intention to adopt but timelines are staggered.
- Consistency and integrity are key.



RCRP



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NHS
West Midlands
Ambulance Service
University NHS Foundation Trust

 **Local
Authority.**



NHS
Health and Care
NHS Trust



Housing Services

NHS

**Children and Adolescent
Mental Health Services**

CRISIS Team



MAA - > RCRP



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West Mercia Police implemented a variation of the RCRP policy on the 3rd April 2023 –
'Most Appropriate Agency (MAA)'

Our approach will now be branded Right Care Right Person in line with the national approach.

Right Care Right Person

Nationally the RCRP programme focussed on 4 key elements;

- Welfare checks
- Transportation
- Mental Health & Medical related calls
- Walk out of Health Care settings.

We will continue to apply the principles to additional areas where other agencies may be most appropriate. This will be termed 'RCRP+.'





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Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services. Policing And Mental Health: Picking Up The Pieces

"...grave concerns about whether the police should be involved in responding to mental health problems to the degree they are...often don't have the skills they need to support people with mental health problems. Too often find themselves responsible for the safety and welfare of people that other professionals would be better placed to deal with."

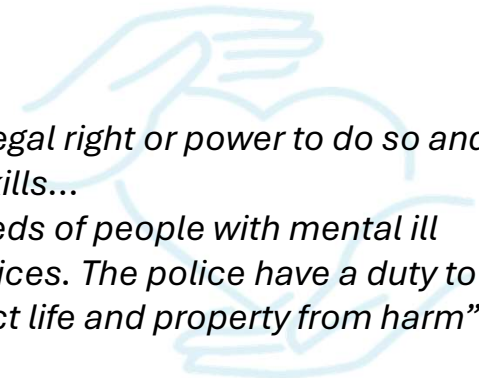
Home Office-Supporting vulnerable people who encounter the police: Strategic guide for police forces and their partners (2018)

"...estimated that over 20% of police time is spent responding to people with mental health problems . In some circumstances this will be necessary and unavoidable; the Police are often the first point of call for people in distress, crisis and emergency. However, in cases where a person has committed no offence and is principally in need of a medical intervention or the support of health and social care services, it is not likely to be in their interests to find themselves being dealt with by Police officers; nor is it in the interests of the Police or public, to have Police officers taken away from their core front line duties unnecessarily."

College of Policing- Mental Health APP (authorised professional practice)

"...police should not assume, directly or indirectly, responsibility for all forms of risks. They may have no legal right or power to do so and could compromise their reputation by exceeding their role. Other agencies may have more appropriate skills..."

...when there is no reason to suspect that a crime has been, or is likely to be committed, responses to needs of people with mental ill health and vulnerabilities should be provided by appropriately commissioned health and social care services. The police have a duty to prevent and investigate crime, however, they also provide an emergency response to intervene and protect life and property from harm"



Understanding Our Legal Responsibilities

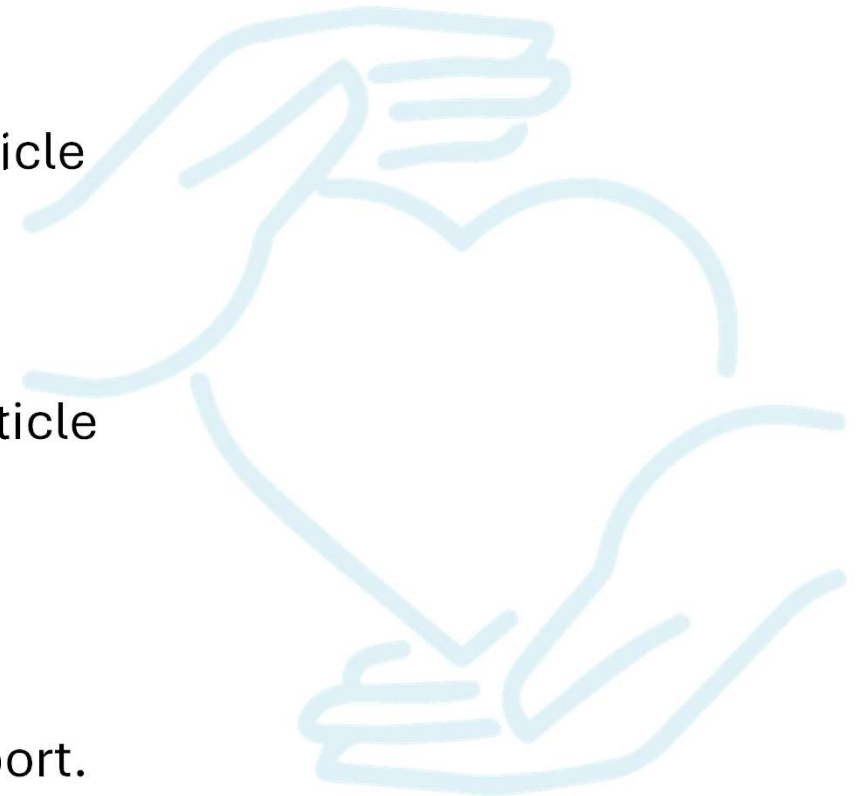


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Legal duties to act may fall on the police in the following general circumstances:

- A ***real and immediate*** threat to life: Duty under Article 2 ECHR
- A ***real and immediate*** threat of serious harm/torture/inhumane or other conduct within Article 3 ECHR.
- ***Specific statutory duties***. Arrest, detain, restrain.
- Our specialist skills or training e.g. negotiator/support.



Understanding Demand?



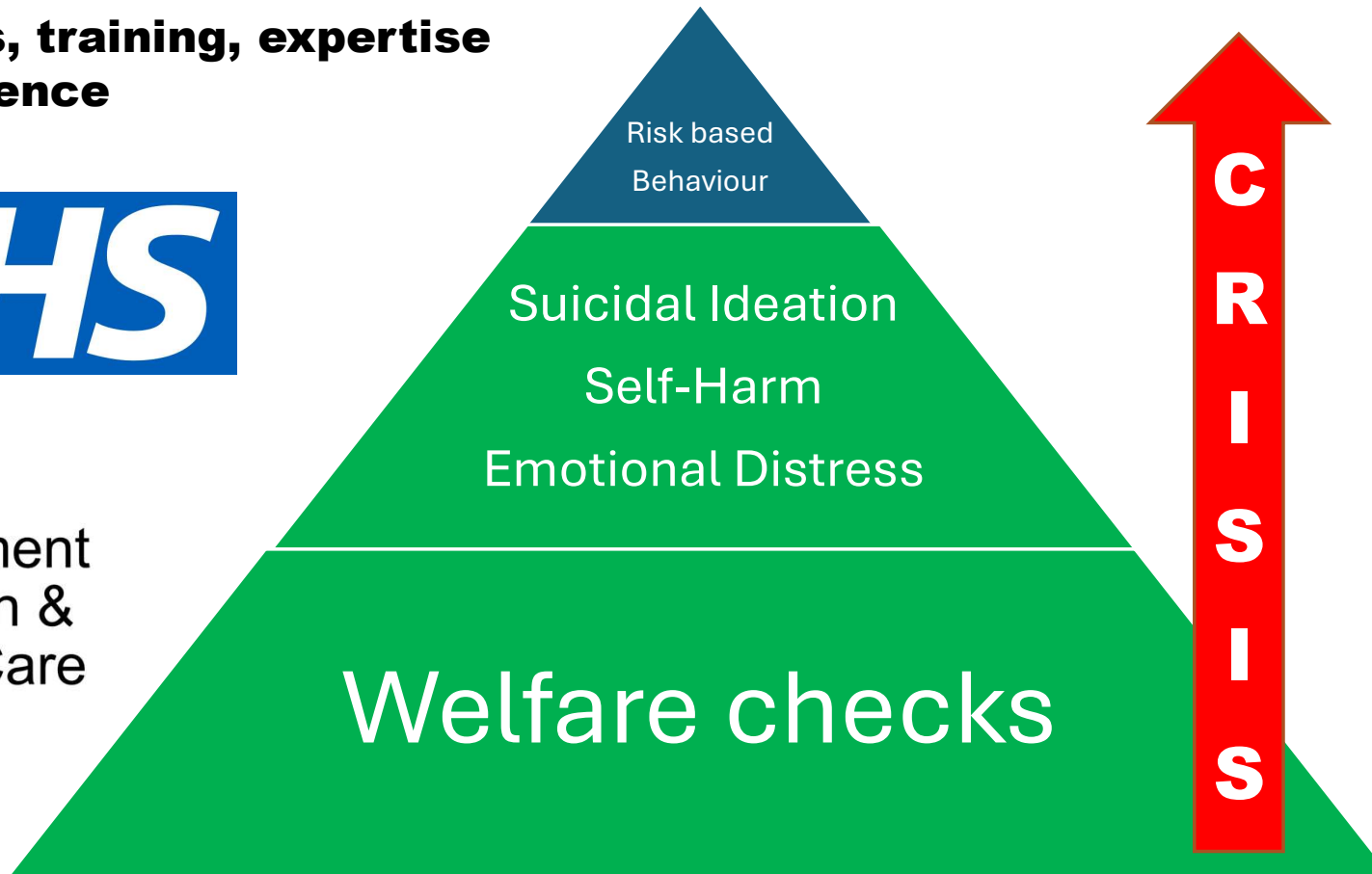
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Right Person



**Right skills, training, expertise
and experience**



Department
of Health &
Social Care



Concerns & Emerging Narrative

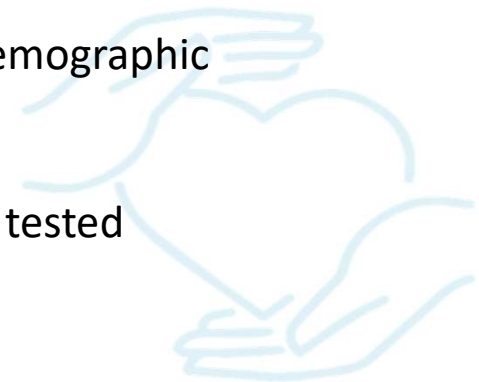


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Reporting has influenced perceptions on RCRP and has caused some concern amongst partners and the public

- RCRP is not primarily about demand reduction for policing
- Police will still have an involvement in Mental Health and concern for welfare cases when needed
- Partnerships must be at the centre of RCRP, it should be a process done with partners, not to partners. Collaboration will identify gaps in service provision.
- RCRP is implemented locally, so accounts for unique structures, geographical & demographic differences
- Decisions will be left to individual discretion – RCRP is based on a methodical and tested decision-making structure in Force control rooms.



RCRP Strategic Steering Group – next steps



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- To launch Strategic Steering Group via a conference and identify key partners to attend strategic group
- To identify Strategic Steering Group Members, Chair and ToR.
- To agree escalation processes
- To determine and oversee local scrutiny processes
- To monitor delivery and address issues
- To collaboratively identify and address gaps in service provision
- To develop a range of RCRP examples: including where it is police, other agencies and more nuanced to aid debate
- Suggested partners to be represented at the Strategic Group:
 - Local authorities
 - Integrated Care Boards
 - Mental Health
 - Adult Services
 - Child Services
 - Education
 - West Midlands Ambulance Service
 - Coroners
 - Office of the Police & Crime Commissioner
 - West Mercia Police

*Information capture & analytical support



Tactical Scrutiny Boards - Proposal



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- Locally based
- To identify Local Tactical Scrutiny Members and Chair
- To discuss and highlight RCRP cases
 - To follow escalation processes
 - To highlight learning and any concerns in service for escalation
 - To identify and escalate gaps in service provision
 - To identify common trends and requirement for MOU
- To monitor delivery and address issues
- To develop a range of RCRP examples/case studies including where it is police, other agency and more nuanced to aid debate.
- To report back to the Strategic Board.
- Suggested partners to attend the Tactical Scrutiny Board:
 - Local authorities
 - Integrated Care Board
 - Mental Health
 - Adult Services
 - Child Services
 - Education
 - Care homes
 - West Midlands Ambulance Service
 - West Mercia Police
 - Third sector



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Questions?

<https://search.app/GmFJqLRGAriuxh3P8>