

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by email

Date: 12th August 2024

Your ref: FOI

Our ref: FOI 2024 / 716

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 30th July 2024 concerning Mental Health 999 calls and Detainments.

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:

Q1 As a freedom of information request, please provide, from Jan 2018 up until the most current month available at the point of production, the following:

- The number of mental health related 999 calls your force received
- The number of mental health related 999 calls to which your force responded
- Detainments under Section 136 of the Mental Health Act 1983

Q2 Additionally, if available, please provide for the same period the following split by the county in which the incident occurred:

- The number of mental health related 999 calls your force received
- The number of mental health related 999 calls to which your force responded
- Detainments under Section 136 of the Mental Health Act 1983

Q3 Additionally, if available, please provide for the same period the following split by whether or not the person involved was under the age of 18:

- The number of mental health related 999 calls your force received
- The number of mental health related 999 calls to which your force responded
- Detainments under Section 136 of the Mental Health Act 1983



INVESTOR IN PEOPLE

Our response:

Most of the information that you are requesting for Q3 of your request (namely the number of MH-related 999 calls the Force have received and which they have responded to when the person involved was under the age of 18) is not stored in a way which permits easy retrieval.

The information we hold concerning MH-related calls and detainments is held on a number of different systems :-

- Information regarding calls received are held on our Storm Log database
- Information about attendances (and the individuals involved) are held on our Niche crime recording system and
- Specific information regarding individuals detained under S136 are held on manual excel records within our Public Protection Department.

Whilst our crime and incident recording systems are fairly sophisticated and contain a number of different fields in which we record specific information about a crime or incident (such as person data, location, crime type etc) – which can then theoretically be used to undertake searches against – we do not have specific fields in which we record whether an individual's involvement has been specifically related to a mental health call or attendance.

Whilst we do record an individual's age and the person role or involvement that an individual person has in a given crime or incident (eg Subject, Suspect, Reporting Person, Arrest, Charged and and so on), we do not currently use any form of code or combination of codes that determines whether their involvement has been related to a mental health issue and, if it was, distinguishing between whether they were the person reporting, the person with the issue, or simply in attendance etc.

The ascertaining of this information would only be possible by physically reading every call and/or attendance log made that related to a Mental Health issue to try and determine whether it met your criteria or not for the time period you are requesting.

Given the number of these involved, 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 :-

Question 1 and 2

From Jan 2018 up until the most current month available at the point of production, the following:

- The number of mental health related 999 calls your force received was 22,239
- The number of mental health related 999 calls to which your force responded was 14,305
- Detainments under Section 136 of the Mental Health Act 1983 totalled 1,886

The Wiltshire Police area of jurisdiction covers the County of Wiltshire only and does not include any other specific geographical area.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request in respect of questions 3 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,

Nick Penny
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