

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

RIGHT CARE, RIGHT PERSON BRIEFING PACK

MARCH 2024

WHAT IS RIGHT CARE, RIGHT PERSON?



RCRP is an operational model that provides guidance on the way the **MPS responds to health related calls.**

RCRP is aimed at making sure the **right agency deals with health-related calls, instead of the police being the default first responder** where there is a concern about a person's physical or mental health.



RCRP CONTEXT



THE FOUR PILLARS OF RCRP

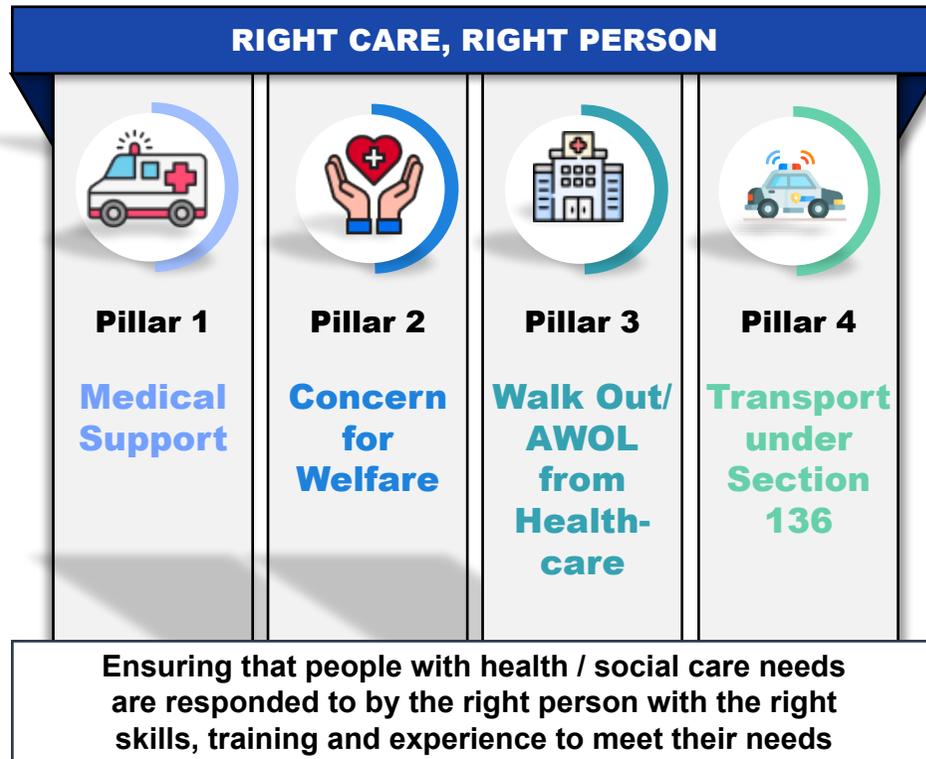
The MPS RCRP policy applies to four health-related pillars only

PILLAR 1: MEDICAL SUPPORT

When a member of the public requests medical support
Incidents in which police are already present when medical support is requested or required

PILLAR 2: CONCERN FOR WELFARE

When a member of the public or partner agency reports a concern for the welfare of a person and requests that police visit the individual



PILLAR 3: WALK-OUT / AWOL

When a person has walked out from a healthcare setting, has abandoned medical care / treatment
or is absent without leave (AWOL) from mental health services

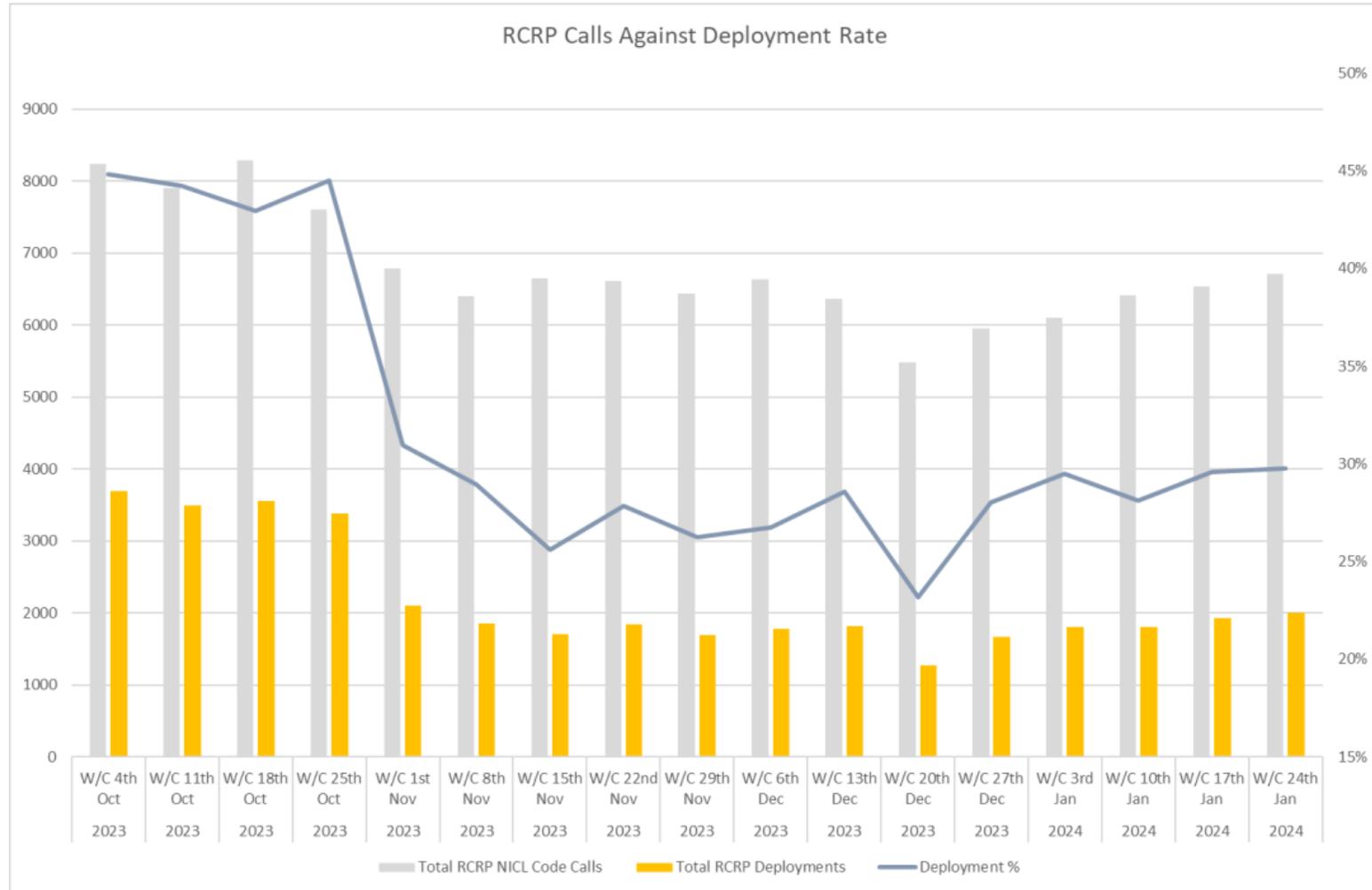
PILLAR 4: TRANSPORT UNDER S136

Transporting a person detained under s136 to a health based place of safety and undertaking a timely handover to a medical professional

OVERVIEW SINCE GO-LIVE

| | Nov 2022 | Dec 2022 | Oct 2023 | Nov 2023 | Dec 2023 | Jan 2024 | Feb 2024 (Up to 25th) |
|-----------------|----------|----------|----------|----------|----------|----------|-----------------------|
| Total Incidents | 34,613 | 34,576 | 33,635 | 28,786 | 28,005 | 28,762 | 24,138 |
| Deployments | 14,220 | 14,195 | 12,639 | 7,760 | 7,616 | 8,370 | 7,005 |
| Deployment Rate | 41% | 41% | 38% | 27% | 27% | 29% | 29% |

Weekly RCRP related demand and deployment volumes pre and post go live of RCRP



RCRP categories by incident and deployment volumes (February)

Comparative RCRP categories by volume and deployment percentage for February

| RCRP NICL Code Incidents | 2023 | | | | | | | 2024 | | | | | | |
|------------------------------|-----------------|-------------------|---------------|----------------------------|-----------------------------|------|--------------------|-----------------|-------------------|---------------|----------------------------|-----------------------------|------|--------------------|
| | Total Incidents | Total Deployed to | % Deployed to | Median Time spent on scene | Median Demand Handling Time | I | Avg Units Assigned | Total Incidents | Total Deployed to | % Deployed to | Median Time spent on scene | Median Demand Handling Time | I | Avg Units Assigned |
| Concern for Safety | 17123 | 9068 | 53.0% | 01:19:00 | 00:11:16 | 4644 | 1.965 | 12240 | 4140 | 33.8% | 01:27:00 | 00:12:56 | 1939 | 2.200 |
| Mental Health | 10976 | 2258 | 20.6% | 01:30:00 | 00:11:03 | 907 | 1.891 | 10439 | 1461 | 14.0% | 01:32:00 | 00:11:37 | 506 | 1.867 |
| Vulnerable | 4784 | 2663 | 55.7% | 01:34:00 | 00:13:22 | 523 | 1.582 | 5347 | 2726 | 51.0% | 01:33:00 | 00:14:31 | 368 | 1.570 |
| Collapse/Illness/Inj/Trapped | 2543 | 1003 | 39.4% | 01:16:00 | 00:09:58 | 614 | 2.268 | 2035 | 449 | 22.1% | 01:34:00 | 00:11:36 | 224 | 2.802 |
| Welfare Check Request | 365 | 169 | 46.3% | 01:13:00 | 00:14:07 | 25 | 1.805 | 139 | 55 | 39.6% | 02:54:00 | 00:13:04 | 2 | 1.891 |
| ALL RCRP | 32349 | 13316 | 41.2% | 01:23:00 | 00:11:18 | 5834 | 1.901 | 28172 | 8173 | 29.0% | 01:31:00 | 00:12:32 | 2759 | 1.976 |

| BCU | Concern for Safety | | | | | | | Mental Health | | | | | | | Vulnerable | | | | | | |
|---------------|--------------------|----------|---------------|----------------------------|-----------------------------|------|--------------------|---------------|----------|---------------|----------------------------|-----------------------------|-----|--------------------|------------|----------|---------------|----------------------------|-----------------------------|-----|--------------------|
| | Incidents | Deployed | % Deployed to | Median Time spent on scene | Median Demand Handling Time | I | Avg Units Assigned | Incidents | Deployed | % Deployed to | Median Time spent on scene | Median Demand Handling Time | I | Avg Units Assigned | Incidents | Deployed | % Deployed to | Median Time spent on scene | Median Demand Handling Time | I | Avg Units Assigned |
| South | 1115 | 393 | 35.2% | 01:18:00 | 00:12:51 | 156 | 2.120 | 801 | 109 | 13.6% | 01:14:00 | 00:11:54 | 30 | 1.702 | 551 | 287 | 52.1% | 01:27:00 | 00:14:23 | 42 | 1.509 |
| South East | 1287 | 486 | 37.8% | 01:26:00 | 00:13:03 | 207 | 2.278 | 1077 | 145 | 13.5% | 01:28:00 | 00:11:06 | 52 | 1.715 | 474 | 260 | 54.9% | 01:31:00 | 00:14:14 | 28 | 1.554 |
| North West | 1081 | 382 | 35.3% | 01:28:00 | 00:13:40 | 191 | 2.060 | 1203 | 154 | 12.8% | 01:40:00 | 00:12:07 | 56 | 1.724 | 581 | 288 | 49.6% | 01:44:00 | 00:15:13 | 39 | 1.559 |
| West | 1216 | 442 | 36.3% | 01:36:00 | 00:13:30 | 220 | 2.258 | 840 | 164 | 19.5% | 01:31:00 | 00:12:14 | 58 | 2.094 | 514 | 262 | 51.0% | 01:30:00 | 00:15:03 | 36 | 1.543 |
| Central West | 1386 | 299 | 21.6% | 01:28:00 | 00:12:05 | 142 | 2.328 | 906 | 116 | 12.8% | 01:30:00 | 00:11:25 | 43 | 1.965 | 444 | 219 | 49.3% | 01:05:00 | 00:14:09 | 26 | 1.530 |
| South West | 990 | 366 | 33.6% | 01:26:00 | 00:12:51 | 187 | 2.530 | 640 | 110 | 17.2% | 01:21:00 | 00:11:35 | 38 | 2.109 | 471 | 249 | 52.9% | 01:30:00 | 00:13:54 | 34 | 1.690 |
| North | 795 | 307 | 38.6% | 01:16:00 | 00:12:45 | 122 | 2.033 | 833 | 123 | 14.8% | 01:29:00 | 00:11:57 | 39 | 1.733 | 384 | 218 | 56.8% | 01:32:00 | 00:14:14 | 36 | 1.648 |
| Central East | 804 | 274 | 34.1% | 01:54:00 | 00:12:36 | 126 | 2.106 | 878 | 102 | 11.6% | 01:21:00 | 00:10:19 | 38 | 1.822 | 361 | 173 | 47.9% | 01:48:00 | 00:14:59 | 23 | 1.524 |
| Central South | 1045 | 367 | 35.1% | 01:21:00 | 00:12:47 | 184 | 2.584 | 1029 | 146 | 14.2% | 01:15:00 | 00:11:09 | 52 | 1.814 | 376 | 201 | 53.5% | 01:19:00 | 00:14:16 | 24 | 1.605 |
| East | 991 | 343 | 34.6% | 01:35:00 | 00:13:02 | 184 | 1.860 | 691 | 101 | 14.6% | 02:06:00 | 00:12:05 | 39 | 1.871 | 455 | 226 | 49.7% | 02:12:00 | 00:14:47 | 33 | 1.477 |
| Central North | 673 | 230 | 34.2% | 01:18:00 | 00:12:55 | 97 | 2.104 | 867 | 98 | 11.3% | 01:45:00 | 00:11:40 | 19 | 1.912 | 362 | 179 | 49.4% | 01:23:00 | 00:15:07 | 25 | 1.762 |
| North East | 789 | 251 | 31.8% | 01:47:00 | 00:13:10 | 123 | 1.948 | 648 | 93 | 14.4% | 02:00:00 | 00:12:01 | 42 | 1.989 | 370 | 164 | 44.3% | 02:05:00 | 00:14:01 | 22 | 1.463 |
| MPS | 12240 | 4140 | 33.8% | 01:27:00 | 00:12:56 | 1939 | 2.200 | 10439 | 1461 | 14.0% | 01:32:00 | 00:11:37 | 506 | 1.867 | 5347 | 2726 | 51.0% | 01:33:00 | 00:14:31 | 368 | 1.570 |