

Safeguarding Overview and Scrutiny Committee - Thursday 15 February 2024

Right Care Right Person Scrutiny

Recommendation(s)

I recommend that the Committee:

- a. support the introduction of the Right Care Right Person initiative; and
- b. refer monitoring of progress of the phased implementation of Right Care Right Person to the Staffordshire Health and Wellbeing Board, enabling a wider strategic consideration of developments as their membership includes representation from both health and police colleagues.

Local Member Interest:

N/A

Report of the Safeguarding Overview and Scrutiny Committee Chairman

Summary

1. The Safeguarding Overview and Scrutiny Committee met with the Police, Fire and Crime Commissioner, Ben Adams, and the County Police Commander, Emily McCormack, on 24 October 2023 to discuss Staffordshire's approach to the implementation of the Right Care Right Person initiative.
2. We also contacted those local authorities within the Humberside Policing area to gain an understanding of the impact of Right Care Right Person from a local authority perspective.
3. Whilst we are supportive of the initiative in principle and are pleased with the planned phased approach to implementation, we feel there remains a need to examine how this progresses, being mindful of the implications for the local authority and how partnership working is strengthened to ensure the best outcome for vulnerable individuals.

4. Staffordshire's Health and Wellbeing Board included consideration of Right Care Right Person at their December 2023 meeting. Membership of this Board includes representation from health and from the police, and as such we suggest that they will be best placed to consider progress with Right Care Right Person throughout its phased implementation.

Report

Background

5. At the 15 June 2023 Safeguarding Overview and Scrutiny (O&S) Committee, as part of our consideration of future focus, there had been discussion around whether the Police were retreating from attending some social care/mental health related calls and the Committee had concerns over any potential adverse effects this may have on partnership working as well as concerns that this may result in vulnerable individuals slipping through a gap in service responses.
6. The change related to the Right Care Right Person initiative piloted by Humberside Police, which looked to change the response to calls where individual's welfare was linked to mental health concerns. The new way of working aimed to avoid vulnerable individuals potentially feeling criminalised, with future responses being from those with mental health and social care expertise.
7. Following the success of the Humberside pilot this initiative was adopted by Central Government. On 26 July 2023 they published an agreement that set out the principles around the Right Care, Right Person approach, which aims to ensure that individuals in mental health crisis are seen by the right professional.
8. The agreement is between:
 - Department of Health and Social Care (DHSC)
 - Home Office
 - NHS England
 - National Police Chiefs' Council (NPCC)
 - Association of Police and Crime Commissioners (APCC)
 - College of Policing
9. Right Care, Right Person is an approach designed to ensure that people of all ages, who have 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.

10. Whilst accepting that this is a national initiative and supporting it in principle, we remained concerned at how it would be implemented in Staffordshire, particularly how any transition process would be managed, as well as seeking assurances on the measures in place to ensure no individual would be missed.
11. Safeguarding O&S held an informal meeting with the Police, Fire and Crime Commissioner (the Commissioner), Ben Adams, and the County Police Commander, Emily McCormack, on 24 October 2023 to discuss these concerns.
12. The Commissioner set out the work undertaken to support implementing Right Care Right Person. This included discussions with partners, particularly health partners, to support proposed changes. There was an acknowledgement that the initial assessment within the Control Room would be key to its successful implementation.

Process Changes

13. Calls for assistance with a health-based need under Right Care Right Person will undergo an early assessment from within the Control Room to establish the right response at the first contact point. Staffordshire Police had undertaken work with partners at a strategic level and was now working with practitioners to establish ways of working together to support appropriate decision making.
14. The Humberside pilot had evidenced effective work with the third sector, including MIND, in supporting out of hours assessment in response to calls to the Control Room and this was being explored in Staffordshire.
15. A range of training was underway to strengthen this new way of working, including for Control Room Staff. Technical options were also being explored to support Control Room assessments.
16. Right Care Right Person champions had been introduced to provide support and guidance.
17. The first phase of this process was expected to go live in February 2024. This phase will see the Police no longer attending call outs for welfare visits other than for specific instances such as Article 2 Threat to Life incidents. Assessment of the incident may change during a response and in such cases a Police attendance may be required, however they would not be included in the initial response. This was not dissimilar to the process currently followed, however, the Right Care Right Person initiative formalised the approach.

18. The second phase was expected to go live in May 2024. Phase two is Police non-attendance where individuals have walked out of facilities such as A&E, hospitals, mental health facilities, care homes etc other than where there are Article 2 concerns, where an individual is a risk to themselves or others. It is noted that, other than under Article 2 incidents, the Police would have no powers to make the individual return to the facility they left.
19. Phase three was intended to go live in August 2024. This Phase looked to introduce a commissioned service for the transportation of individuals under a 136 assessment from a public place to a place of safety (Section 136 of the Mental Health Act allows the police to take an individual to a place of safety).
20. Phase four would be introduced at the end of 2024 and was currently under consultation.

Local Authority Perspective

21. Four local authorities make up the Humberside Policing area, these being:
 - a) North East Lincolnshire
 - b) North Lincolnshire
 - c) East Riding
 - d) Hull City
22. We contacted the four authorities and considered the agenda and minutes from their relevant scrutiny committees and health and wellbeing boards. No concerns were highlighted.

Link to Strategic Plan

23. Encourage good health and wellbeing, resilience, and independence.

Community Impact

24. Refer to CIA guidance on the [Learning Hub](#)

List of Background Documents/Appendices:

25. Right Care Right Person [National Partnership Agreement: Right Care, Right Person \(RCRP\) - GOV.UK \(www.gov.uk\)](#)

Contact Details

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