



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN
disclosure@wiltshire.police.uk

Date: August 25, 2023

Our ref: FOI 2023/734

Reply contact name:

Dear,

I write in connection with your request for information dated 24th July 2023 concerning 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 able to respond as follows.

You Wrote:

1.
 - a) A copy of your current protocol for managing individuals with complex mental health difficulties who frequently use emergency services
 - b) If any changes have been made to this protocol in the last 18 months, please provide the previous version(s), with dates they were in use
 - c) The date the current protocol was introduced
 - d) The number of people currently under this protocol
2.
 - a) A copy of your current protocol for multi-agency working, including with colleagues in NHS mental health services, in relation to individuals with complex mental health difficulties who frequently use emergency services
 - b) If any changes have been made in the last 18 months, please provide the previous version(s), with dates they were in use
 - c) A copy of the current template for drafting multi-agency crisis response plans relating to individuals with complex mental health difficulties who frequently use emergency services
 - d) If any changes have been made to this multi-agency crisis response plan template in the last 18 months, please provide the previous version(s), with dates they were in use
- 3.

Figures for the numbers of individuals with complex mental health difficulties who frequently use emergency services affected by each of the below (please give an overall figure AND a breakdown by each category below for two separate time frames: a) May 2021 to Feb 2023 and b) March 2023 to present):

- Behaviour contracts
- Community behaviour orders
- Police caution
- Arrest
- Criminal prosecutions

I am not satisfied that there is no multi-agency agreement between the force and the local NHS mental health team as to how to deal with frequent users of emergency services.

Response:

On reviewing your original Freedom of Information request, the response provided to you and your request for an Internal Review, I uphold the original response provided to you.

To confirm:

Questions One, Two and Three

No Information held as Wiltshire Police do not have such a document / template.

Wiltshire Police does not currently have any multiagency care planning forum and any future plans sit with the NHS Trust.

There is no data available for the criteria in Question Three

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,

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

Force Disclosure Unit

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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

Proud to serve and protect our communities

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/>