

**Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

disclosure@wiltshire.police.uk

Date 24th October 2022

Our ref **FOI 2022/796**

Dear ***,

I write in connection with your request for information dated 7th October 2022 concerning Number of calls (999 and 101) and incidents and number identified as mental-health related.

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.

Following receipt of your request, research was conducted by the Business Intelligence Unit and our Partnership Sgt for Mental Health at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

Could you please provide answers to the questions below for years 2017, 2018, 2019, 2020, 2021, and if possible, 2022 so far.

1a) How many 999 calls did you take overall, annually? ^[L]_[SEP]

1b) How many 999 calls annually were identified as being mental ill-health related? ^[L]_[SEP]

2a) How many 101 calls did you take overall, annually? ^[L]_[SEP]

2b) How many 101 calls were identified as mental ill-health related? ^[L]_[SEP]

3a) How many incidents did you deal with in total, annually? ^[L]_[SEP]

3b) How many incidents were identified as mental ill-health related? ^[L]_[SEP]

4a) Did you have any mental health triage experts (and/or triage vehicles) designated to deal with mental ill-health incidents for any of these years? ^[L]_[SEP]

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4b) If yes to 4a, how many times was a mental health triage expert (and/or triage vehicle) deployed out each year?

Answers should include both police responding to someone in a mental ill-health crisis where there is no crime involved, and criminal incidents where someone involved has a mental ill-health problem.

Response

Please note 2022 data up to and including 31/09/2022. Also, there is no 2017 telephony data available so have from 2018 onwards.

1a) How many 999 calls did you take overall, annually?

Year	Count
2022	74270
2021	94631
2020	105978
2019	98736
2018	99832

1b) How many 999 calls annually were identified as being mental ill-health related?

Year	Count
2022	3133
2021	3998
2020	3550
2019	3392
2018	3402

Please note this data shows; The number of calls made to 999 where a storm log was created which also had a Mental health tag.

2a) How many 101 calls did you take overall, annually?

Year	Count
2022	104212
2021	135527
2020	147875
2019	150649
2018	153665

Please note this data shows; 101 calls counted in the instance that someone has dialled 101 to report a crime only. A storm log was created which also had a Mental health tag.

2b) How many 101 calls were identified as mental ill-health related?

Year	Count
2022	1844

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2021	2174
2020	2039
2019	2148
2018	2134
2017	2177

3a) How many incidents did you deal with in total, annually?

For your awareness incidents are not a crime therefore these incidents do not include crimes. This data shows Incidents with a NICL Qualifier of Mental Health.

Year	Count
2022	34000
2021	42895
2020	39013
2019	39456
2018	38858
2017	36659

3b) How many incidents were identified as mental ill-health related? ¹¹⁷_{SEP}

Year	Count
2022	3314
2021	4291
2020	4047
2019	3635
2018	3688
2017	2641

4a) Did you have any mental health triage experts (and/or triage vehicles) designated to deal with mental ill-health incidents for any of these years?

&

4b) If yes to 4a, how many times was a mental health triage expert (and/or triage vehicle) deployed out each year?

No Information Held - We do not currently have a mental health expert and/or triage car who can be deployed to the scene of an incident, but this is something currently being explored. Since 2015 we have had a Mental Health Control Room Triage Team which consists of MH nurses working together with police to ensure an appropriate response to mental health related incidents. The nurses are not deployable and are based in the police control room.

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

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Force 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

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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

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>