



# Durham Constabulary

## Right Care, Right Person

**Right Care**  
**Right Person**





# What is Right Care, Right Person?

Right Care Right Person (RCRP) is an operating model for police and partners to ensure health calls for service are responded to by those with the right skills and expertise to provide the best possible service.





# What is Right Care, Right Person?

In November 2018 Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) produced the report 'Policing and Mental Health: Picking Up The Pieces.'

The report recognised:

- Mental Health demand is rising exponentially, with no method to reduce it.
- Welfare checks use a disproportionate amount of Police time and resources and are mostly health related, not crime.
- Partner services are finding it difficult to meet demand and often require assistance from the Police.





# National Partnership Agreement



Partners involved:

- Home Office
- Department of Health and Social Care (DHSC)
- NHS England
- National Police Chiefs' Council (NPCC)
- College of Policing

[Letter to chief constables and police and crime commissioners \(accessible\)](#)



# Core Policing Duties

- Prevent and Detect Crime
- Keep the King's Peace
- Protect Life and Property



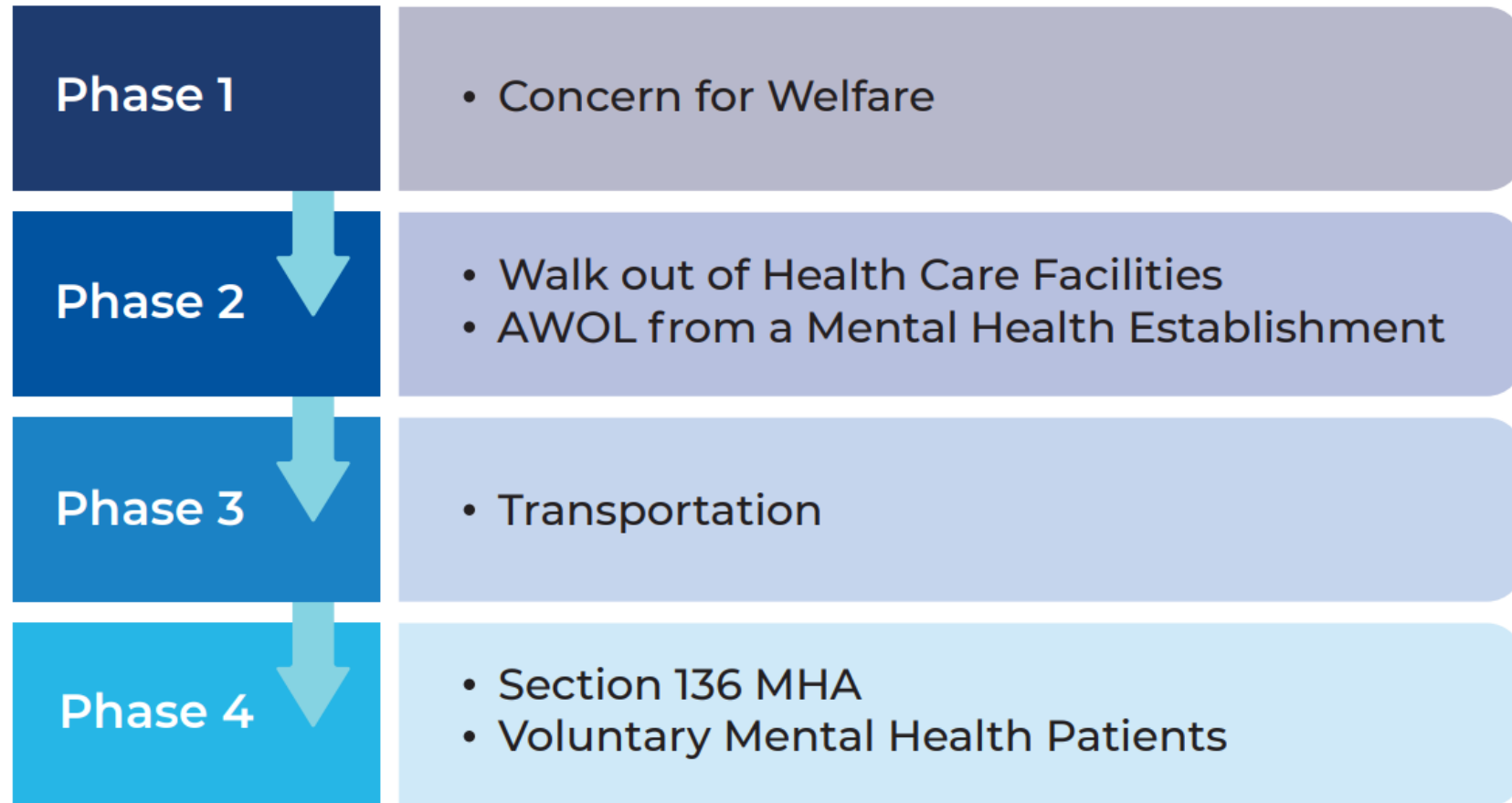
# Core Policing Duties

Legal duties to act arise 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 really serious harm/torture/inhumane or other conduct within Article 3 ECHR.
- ***Common law*** duties of care.
- ***Specific statutory duties***. Arrest, detain, restrain.



# Phased Approach





# Implications for Partners

- More robust assessments will take place in the Force Control Room at the first point of contact in relation to calls for service in the key areas.
- Toolkits will be followed to assist in decision making regarding Police resource deployment.
- The Force Control Room may request further information regarding those involved.
- The Force Control Room may make the decision not to deploy a Police resource to your concern.
- The Force Control Room may signpost you to another agency who is more appropriate to deal with your concern.
- Changes within your service response may be required due to Police not deploying to your concerns.
- Direct impact on practitioners contacting Police for a deployment.

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# What to expect from Durham Police

Durham Constabulary will aim to:

- Follow robust policies, procedures and toolkits when making decisions around deployments.
- Communicate clearly what those decisions are in a timely manner.
- Strive to achieve a consistent approach to decisions on deployments.
- Have a clear policy and procedure for appeals and escalation.
- Reassess decisions on receipt of new or different information.
- Deal with incidents of crime.
- Respond to incidents involving threat and risk to an individual and/or members of the public.
- Operate within policies and legal boundaries regarding responsibility and duty of care.
- Work with partner agencies to promote opportunities for feedback and continuous improvement.
- Promote a phased implementation to support partner agencies where changes may be required to their service.



# Expectations from Partners

- Clearly communicate reasons for Police assistance.
- Communicate what/if any action you have taken so far.
- Communicate what the risks are and/or what crime you believe may have been committed.
- Provide up to date information regarding those involved.
- In cases where there is a decision not to deploy, re-contact Police should there be any significant changes that heighten risk or a crime becomes evident.



# Expected Outcomes

- Timely and consistent decisions to be made by the Force Control Room in relation to deployments.
- The right person/service to attend incidents.
- Improved services to members of the public.
- Improved partnership working through clear policies and procedures regarding Police deployments to partner agency requests.



# Update

Phase 1 went live on Monday 10<sup>th</sup> June 2024.

Partners have been, and continue to be, fully engaged in the process.

Positive feedback from partners around levels of engagement.



Thank you for listening

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