

Right Care, Right Person

Mythbusting



What is Right Care, Right Person?

RCRP is a national approach, supported by the Home Office and the College of Policing. It is designed to ensure that people of all ages, who have physical/mental health and/or social care needs, are responded to by the right person, with the right skills, training and experience to best meet their needs. Under RCRP, when a concern for welfare is reported, Greater Manchester Police (GMP) will strive to identify the nature of the concern and where suitable, signpost the caller to the most appropriate agency to best meet their needs - which is not always the police.



Does this mean the police will stop going to mental health incidents?

The police have a key role in keeping people safe and RCRP will not interfere with this. It will not stop the police attending mental health incidents where: there is a real and immediate threat to life or risk of serious harm, a child is at risk, or a crime or potential crime is involved. GMP will however be working more closely with partners to ensure the most appropriate agency, with the right training and experience, responds.



How will it be decided if the incident needs a police response or another agency to attend?

GMP call handlers are specially trained to deal with a wide range of calls and they will fully assess each one based on threat, harm and risk to determine if the police should attend or whether another response is more appropriate. RCRP training is also delivered to all our call handlers to support the decision-making process and there is an escalation process available to partners and the public if they are unhappy with the decision as to whether the police respond or not.



What happens if the police decide not to attend?

Following a full risk assessment, if the decision is made that GMP will not be attending because they are not the most appropriate agency to support the caller, the GMP call handler will fully explain the rationale and signpost the caller to the most appropriate agency. In some situations, a police officer may not be the most appropriate person to attend as the person may be better looked after by a different agency or professional with specialist skills and expertise.



Has RCRP been implemented elsewhere?

The model for RCRP was developed by Humberside Police in 2021. Since then it has been implemented in other forces, including Lancashire Police, South Yorkshire Police, North Yorkshire Police and the Metropolitan Police.



Will RCRP put vulnerable people at risk?

RCRP is about adopting a more collaborative, informed, and appropriate response to incidents involving vulnerable people or those in distress, by reducing the risk to them and making it easier for them to access the appropriate support that they need in the first instance.



Is RCRP being implemented just to reduce demand on services for the police?

The focus of RCRP is to make sure that each person who contacts the emergency services, receives a response from the most appropriate agency, and that isn't always the police. By working together as a partnership, we can ensure our communities get the best possible care for their needs.



Will RCRP increase pressure on overstretched health & care services?

In many cases that fall under RCRP, the health or social care services would already have been the final destination for the people involved: all we are doing is making that journey simpler and less stressful for them by cutting out the middleman.

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For more information on RCRP, please scan the QR code