

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.ukDate: 7th April 2021

Your ref: FOI

Our ref: FOI 2021 / 154

I write in connection with your request for information dated 18th February concerning mental health occurrences and police training.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and I am not obliged to supply all the information you have requested.

You wrote:

- 1.) What is the total number of police officers within your force, in each year from 2015-2020?
- 2.) How many police officers within your force have received additional mental health support training, in each year from 2015-2020?
- 3.) How often is the mental health support training provided?
- 4.) How long does the mental health support training qualification last for?
- 5.) Does your force provide joint mental health training for police officers and mental health professionals?

If so:

- A. What is the name of this training?
- B. What is the total amount of hours required for this training?
- C. Is the training theory based, or does the training involve practical elements?
- 6.) What was the total number of mental health crisis-related incidents reported to your force in each year from 2015 to 2020?
- 7.) What are your policies and procedures for dealing with somebody undergoing a mental health crisis?



INVESTOR IN PEOPLE

Our response:

The information you are requesting in question 6 is not stored in a way that it is easily retrievable. Although we can provide you with mental health tagged call logs (provided below) for these years, to ascertain if these incidents were actually mental health related, we would have to manually look at the summary of the occurrence. Meaning that in order to accurately ascertain the amount of MH related incidents for years, we would manually have to sift through every logs within the time frame. We could conduct a 'summary' search, meaning we could try find words within the logs such as 'mental episode' or 'mental health', but doing so rely heavily on the wording in which the officers has input the data. If the officer instead put, 'Mr Bloggs is suffering from some serious issues in his head', although it would be classified as a MH episode, it would not be picked up via the search. Thus, we are not obliged to provide you this data, as it would be inaccurate.

Under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it.

Under our 16 duty to assist where we can, please find below the information we were able to obtain before the time limit was reached:-

1. As of 31st March each year. (This excludes long term absentees, specials and officers on secondment.)

2015	2016	2017	2018	2019	2020
966	959	951	949	954	956

Q3: Once

Q4: No formal qualifications for course deliver to officers or staff. But for trained/accredited trainers delivering accredited course, they are renewed annually.

Q5: Yes

- A: Mental Health and Learning Disabilities
- B: Approx 1 hour on each two-day course
- C: Theory based with exercises

6. [Additional information] Mental health recorded call logs:-

2015 – 3332 (this is from 1/3/2015 and is earliest we have)
2016 -5476
2017-5946
2018 -6205
2019- 6219
2020- 6397

Q7.

<https://www.npcc.police.uk/Mental%20Health/Nat%20Strat%20Final%20v2%2026%20Feb%202020.pdf>

Section 17 of the Freedom of Information Act 2000 requires the Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 12: Exemption where cost of compliance exceeds appropriate limit

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk