



WILTSHIRE POLICE

Force Disclosure Unit

Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 5th June 2024

Ref: FOI 2024/552

Dear,

I write in connection with your request for information dated 31st May 2024 concerning mental health related callouts.

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 after having consulted our Public Protection Department and our Business Intelligence team – I am now able to respond as follows.

You wrote:

1. What is the total number of mental health related callouts (CAD records) that the Wiltshire Police have responded to over the last five years? I would like this information to be provided for each of the last five calendar years as follows: 2019, 2020, 2021, 2022, 2023.

Year	All Logs	MH Qualifier	% MH
2019	131013	6213	4.7%
2020	127265	6390	5.0%
2021	123727	7089	5.7%
2022	124582	7217	5.8%
2023	123099	6057	4.9%

Please note, one caveat to the data supplied above is that the College of Policing only produced a definition for a mental health incident in October 2019, so arguably the data for 2019 (and 2020 to a lesser degree), needs to take into account the fact that operators were still getting used to using this definition. Then, we were into the COVID-19 pandemic where MH demand fluctuated significantly.

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2. Please could you also provide the proportion of total callouts that relate to mental health incidents (e.g. 40%).

Please refer to the table provided above for question 1.

3. How many detentions were made related to mental health incidents in the last five calendar years?

Year	Total 136s
2019	294
2020	355
2021	343
2022	406
2023	312

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,

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 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.

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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