Information Compliance and Records Management Unit (ICRMU)
Information Management Branch

Date: 12/07/2024
Our ref: 01/FOI/24/012930/O

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012930/O

I write in connection with your request for information dated 12/07/2024, received by Greater Manchester Police (GMP) for the following information:

I would like a copy of the Right Care Right Person Decision tool that will be used by GMP to decide whether they are responding to a mental health emergency please.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm the information requested is held by GMP, but I am not obliged to provide it as an exemption applies. Section 17 of the Freedom of Information Act 2000 requires GMP, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The information requested is exempt from disclosure by virtue of the following exemption: **Section 31(1)(a) - Law Enforcement**. Section 31 is a prejudice-based and qualified exemption. There is a requirement to articulate the harm in disclosing such information as well as carrying out a public interest test.

Evidence of Harm

Disclosure of the information on operational matters, including call handling and deployment decision making guidance could be of intelligence value to a person or persons with criminal or malicious intent. The disclosure could provide and enable targeted malicious actions, be that hoax 999 calls designed to overwhelm emergency call handling capacity, or enabling persons to provide false information to call handlers to provoke an emergency police response when one is not necessary. Providing details of deployment protocols provides opportunities for criminality to benefit, or for risks to be extended to members of the public.

Public Interest Test Section 31 - Factors favouring disclosure

Providing this information would make members of the public more aware of the Right Care Right Person (RCRP) process. It will also show accountability and that public funds are being spent appropriately when it comes to emergency call handling and resource deployment.

Section 31 - Factors favouring non-disclosure

The police exists to protect and serve the public through the prevention and detection of crime. To provide such information at force level could compromise law enforcement tactics which would hinder GMP's ability to successfully investigate crimes. The threat of crime will increase as more crimes are committed because of criminals gaining knowledge about the capabilities of the forces. Therefore, the public will be placed at a greater risk. A fear of crime will be realised as criminals identify how to provoke an emergency response to a non-emergency situation, which would cause police resources to be occupied unnecessarily and be unavailable to respond to a genuine emergency. The safety of the public is of paramount importance to Greater Manchester Police and to release the requested information would compromise the safety of the community that Greater Manchester Police serve to protect and place individuals at risk.

Balancing Test

When balancing the public interest Greater Manchester Police must consider whether the information should be released into the public domain. Arguments need to be weighed against each other. The most persuasive reason for disclosing the information would be openness. However, this needs to be weighed against the strongest reason for non-disclosure which is the fact that individuals may be placed at risk and the affect it may have on the prevention and detection of crime and protecting the people and communities we serve. Having considered all the factors for and against disclosure, the reason against disclosure outweighs the reason for disclosure and so the decision at this time to maintain the above exemption and withhold the information from disclosure.

Please note that the RCRP model has not yet gone live in Greater Manchester and a go-live date has not yet been decided. There has been no change in the way GMP works in relation to these incidents currently.

Further information on the RCRP model can be found on the GMP website here Right Care, Right Person | Greater Manchester Police (gmp.police.uk) and from the College of Policing here Right Care Right Person (RCRP) national guidance launched | College of Policing.