

## DMPC Decision – PCD1529

**Title:** [MetCC Improvement - Right Care Right Person](#)

### Executive Summary:

This paper seeks approval for funding to provide post 'go live' support for the Right Care Right Project (RCRP) for 6 months to be fully funded by the MetCC Improvement Programme.

### Recommendation:

The Deputy Mayor for Policing and Crime, via the Investment Advisory and Monitoring meeting (IAM), is asked to:

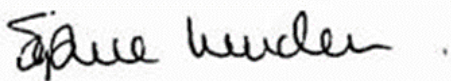
1. **Approve** £1.5 million engage CapGeminin to provide Trainers/Floor Walkers to support MetCC Call Handlers in their RCRP decision-making for a 6-month post go-live period from 1 November 2023. This will be fully funded from the MetCC Improvement Programme and support implementation of the programme.
2. **Note** that this is to supplement existing Met resources for post 'go live' support and ensure MPS has capacity across the 3 MetCC centres, 24/7, to support every shift. This is taking the learning from Humberside – who will also be providing SME resources in the first few weeks.

### Deputy Mayor for Policing and Crime

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature



Date

12/10/2023

## PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC

### 1. Introduction and background

1.1. RCRP is an operating model developed by Humberside police in 2019 to ensure health and social care calls for services are responded to by the right agency, ensuring the best possible care to those in need. It includes the following 4 elements:

- Concern for Welfare
- Missing from Health Establishments and AWOL from Mental Health Hospitals
- Police use of S136 Mental Health Act
- Transport of those in Mental Health crisis

1.2. The implementation of RCRP into the MPS will ensure officers are not deployed to health-related calls unless there is a real and immediate threat to life or risk of serious injury. Members of the public requesting assistance for health-related matters will be signposted to the health services who are best placed to deliver medical care. Partner agencies requesting police assistance for health-related matters where there is no real and immediate threat to life or risk of serious injury will be refused. Officers will be freed up to concentrate on core policing duties.

1.3. In Humberside, the RCRP approach over a 3-year period saw a total demand reduction of 8% in all calls received, an 80% reduction in Concern for Safety/Welfare deployments and a 28% reduction in AWOL/Missing and Section 136 (Mental Health) deployments. Police still attended calls where core responsibilities re crime or an immediate threat to life were engaged. Any suggestion that the MPS will attend no calls where mental health is involved is inaccurate.

### 2. Issues for consideration

2.1. The MPS has developed new MPS **policy** for all 4 elements of RCRP which builds on the policies developed by Humberside and NPCC. Advice from both operational and legal colleagues is that existing Humberside policies were not able to be simply lifted and shifted into the Met operating context and environment which has delayed implementation. The Met policy, based on Humberside but with local operating context, received legal clearance and as a result obtained a second King's Counsel (KC) opinion on the policy to supplement previous KC's advice taken by Humberside. This work was approved by Management Board on 12 September.

2.2. Development of the Force Control Room (FCR) **Toolkit** for use by MetCC call handlers will provide guidance for deployment in RCRP matters, or signpost to a more appropriate agency. Unfortunately, due to IT constraints, this toolkit cannot be taken from Humberside and therefore had to be built by the Met Digital Policing team but is now ready to use.

2.3. The MPS has developed a **training** package and resourcing plan to upskill all MetCC staff in the RCRP processes / policy and the use of the FCR Toolkit. A dry run of this training package has been completed indicating 3-4 hrs for delivery. The FCR training

started in September and will involve the training of ~2500 MetCC staff ahead of 'go-live' on the following basis:

- Training commencement 15 August 2023
- 300 staff trained per week across 3 MetCC sites (covered by Overtime and VBOS)
- This would allow 'go-live' of all 4 RCRP elements on 1 November 2023

2.4. Undertaking this work contributes to the area of the MOPAC Police & Crime Plan aimed at 'increasing trust and confidence', and 'better support to victim's as per extracts below:

- Increasing trust and confidence as the police will be focussing on policing matters and resources will be focussed on policing.
- Better Support to Victims – Police are able to focus on victims of crime as not being diverted to health calls.

### **3. Financial Comments**

3.1. Funding is required to support post 'go-live' of the RCRP project. The MPS want to engage CapGemini to provide Trainers / MetCC Floor Walkers for 6 months post 'go live' to support call handlers in their RCRP decision making. Initially this will include 18 floor walkers (across 3 sites and 3 shifts) per day, 7 days a week and will supplement existing Met resources.

3.2. This level of support would taper down over the 6 month period as the service transitions to BAU. The cost of this provision is £1.5m which currently is budgeted for and can be fully funded by the programme.

3.3. The £300k uplift in cost from the previous estimate of £1.2m is due to updated remodelling by the MPS which now reflects the need for a senior consultant to support the RCRP challenges and escalations process, increasing the effective blended day rate from £500 to £706. The blended rate also includes the cost of the standard floor walker, which has also increased.

3.4. London's Anchor Institutions' Charter. This work contributes to area of the London Anchor Institutions Charter which commits the Met to 'support our communities', as it will ensure that only those who can uphold the acceptable standards of professional behaviour are accepted into the Met, which will renew Londoners' trust in officers and staff.

### **4. Legal Comments**

4.1. The route to market is for a direct award due to the time constraint and the fact that CapGemini are already working on the MetCC Improvement Programme, so best place to be efficient from Day 1. The route to market has also been approved by the Head of Commercial.

## **5. Commercial Issues**

- 5.1. Capgemini is under contract with the MetCC Improvement Programme for provision of Business Change and Training services.

## **6. GDPR and Data Privacy**

- 6.1. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
- 6.2. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
- 6.3. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.
- 6.4. There are no apparent data protection issues at this early stage of the project. The project will ensure a privacy by design approach, which will allow the MPS to find and fix problems at the early stages of any project, ensuring compliance with GDPR. DPIAs support the accountability principle, as they will ensure the MPS complies with the requirements of GDPR and they demonstrate that appropriate measures have been taken to ensure compliance.
- 6.5. As the intention of this document is to seek funding to deliver the resource required to deliver the RCRP Project, there is no impact on Data. However, an initial DPIA for the Project has been raised on DAPIAN (535).

## **7. Equality Comments**

- 7.1. MOPAC is required to comply with the public sector equality duty set out in section 149(1) of the Equality Act 2010. This requires MOPAC to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations by reference to people with protected characteristics. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 7.2. As the intention of this document is to seek funding to deliver the RCRP Project, there is no real organisational change. Further reviews will be conducted and if any new Equality Impact is identified, a full Equality Impact Assessment will be initiated.

8. **Background/supporting papers**  
None.

**Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.**

The Government Security Classification marking for Part 2 is:  
OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of BWV Contract Renewal BJP is exempt from publication for the following reasons:

- Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests).
  
- The relevant sections under the FOIA that would exempt this information from disclosure, include:
  - Law Enforcement, Section 31
  - Data Protection Section 40
  - Commercial Interest Section 43
  - Legal Professional Privilege Section 42

The paper will cease to be exempt upon completion of the contract. This is because the information is commercially sensitive and could compromise future procurement activity.

**Public access to information**

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

**Part 1 Deferral:**

Is the publication of Part 1 of this approval to be deferred? YES/NO

If yes, for what reason:

Until what date:

**Part 2 Confidentiality:** Only the facts or advice considered as likely to be exempt from disclosure under the FOIA should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a **Part 2** form – YES

<b>ORIGINATING OFFICER DECLARATION</b>	<i>Tick to confirm statement (✓)</i>
<b>Financial Advice:</b> The Strategic Finance and Resource Management Team has been consulted on this proposal.	✓
<b>Legal Advice:</b> The MPS legal team has been consulted on the proposal.	✓
<b>Equalities Advice:</b> Equality and diversity issues are covered in the body of the report.	✓
<b>Commercial Issues</b> Commercial issues are covered in the body of the report.	✓
<b>GDPR/Data Privacy</b> GDPR compliance issues are covered in the body of the report .	✓
<b>Drafting Officer</b> Omo Okuonghae has drafted this report in accordance with MOPAC procedures.	✓
<b>Director/Head of Service:</b> The MOPAC Chief Finance Officer and Director of Corporate Services has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓

**Chief Executive Officer**

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

**Signature**

*Diana Kuchferd.*

**Date** 11/10/2023