



**Emma Best AM**

**Chairman of the Health Committee**

Sir Mark Rowley KPM

Commissioner of Police for the Metropolis, Metropolitan Police Service

(Sent by email)

26 March 2026

Dear Sir Mark,

I am writing as Chairman of the London Assembly Health Committee regarding violence against healthcare staff in London. We held an evidence-gathering session on this topic on 4 March 2026 and heard from representatives of the NHS and its staff. We heard evidence on a number of areas, including the impact of the Right Care, Right Person approach. This is an issue that the London Assembly Police and Crime Committee previously raised with you in a letter on 7 March 2024.<sup>1</sup>

Cooperation with NHS security staff

We heard from NHS staff that support from police when dealing with incidents is inconsistent. Jason Killens KAM, Chief Executive Officer, London Ambulance Service told us that “in the majority of cases when we do need police backup, where our clinicians on the streets need police backup, they will get it very quickly.”<sup>2</sup> However, Chris Akaluka, Branch Secretary, UNISON, told us that:

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<sup>1</sup> London Assembly Police and Crime Committee, [Mental health and policing](#), 7 March 2024

<sup>2</sup> Jason Killens KAM, [London Assembly Health Committee meeting](#), 4 March 2026, Panel 1 (p.4).

“Sometimes you do your risk assessment [of an incident], and you think that you cannot deal with this, and you call the police. However, the problem is that sometimes their response is amazing, and sometimes they are busy, and you would then have to deal with it.”<sup>3</sup>

**For the safety of NHS staff, police need to respond swiftly to calls for further assistance from NHS staff on matters of security. This is essential for NHS security staff when they are facing incidents that require support from law enforcement in the workplace.**

### Right Care, Right Person

There needs to be appropriate care given towards those who have mental health problems. We heard that one of the ways this has been addressed is through the Right Care, Right Person (RCRP) approach, implemented by the Metropolitan Police Service in November 2023.<sup>4</sup> As you are aware, RCRP is an approach designed to ensure that people of all ages, who have health and social care needs, are responded to by the right person, with the right skills, training, and experience to best meet their needs.<sup>5</sup> While some mental health related incidents may need the police, other services may be more appropriate.<sup>6</sup>

The London Assembly Police and Crime Committee put a number of recommendations to you about RCRP in its letter on 7 March 2024, including the need for the MPS to clarify its commitment to protecting all Londoners, including those with mental health needs.<sup>7</sup> However, guests told us that RCRP has presented challenges for achieving this in practice. Lisa Elliott, Director for London, Royal College of Nursing told us that while she understood the rationale for RCRP:

“What we are hearing from our members is they felt that it came in very quickly and it was quite rushed, without that real assessment of the impact that this was going to have on services, particularly in [Emergency Departments].”<sup>8</sup>

Lisa Elliott went on to say that RCRP has not fully addressed issues as intended:

“What we are seeing is the problem has not been solved. We have not dealt with the root cause of this issue. The problem has been moved. We are seeing the impact happening. We are seeing it both in community and within [Emergency Departments]. Community nurses are feeling that those welfare checks that used to be done by the police, they are not able to access them, but we do not have the staffing levels, and they have not improved in the community for community nurses to be able to pick that up. We do feel that patients are then falling through the cracks, and we are certainly hearing that from our members.”<sup>9</sup>

As you will be aware, data sharing between the MPS and health partners in relation to RCRP has also been raised at the London Policing Board, with board members noting concerns with the MPS’s

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<sup>3</sup> Chris Akaluka, [London Assembly Health Committee meeting](#), 4 March 2026, Panel 2 (p.7). Mr Akaluka is also a Security Supervisor, Newham University Hospital.

<sup>4</sup> Metropolitan Police Service, [Introduction of Right Care, Right Person model | Metropolitan Police](#) [accessed 25 February 2026]

<sup>5</sup> UK Government, [National Partnership Agreement: Right Care, Right Person \(RCRP\) - GOV.UK](#), 17 April 2024

<sup>6</sup> Police UK, [Right Care, Right Person | Police.uk](#) [accessed 25 February 2026]

<sup>7</sup> London Assembly Police and Crime Committee, [Mental health and policing](#), 7 March 2024

<sup>8</sup> Lisa Elliott, [London Assembly Health Committee meeting](#), 4 March 2026, Panel 1 (p.4)

<sup>9</sup> Lisa Elliott, [London Assembly Health Committee meeting](#), 4 March 2026, Panel 1 (p.4)

reluctance to share data and the need for an understanding between partners of what patient data can be shared.<sup>10</sup>

**Right Care Right Person, despite its intent to provide appropriate care to those with mental health issues, is not working as intended. The Metropolitan Police Service should conduct a review of the impact of Right Care Right Person and its effect on healthcare services in 2026, including an independent audit, in order to better implement the programme moving forward.**

The Committee would be grateful if you could respond to these points by 29 May 2026. We look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'EMMA BEST', written in a cursive style.

**Emma Best AM**

**Chairman of the Health Committee**

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<sup>10</sup> [London Policing Board Performance and Finance Delivery Committee](#), 21 July 2025 (paragraph 7.8 of the minutes)