

A partnership approach
to ensure the right response
by the right professional

Right Care
Right Person



Right Care, Right Person

Partner Escalation Processes

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Right Care, Right Person Team

Metropolitan Police Service

DOCUMENT PURPOSE

This document sets out escalation processes defined by the MPS enabling partners to discuss RCRP-related matters

This document covers the following RCRP scenarios for partners:



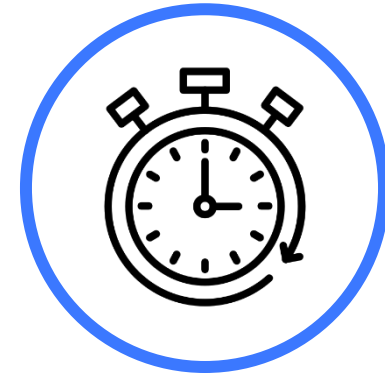
“I wish to **urgently appeal** an MPS decision not to deploy to a **live RCRP incident**”

*See page 3:
Urgent appeal process*



“I wish to discuss RCRP-related **feedback / trends / themes / risks / queries** with the MPS”

*See page 5:
Non-urgent RCRP matters*



“I wish to dispute or discuss an MPS deployment decision **after the incident**”

*See page 5:
Non-urgent RCRP matters*

PARTNER APPEALS PROCESS FOR URGENT RCRP MATTERS

- Partner wishes to appeal an MPS decision not to deploy to a live RCRP incident

RCRP | PARTNER URGENT APPEAL PROCESS

Appealing an MPS deployment decision for a live RCRP incident

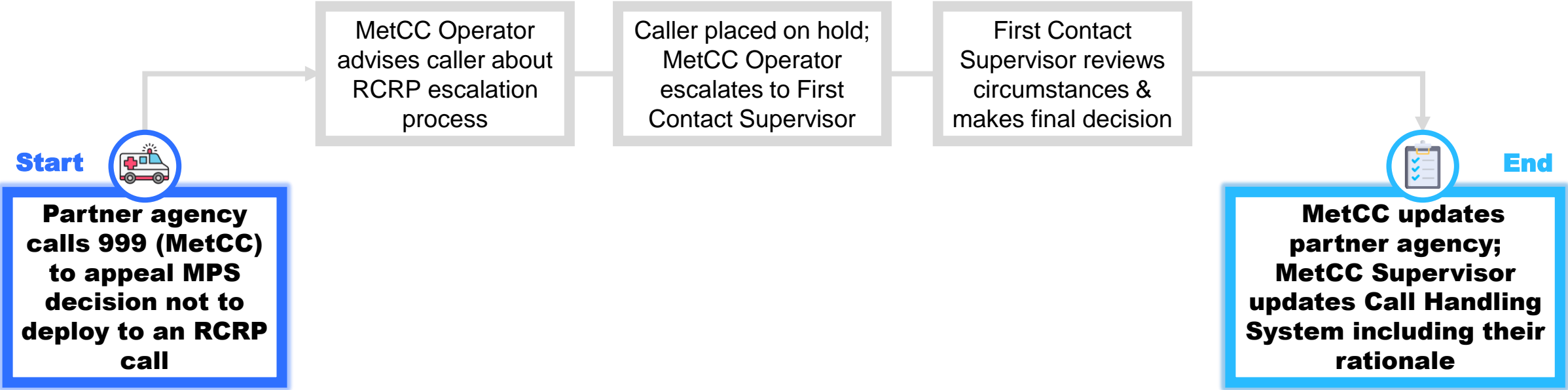
This escalation process is for...



Partner agencies



If a partner wishes to appeal an MPS decision not to deploy to an RCRP call where the incident is live



PARTNER ESCALATION PROCESS FOR NON-URGENT RCRP MATTERS

- Partner wishes to dispute an MPS RCRP deployment decision after the event
- Partner wishes to discuss RCRP trends / themes / feedback / queries with the MPS

RCRP | MPS SUPPORT FUNCTION

Managing external RCRP-related queries, trends, feedback and disputes (non-urgent)



Contacting the MPS for non-urgent RCRP matters

The main MPS point of contact for partner agencies is the **RCRP Support Function** which can be contacted via MetCCMailbox-.RightCareRightPersonProject@met.police.uk



The purpose of the MPS RCRP Support Function

The RCRP Support Function is staffed by MPS RCRP SMEs. It will review CADs sent in by partners and frontline policing to feedback on decisions made, collate organisational learning and escalate issues to MPS SLT where necessary



What to contact the RCRP Support Function about

RCRP SMEs are available to:

- **Review disputes about MPS deployment decisions after the incident**
- **Collect RCRP themes / risks / queries / feedback**

The function should not be contacted to appeal or escalate MPS RCRP deployment decisions for live incidents



Senior Partnership Meetings

Partner agency SLT will attend the Joint Mental Health Partnership group and relevant sub-groups to discuss trends / themes. This should not be used to appeal or escalate MPS RCRP deployment decisions for live incidents

RCRP | NON-URGENT PARTNER ESCALATION PROCESS

Managing external RCRP-related queries, trends, feedback and disputes (non-urgent)

This process is for...



Partner agencies



If a partner disputes an MPS decision not to deploy to an RCRP call after the incident, or wishes to discuss queries, trends, feedback, risks, etc.

Start



Partner agency wishes to dispute MPS decision not to deploy to an RCRP call, after the incident, OR discuss trends, feedback, etc.

Partner to consult with the MPS RCRP Support Function via mailbox



RCRP Mailbox:
MetCCMailbox-.RightCareRightPersonProject@met.police.uk

Partner agency to escalate trend / feedback / specific incident to their SLT

Partner agency SLT to capture common themes regarding concerns / disputes



End

Partner agency SLT attends Joint Mental Health Partnership group to discuss trends / themes