



Force Disclosure Unit

Wiltshire Police HQ
London Road
Devizes
Wiltshire
SN10 2DN
Tel 101 ext 62005

www.wiltshire.police.uk

disclosure@wiltshire.pnn.police.uk

XXXXXX – by E Mail

Date: 15th August 2025

Your ref: FOI

Our ref: FOI 2025 / 765

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 6th August 2025 concerning Right Care Right Person.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and – having consulted our Force Lead - I am now able to respond as follows.

You wrote (and Our Response)

1. The date (or timeframe) when the police force began implementing Right Care, Right Person (RCRP).

There was a staged approach to implementing RCRP with the first phase being launched on 8th April 2024. This initial phase covered concern for welfare, walk out of hospitals/healthcare and AWOL from mental health facilities which covers where persons are detained under the mental health act.

It was decided that RCRP would not be implemented in relation to those under 18 due to the College of Policing working on appropriate guidance.

Phase 2 went live on 14th October 2025 which covers medical incidents - this is where we receive calls for service for persons in mental health crisis or medical need and require intervention. It also covers calls from partner agencies who are requesting assistance where someone with a medical need is exhibiting violent behaviour.

The final part of RCRP was launched on 6th January 2025 and was where we now apply all aspects to those under the age of 18.



INVESTOR IN PEOPLE

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.

RCRP data is collected and monitored internally none of this has - as yet - been formally published.

Whenever RCRP thresholds are used an incident log is created and a tag applied in order that the data can be compiled therefore we know how many incidents there are daily, which category they fall under and whether Police resources were dispatched or not.

There have been a couple of internal assessments undertaken which I've attached. There has been no analysis that we are aware of around the impact on other services and this would most likely need to be commissioned by them as they will have the necessary data

We are also in the process of setting up a scrutiny panel which will consist of partner agencies and 2-3 lay persons - this will sit quarterly and provide us with valuable feedback on our approach.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Nick Penny
Disclosure Decision Maker



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk