



Response Date:23/03/2026

2026/321 - Right Care Right Person

In response to your recent request for information regarding;

- 1) The rollout status of Right Care Right Person (RCRP) in your police force.**
- 2) The estimated number of police hours in your police force saved due to the rollout of RCRP OR the estimated number of police hours in your police force that will be saved due to the rollout of RCRP.**

Right Care, Right Person (RCRP) – Rollout Status

In Wales, the implementation of Right Care, Right Person (RCRP) has been divided into four phases:

Phase 1 – Response to Concern for Welfare

Live since January 2024 and now fully embedded as business as usual.

This phase redirects police away from concern-for-welfare requests where there is no clear policing obligation or duty of care.

Phase 2 – Hospital Walkouts and AWOL Mental Health Patients

Live since October 2024 and now business as usual.

Police no longer respond to hospital walkouts or AWOL patients from mental health facilities where no core policing duty is identified.

Phase 3 – Transportation

This phase focuses on reducing the use of police vehicles to transport patients to hospital and ensuring ambulances are used instead, maintaining the dignity of the individual.

In North Wales, this has long been part of standard operating procedures.

Phase 4 – Section 136 MHA Detentions

This phase aims to improve efficiency around Section 136 Mental Health Act detentions, with a target of achieving one-hour handovers.

Estimated Police Hours Saved Through RCRP

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

Before RCRP was introduced, officers were estimated to attend approximately 75% of what are now considered RCRP-related incidents.

Since January 2024, this has fallen to an average attendance rate of around 30% across the two full years.

Based on validated incident data from January 2024 to January 2026, this reduction equates to an estimated saving of 19,537 police officer-hours.

This calculation is derived from:

- 4,884 additional incidents where police attendance was avoided due to RCRP (i.e., incidents that *would* have been attended under the old 75% model but were not attended under RCRP)

A typical deployment for such incidents involves:

- 2 officers per incident
- 2 hours per incident (excluding subsequent paperwork after closure)

Therefore:

$4,884 \text{ incidents} \times 4 \text{ officer-hours per incident} = 19,537 \text{ hours saved}$

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 19/03/2026