

Date: 03/09/2025
Our ref: 01/FOI/25/015282/Q

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015282/Q

I write in connection with your request for information dated 06/08/2025, received by Greater Manchester Police (GMP) for the following information:

I am requesting the following information under the Freedom of Information Act:

- 1. The date (or timeframe) when the police force began implementing Right Care, Right Person (RCRP)***
- 2. Any reports, assessments or data – internal or published – where the police force has monitored the implementation and impact of RCRP, including in relation to other services I would like the information sent by email.***

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.

1. GMP implemented RCRP on 30th September 2024.
2. Please see the information below regarding a 3 month assessment carried out between 01/10/24-31/12/24. It is anticipated more assessments will be completed later this year.

Overview:

The Right Care, Right Person (RCRP) initiative, launched on 30th September 2024, represents a transformative step in modern policing within Greater Manchester. This innovative program has reshaped the way GMP responds to incidents involving welfare, mental health crises, and missing persons. By connecting individuals to the right service, RCRP has improved outcomes for vulnerable people, enhanced police efficiency, and bolstered public confidence. This report provides a comprehensive update on the initial benefits observed during Phase 1 of the RCRP initiative, reflecting on the insights and observations from various partner agencies.

The RCRP initiative has significantly improved police response to neighbourhood crimes. One of the most notable benefits is the substantial reduction in police response times for neighbourhood crimes. The average attendance time for burglary incidents decreased by 1 hour 8 minutes, for anti-social behaviour (ASB) by 21 minutes, for robbery by 43 minutes, and for vehicle crime by 1 hour 2 minutes. These improvements mean that victims of these crimes receive quicker assistance, enhancing their sense of safety and security.

RCRP has significantly reduced the number of inappropriate police deployments, allowing officers to focus more on core policing tasks. This has resulted in a 53% reduction in Grade 1 and Grade 2 incident queues, ensuring that high-priority incidents are addressed more promptly. For the public, this means that police are more available to respond to urgent situations, improving overall community safety. In addition to neighbourhood crime, RCRP has positively impacted the handling of public safety and welfare incidents. The initiative has led to a 35% reduction in concern for welfare (CFW) incidents, equating to 105 fewer deployments per day and saving an estimated 45,644 officer hours. This reduction allows officers to dedicate more time to core policing duties, ensuring that those in need receive timely and appropriate support.

The initiative has also improved the coordination between police and other public services. There has been an 11% increase in the proportion of CFW calls passed to other agencies, ensuring that individuals receive the most suitable care for their needs. This collaborative approach enhances the quality of care provided and ensures that police resources are used more effectively.

The RCRP initiative has significantly improved the neighbourhood policing offer by reducing staff abstractions, enabling officers to focus more on prevention and deterrence. From October - December 2024, recorded abstractions decreased by 64% (-483), and total hours abstracted reduced by 62% (-2,166). This reduction means officers are diverted less from their primary duties, allowing them to engage more effectively in proactive policing and community problem-solving.

Proactive policing linked to community problems and issues has seen notable increases. Vehicle stops increased by 32% (+2,081) compared to the previous three months (July-September 2024), with positive outcomes from these stops increasing by 25% (+1,311). Additionally, stop searches increased by 21% (+2,273) compared to the same period the previous year. These proactive measures have contributed to improved crime detection and prevention, addressing community concerns more effectively.

File quality improvements have also been observed, with a 6% (+154) increase in files passed or passed with fixes when compared to the previous three months. This improvement in file quality ensures that investigations are more thorough and accurate, enhancing the overall effectiveness of the police response. While the proactive benefits and improvements in file quality may not be wholly attributable to the RCRP initiative, it is likely that RCRP has played a key role in contributing to these positive outcomes.

Despite these benefits, the evaluation identified areas for improvement, particularly in call handling times, which increased for both 999 and 101 calls. However, this increase is expected to balance out as staff become more accustomed to the new processes. Ongoing training and quality assurance measures are being implemented to ensure compliance with RCRP protocols and improve the overall effectiveness of the initiative.

1. Next steps

GMP is committed to continuous improvement in the RCRP initiative. In the coming months, key areas of focus include:

- Further development of training programs to enhance staff familiarity with RCRP processes.
- Strengthening partnerships with external agencies to ensure seamless coordination.
- Ongoing analysis and response to emerging trends in public safety and welfare incidents.

- Enhancing quality assurance measures to ensure compliance with RCRP protocols.
- Seeking feedback from partner agencies to refine and improve the RCRP pathways.
- Understanding the lived experience of callers from end to end, ensuring that their perspectives and experiences inform future improvements to the initiative.

2. Conclusion

The RCRP initiative has significantly enhanced police response to neighbourhood crimes, reduced inappropriate demand on police resources, and improved coordination with other public services. These benefits lead to quicker assistance for victims, better use of police resources, and improved community safety. Continued focus on training, quality assurance, and partnership working will be essential to sustain and build on these improvements.

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