


Timothy Brennand
HM Senior Coroner for Manchester West



29 August 2025

Re Regulation 28 Report – Elaine Tarbuck

Dear Mr Brennand

Thank you for your report dated 7 July 2025 concerning the tragic death of Elaine Tarbuck. We extend our sincere condolences to her family and all those affected.

We have carefully considered the matters of concern raised in your Regulation 28 report. This response outlines the College of Policing's position and the actions taken in relation to the national implementation of the Right Care, Right Person (RCRP) approach, particularly regarding the role of the police in welfare-related calls and the issue of forced entry.

Clarifying the Role of the Police in Welfare Calls

The College recognises the public expectation that emergency services will respond swiftly and decisively when there is concern for someone's welfare. However, the legal framework governing police powers of entry is clear: unless there is a real and immediate risk to life or of serious harm (as defined under Articles 2 and 3 of the ECHR), or a crime is suspected, police powers to enter a private dwelling are limited.

The RCRP toolkit, developed in partnership with the NPCC and other national agencies, reinforces this legal position. The section that specifically relates to the force control room can be found on the following link <https://www.college.police.uk/guidance/right-care-right-person-toolkit/force-control-room-implementation-guidance>

It explicitly states that there is no general power of entry for welfare checks reaffirming the position as set out within the case of *Syed v DPP* [2010] EWHC 81 (Admin) in relation to the powers of entry available to the police. The toolkit states '*There is no specific power of entry to carry out a concern for welfare check...*'. It also encourages forces to work with partners—particularly the Fire and Rescue Service—who may have the appropriate powers, training and equipment to gain entry in such circumstances. Please see an extract below and relevant link:

Protocols will need to be developed at a local partnership level to set out the lines of responsibility for each agency. Once agreed, these changes to ways of working must be communicated to staff within each agency and guidance provided.

<https://www.college.police.uk/guidance/right-care-right-person-toolkit/senior-responsible-officer-sro-role>

Addressing Delays and Improving Call Handling

The College is reviewing the RCRP toolkit to ensure it provides clearer guidance on the assessment of risk in control rooms, including how to handle ambiguous or borderline cases where the threshold for police attendance may not be immediately clear.

Clarifying Responsibilities for Forced Entry

The confusion over which agency should take responsibility for forced entry is a key learning point. The RCRP guidance encourages local partnerships to develop clear protocols that define roles and responsibilities in such scenarios. These protocols should be communicated effectively to all frontline staff to avoid hesitation or uncertainty during time-critical incidents.

We are working with forces and partner agencies to support the development and dissemination of these local agreements, and we will highlight this issue at the next meeting of the National RCRP Tactical Delivery Board to ensure national learning is shared.

Responding to Concerns About the RCRP Model

The intent of RCRP is to ensure individuals received the most appropriate care from the most appropriate agency. However, we understand the concerns and recognise that its implementation must be sensitive to the nuances of real-world emergencies. The College continues to monitor the impact of RCRP and is committed to refining the guidance based on operational feedback and case reviews such as this.

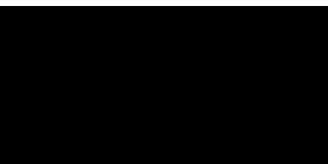
Commitment to Continuous Improvement

The College remains committed to supporting forces in delivering lawful, proportionate, and effective responses to concern-for-welfare calls. The concerns raised will also be communicated with all forces within the national tactical delivery Board, where learning can be shared. We will continue to:

- Review and update national guidance based on emerging learning
- Support forces in developing local protocols with partner agencies
- Promote national consistency through the RCRP Tactical Delivery Board
- Encourage a culture of continuous improvement and reflective practice

We hope this response provides assurance of our commitment to addressing the issues raised and to preventing future deaths in similar circumstances. Please do not hesitate to contact us should you require any further information.

Yours sincerely,



Chief Executive Officer
College of Policing