

**DRAFT NOTES - SCRUTINY MEETING (RIGHT CARE RIGHT PERSON) - 4 FEBRUARY 2025**

Question	Brief Summary of Evidence	Decision of PCC
<b>1. Internally, how is the Force ensuring the successful and consistent implementation of the RCRP approach when responding to health and social care-related calls for service?</b>	<ul style="list-style-type: none"><li>• Since July 2023, the Force has had a formal approach in place to ensure the successful implementation of Right Care Right Person (RCRP).</li><li>• The Force's approach to RCRP focuses on 6 key areas - project management, governance, partner engagement, staff engagement and training, peer review and performance monitoring.</li><li>• In terms of the implementation timeline, Phase 1 and Phase 2 were implemented across the Cleveland area on 18 September 2024. The final two phases (3 and 4) were implemented on 4 December 2024:<ul style="list-style-type: none"><li>• 18 September 2024:<ul style="list-style-type: none"><li>• Phase 1: Concern for welfare - Where the wellbeing of an individual is in doubt. Every report relates to a person who deserves compassion, understanding and timely care - but the police may not be the best to deliver.</li><li>• Phase 2: Walk out of Healthcare facilities, AWOL from mental health establishments - Where a patient has departed a medical facility without being discharged first; or where they are subject to an order to be there.</li></ul></li><li>• 4 December 2024:<ul style="list-style-type: none"><li>• Phase 3: Transportation of patients - Ensuring the patient is transported in the safest, most appropriate method which protects their condition.</li><li>• Phase 4: Section 136 of Mental Health Act and voluntary health patients - Ensuring the standard of care does not diminish during transfer of the care ownership between agencies.</li></ul></li></ul></li><li>• The RCRP approach was developed in Humberside Police over a 3-year period from 2019. Humberside Police had undertaken a peer review of the Force's approach to RCRP and had provided valuable input and feedback.</li><li>• In terms of the governance structure, the Force had a RCRP Implementation Board, a Strategic Multi-Agency Governance Group, a Multi-Agency Silver Group and four tactical delivery groups for gathering and sharing intelligence.</li><li>• In respect of partnership engagement, the Force had held:<ul style="list-style-type: none"><li>• four Strategic Multi-Agency Governance Group events between November 2023 and June 2024 (with approximately 40 partner representatives invited to attend);</li></ul></li></ul>	<b>Assured</b>

	<ul style="list-style-type: none"> <li>• six meetings of the Multi-Agency Sliver Group between May 2023 and December 2024 (with approximately 20 partner representatives invited to attend);</li> <li>• partnership escalation meetings to support Phase 1 and Phase 2 implementation;</li> <li>• meetings of the Multi-Agency Partnership Tactical Delivery Group;</li> <li>• meetings of the Multi-Agency Communications &amp; Engagement Tactical Delivery Group;</li> <li>• meetings of the Multi-Agency Data &amp; Performance Tactical Delivery Group; and</li> <li>• meetings of the Policy Sub-Group to inform the development of the Force's RCRP Policy.</li> <li>• In terms of training and guidance for staff in the Force Control Room (FCR): <ul style="list-style-type: none"> <li>• a full training programme was delivered pre-implementation;</li> <li>• a rolling programme of additional training is being delivered post-launch, which outlines case studies and identifies learning points;</li> <li>• a toolkit was developed to provide advice, guidance and support in respect of decision-making; and</li> <li>• post-implementation floor walking support has been provided across an 8-week period.</li> </ul> </li> <li>• In terms of training and guidance for operational staff: <ul style="list-style-type: none"> <li>• training and awareness sessions have been delivered to operational officers and staff, including Response, Neighbourhood Policing, Matrix and the Special Constabulary;</li> <li>• briefings have been delivered to the Department of Standards and Ethics and Safeguarding Detective Chief Inspectors; and</li> <li>• a Force-wide briefing has been delivered.</li> </ul> </li> <li>• In terms of Force guidance: <ul style="list-style-type: none"> <li>• a SharePoint site has been developed, which includes key information, guidance and FAQs;</li> <li>• a RCRP Policy has been introduced, following internal and external consultation; and</li> <li>• messages on RCRP have been conveyed to all staff and officers via Chief Officer Team (COT) videos.</li> </ul> </li> </ul>	
<b>2. Have there been any problems, barriers</b>	<ul style="list-style-type: none"> <li>• Internally, the following risks and challenges have been encountered: <ul style="list-style-type: none"> <li>• staff understanding of RCRP;</li> </ul> </li> </ul>	

<p><b>and/or risks encountered with the operational delivery of RCRP and partnership involvement, how is the Force planning to tackle and address these issues?</b></p>	<ul style="list-style-type: none"> <li>• staff perception of failing to help;</li> <li>• staff reluctance to adopt new ways of working; and</li> <li>• staff confidence in decision-making.</li> <li>• To mitigate these internal risks and challenges, the Force has:             <ul style="list-style-type: none"> <li>• developed a comprehensive rolling programme of training;</li> <li>• introduced floor walkers who have been helpful in providing advice and guidance, clarifying any issues and giving FCR staff confidence to respond to calls and make decisions;</li> <li>• produced a toolkit to support effective decision-making about the deployment of resources; and</li> <li>• implemented a robust audit regime to monitor compliance with the RCRP principles.</li> </ul> </li> <li>• Externally, the following risks and challenges have been encountered:             <ul style="list-style-type: none"> <li>• ensuring partners were ready for the new processes;</li> <li>• poor communication and information sharing within partner agencies; and</li> <li>• changing partnership structures.</li> </ul> </li> <li>• To mitigate these external risks and challenges, the Force has:             <ul style="list-style-type: none"> <li>• undertaken a comprehensive stakeholder mapping exercise;</li> <li>• held regular multi-agency meetings and events at both a strategic and tactical level;</li> <li>• arranged additional bespoke engagement sessions with the chief executives of Cleveland's local authorities; and</li> <li>• developed a RCRP multi-agency video.</li> </ul> </li> </ul>	
<p><b>3. In terms of collaboratively assessing the implementation process and monitoring impacts on the local population, what data can the Force provide to evidence the impact of the RCRP approach on demand (deployment of police resources and officer</b></p>	<ul style="list-style-type: none"> <li>• In terms of the anticipated benefits associated with the implementation of RCRP, the Force is likely to see reductions in the number of:             <ul style="list-style-type: none"> <li>• deployments made in relation to concerns for safety;</li> <li>• calls for service relating to mental health issues;</li> <li>• calls for service relating to missing persons;</li> <li>• incidents where a person is reported missing from home; and</li> <li>• calls received from high intensity partner agencies and other service providers.</li> </ul> </li> <li>• The Force is also likely to see reductions in the amount of:             <ul style="list-style-type: none"> <li>• officer time spent dealing with concerns for safety;</li> <li>• officer time spent dealing with mental health related issues; and</li> <li>• officer time spent dealing with reports of a missing person.</li> </ul> </li> </ul>	

<p><b>time) and outcomes for vulnerable people?</b></p>	<ul style="list-style-type: none"> <li>• In terms of current performance outcomes, the Force has developed a suite of performance measures to track RCRP benefit realisation.</li> <li>• The Force has a PowerBI dashboard, which tracks and monitors RCRP demand and deployment performance data.</li> <li>• In terms of concerns for safety or mental health incidents, when comparing data collected from October 2024 to January 2025 to the same period the previous year, there was: <ul style="list-style-type: none"> <li>• a 6.1% reduction in the number of incidents reported;</li> <li>• a 5.4% reduction in the deployment rate;</li> <li>• a reduction of 2,010 officer hours spent dealing with incidents; and</li> <li>• a reduction of 70 staff hours spent dealing with incidents.</li> </ul> </li> <li>• In respect of RCRP, although there has been a reduction in calls received about concerns for safety or mental health incidents and a reduction in the number of these incidents that were deployed to, the Force (along with other implementing forces) is not yet seeing the demand reductions claimed by Humberside Police.</li> <li>• RCRP demand and deployment data shows positive results, however, it is currently too early to provide a meaningful analysis.</li> <li>• In 2025/26, a benefits analysis will be undertaken by the Force to gain a greater understanding of the outputs and outcomes associated with the implementation of RCRP.</li> </ul>	
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### **Action**

1	That, once a meaningful benefits analysis of RCRP can be conducted, the Force provides information to the PCC/OPCC on what resources have been released (or efficiencies realised) as a result of RCRP implementation and how they are being used.
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