



Date: 09/04/2026
Our ref: 01/FOI/25/015943/E

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015943/E

I write in connection with your request for information dated 01/12/2025, received by Greater Manchester Police (GMP) for the following information:

I would like to gain some information on the Right Care, Right Person policy please.

- 1. Since implementing the new policy, please could I ask how much demand has been reduced for officers?*
- 2. Has the new policy increased call handling times? If so, by how much?*
- 3. I believe calls are being monitored and assessed by an RCRP audit team.
 - a. What are they reviewing?*
 - b. What are the success rates for calls compared to jobs police are attending?**
- 4. What jobs should police be attending?*
- 5. What jobs should police not attend, but still are attending?*

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that some of the information you have requested is held by GMP.

1. Since RCRP went live in September 2024, GMP has seen a sustained and significant reduction in Concern for Welfare (CFW) demand:
2024: 129,148 CFW calls received, with 65,817 attended (51%)
2025: 91,670 CFW calls received, with 37,572 attended (41%)

This equates to 157,000+ officer hours saved since launch, averaging approximately 6,000 hours per month.

2. This information is not held by GMP.
3.
 - a. Qualitative audits of G15 incidents have been conducted with specific focus on signposting and grading decisions.
 - b. This information is not held by GMP.
4. Under RCRP, police will likely be the most appropriate agency to respond to a concern for welfare call identified as a mental health concern or a social issue concern where there is an identified or likely real and immediate risk to life or a risk of serious harm to an adult. In relation to incidents involving children, police will likely be the most appropriate agency to respond to a concern for welfare call identified as a mental health concern or a social issue concern where there is an identified or likely risk of a child suffering, or being likely to suffer, significant harm. It is recognised that not all scenarios can be accurately determined via an assessment tool, and GMP values the skills and expertise of its staff. As such, a police call handler can dispatch police resources to any concern for welfare incident, whether or not the threshold for deployment is met.
5. Please refer to the response to question 4. As police can attend any incident they deem appropriate based on risk, it is not possible to categorically identify incidents attended that the requestor may consider "jobs police should not attend."