College of Policing | Leadership Standards Performance

College of Policing
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[redacted]

Alison Mutch OBE,
Senior Coroner for Greater Manchester South,
Coroner's Court,
1 Mount Tabor Street,
Stockport,
SK1 3AG

[redacted]

21 October 2026

Dear Ms Mutch

Preventing Future Deaths Report – Thomas Crabbe

Thank you for providing the College of Policing with a copy of your report dated 26th August 2026 following the inquest into the death of Thomas Crabbe. We extend our sincere condolences to all those affected.

In accordance with our duty under Regulation 29 of the Coroners (Investigations) Regulations 2013, we have carefully considered the matters of concern identified within your report and set out below the actions taken and those proposed by the College of Policing.

The College of Policing notes the concerns raised regarding the interpretation and application of Right Care Right Person (RCRP), particularly in relation to welfare concerns, decision making within force control rooms and the signposting provided to members of the public when incidents do not meet the threshold for a police response.

We also recognise that national guidance issued by the College influences operational decision making across policing and that forces rely on this guidance to support consistent and assessment of risk and responsibility.

Action Taken

The College of Policing has developed and published the national Right Care Right Person implementation guidance toolkit in partnership with the National Police Chiefs' Council. The guidance is intended to support forces in making lawful, proportionate and consistent decisions when responding to requests for service involving vulnerable people.

The guidance makes clear that the purpose of RCRP is to ensure vulnerable people receive support from the most appropriate agency and that police involvement should be based on legal duties, powers and the level of risk identified at the time of the call. The toolkit provides specific

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guidance for force control rooms **Force control room implementation guidance | College of Policing**, including the assessment of risk and the rationale for deployment decisions.

The College highlights within the RCRP Toolkit the importance of the case law arising from Syed v DPP (Court of Appeal, 2010, EWHC 81 (Admin)) in relation to the powers of entry available to the police under S17(1)(e) of the Police and Criminal Evidence Act 1984, where it was held that a 'concern for welfare is not sufficient to justify an entry' under this power.

The toolkit highlights the importance of multi-agency working and encourages forces to work closely with partners to identify and address any gaps in service provision.

The College has considered the matters raised within the Prevention of Future Deaths Report and acknowledges the concern that, based on the evidence presented, it is unclear why the concerned caller was not effectively signposted to alternative sources of assistance. We note that Greater Manchester Police have confirmed that training is provided to call handling staff regarding the application of RCRP, structured questioning, THRIVE assessments and decision-making processes.

Further Action Proposed

The College will implement the following actions to promote national consistency and support the effective application of Right Care Right Person principles:

1. Dissemination of learning through national governance structures

The concerns raised will be communicated through the national RCRP Tactical Delivery Board and other relevant national policing networks. This will provide an opportunity to share learning, reinforce key principles within the guidance and promote consistency in decision making across forces.

2. Ongoing review of guidance and operational practice

The College will continue to review the content of the Right Care Right Person guidance toolkit to ensure it remains clear, relevant and aligned with current legislation and operational requirements. Particular consideration will be given to the issues highlighted in this report, including risk assessment, signposting arrangements and partnership working where incidents fall outside the scope of a police response.

The College also notes the concerns raised regarding advice provided to callers to contact hospitals or other agencies where there may be limited prospect of obtaining meaningful information. Whilst responsibility for local call handling practices rests with individual forces, the College will consider whether existing Right Care Right Person guidance and supporting materials provide sufficient clarity regarding effective signposting and advice to members of the public when police attendance is not required. This consideration will form part of the ongoing review of the Right Care Right Person toolkit and associated force control room guidance.

3. Support for effective multi-agency working

The College will continue to emphasise within national guidance the importance of collaborative working between policing, health services, local authorities, fire and rescue services and other partners. This will help ensure that vulnerable individuals receive support from the most appropriate agency and that where appropriate, members of the public are directed to suitable alternative sources of assistance when police attendance is not required.

We would like to reassure you that we are continuing to review and update our guidance to ensure that police forces have access to the tools, training and support needed to respond appropriately to the concerns you have raised. This work demonstrates our ongoing commitment to strengthening guidance and supporting forces in the effective delivery of their responsibilities. We hope this provides assurance of our continued focus on ensuring operational policies and guidance remain clear, relevant and fit for purpose.

Should you require any further information, please do not hesitate to contact us.

Yours sincerely,

[redacted]

[redacted]
Chief Executive Officer
College of Policing
[redacted]
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