

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

www.wiltshire.police.ukdisclosure@wiltshire.police.ukDate: 15th September 2022

Your ref: FOI

Our ref: FOI 2022 / 692

Dear ***,

I write in connection with your request for information dated 26th August 2022 concerning 999 Calls relating to Mental Health.

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 the information you have requested.

You wrote:

Q 1A: In the last five years, how many 999 emergency calls to Wiltshire Police have been deployed to where an individual in mental health crisis has been logged as a contributing factor? Please provide figures broken down for the years 2018, 2019, 2020, 2021 and the 2022 year to date.

Q 1B: Using the same timeframe and breakdown as 1A, how many 999 emergency call were deployed to by Wiltshire Police in total during this period?

Q 1C: Using the same timeframe and breakdown as 1A, how many of these incidents have been referred immediately to specialist mental health NHS services?

Q 1D: Using the same timeframe and breakdown as 1A, how many of these have been held for any length of time in police cells?

Q 2: How many call handling staff and deployable officers/staff are specialists in handling mental health crises?

Q3: Does Wiltshire Police operate SIM (Serenity Integrated Monitoring), and if not when did this policy cease? If so, what is the force policy justification? How many times have SIM procedures been used since the scheme started? (separated into years)



INVESTOR IN PEOPLE

Our response:

The information that you are requesting namely for questions 1C and 1D is not stored in a way which permits easy retrieval. We currently do not have the capability within our systems to flag for this information which can then be analysed quickly and easily. The ascertaining of this information would only be possible by manually reading every single call log during the years you have requested to determine, how many of these incidents have been referred immediately to specialist mental health NHS services and how many of these have been held for any length of time in police cells.

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.

Although excess cost removes the forces' obligations under the Freedom of Information Act, as a gesture of goodwill I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request. What I am able to provide you are the answers documented below:-

Q 1A: In the last five years, how many 999 emergency calls to Wiltshire Police have been deployed to where an individual in mental health crisis has been logged as a contributing factor? Please provide figures broken down for the years 2018, 2019, 2020, 2021 and the 2022 year to date.

999 Calls with a Mental Health Qualifier

Please note this qualifier indicates that there is something relating to the event that is potentially MH related - it is not specific to an individual in MH crisis.

Year	Count (ISR_NO)
2018	3404
2019	3394
2020	3551
2021	3999
2022	2827

Q 1B: Using the same timeframe and breakdown as 1A, how many 999 emergency call were deployed to by Wiltshire Police in total during this period?

999 Calls with a Mental Health Qualifier that have been attended by Police

Please note this qualifier indicates that there is something relating to the event that is potentially MH related - it is not specific to an individual in MH crisis.

Year	Count (ISR_NO)
2018	2190
2019	2206
2020	2415
2021	2704
2022	1918

Q 2: How many call handling staff and deployable officers/staff are specialists in handling mental health crises?

All call handling staff receive training on how to answer calls for various types of scenarios. All officers receive 2 days training on mental health during their initial training and in the last few years Wiltshire Police has also delivered to established officers a 2-day training package developed by the College of Policing. A small number of officers (15 to 20) have also undergone a more detailed 4-day training course to enable them to provide tactical advice to colleagues.

The aim is not to make officers 'specialists' in mental health – that is not their role. All call handlers and officers can refer to mental health control room triage (MH professionals in police control room) for professional MH advice. When dealing with those in MH crisis, where appropriate trained Force negotiators will be tasked to engage with the person in crisis.

Q3: Does Wiltshire Police operate SIM (Serenity Integrated Monitoring), and if not when did this policy cease? If so, what is the force policy justification? How many times have SIM procedures been used since the scheme started? (separated into years)

Wiltshire Police ceased operating SIM in April 2021. At this time, two response plans had been created with service users.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request in respect of questions 1C and 1D to a more manageable level. However, due to the difficulties outlined above, I cannot see how this can be achieved in this particular case.

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

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.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 Fol 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