

Joanne Kearsley
Senior Coroner for the Coroner area of Manchester North

[REDACTED]

9 December 2025

[REDACTED]

Dear Ms Kearsley

Preventing Future Deaths Report – Katie Janette Overd

Thank you for providing the College of Policing with a copy of your report dated 15th October 2025 following the death of Katie Overd. We extend our sincere condolences to her family and all those affected.

We have carefully considered the matters of concern raised in your report and provide the following response on behalf of the College of Policing in respect of proactive public communications relating to the implementation of the Right Care Right Person (RCRP) policy.

Right Care Right Person (RCRP) is a national initiative that aims to ensure that vulnerable people get the right support from the right services. The College host the implementation toolkit for RCRP, which provides national guidance for all forces to follow, it applies to calls for service about:

- concern for the welfare of a person
- people who have walked out of a healthcare setting
- people who are absent without leave (AWOL) from mental health services
- medical incidents

RCRP has been developed under the National Partnership Agreement (NPA) which sets out the support of all key agencies including NPCC, Home Office, Department for Health & Social Care, NHS England, Association of Police and Crime Commissioners, and the College of Policing.

When the NPA was originally developed and agreed by all the signatories, a discussion took place regarding whether there should be national public facing communications in respect of which agency should deliver specific services. However, it was agreed and remains the position that when the public make calls for service, they will not necessarily know which service is the most appropriate to be responding to a call as the nature of an incident and the associated risks can vary significantly. It is for

this reason that the focus is on the public calling 999 when they believe they require an emergency service response and allow the pathways that have been agreed between agencies at a local level to then triage the call and make an informed decision as to which service is the most appropriate to respond to the specific incident. This is not unique to RCRP related calls and is a practice that is employed in other areas across policing and other agencies.

In many areas there are localised agreements that have been developed, which need to be taken into account when decisions are being made. RCRP relates to decisions made within the control room about which is the most appropriate service and therefore this is an important step in the triage process across any agency that is contacted.

The College of Policing worked with the NPCC to create and publish the national Right Care Right Person implementation guidance toolkit. 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>.

Together with our national partners in Health, we continue to monitor emerging themes and risks with a view to updating the published toolkit guidance as well as providing additional support and guidance directly to forces. We hope this provides reassurance of our continued commitment to supporting police forces in reviewing and refining operational processes and policies in response to concerns raised. Please do not hesitate to contact us should you require any further information.

Yours sincerely

[Redacted Signature]

Chief Executive Officer
College of Policing

[Redacted Address Line]

CC – [Redacted] Dupty Mayor of Greater Manchester