

**Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 16/09/2025

Our ref: FOI 2025/778

Reply contact name: XXXXX

Dear XXXX

I write in connection with your request for information dated concerning call data for 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. For each month since January 2021, please provide the following information:
 - a. The number of concern for welfare calls received
 - b. The number of concern for welfare calls attended
 - c. The number of mental health calls received
 - d. The number of mental health calls attended
 - e. The number of 'walk out of healthcare'/AWOL calls received
 - f. The number of 'walk out of healthcare'/AWOL calls attended
 - g. The number of s136 calls received
 - h. The number of s136 calls attended (see below)
 - i. The number of s135 calls received (see below)
 - j. The number of s135 calls attended (see below)

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- k. The number of s135(1) calls received (see below)
- l. The number of s135(1) calls attended (see below)

Response:

Please note:

- There is no separate classification for S135 calls.
- Walk out of Healthcare / AWOL was classified under Concern for Welfare until April 2024 and so data under questions e and f data has only been provided from this date onwards.
- Mental Health calls are classified as Concern for Welfare.

1 A-D

	Received	Attended
Distinct Count of ISR_NO	Concern for Welfare / Mental Health	Concern for Welfare / Mental Health
Jan-21	556	396
Feb-21	537	390
Mar-21	570	409
Apr-21	642	461
May-21	665	491
Jun-21	781	551
Jul-21	837	590
Aug-21	755	527
Sep-21	861	601
Oct-21	803	570
Nov-21	781	538
Dec-21	770	514
Jan-22	731	505
Feb-22	695	494
Mar-22	814	593
Apr-22	714	497
May-22	811	593
Jun-22	760	540
Jul-22	883	621
Aug-22	873	583
Sep-22	743	511
Oct-22	732	461
Nov-22	716	475
Dec-22	625	423
Jan-23	684	454

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Feb-23	667	444
Mar-23	712	438
Apr-23	662	411
May-23	708	432
Jun-23	796	494
Jul-23	709	400
Aug-23	724	455
Sep-23	720	444
Oct-23	684	422
Nov-23	630	368
Dec-23	619	389
Jan-24	632	374
Feb-24	643	367
Mar-24	545	305
Apr-24	535	258
May-24	620	260
Jun-24	643	338
Jul-24	603	320
Aug-24	612	322
Sep-24	574	297
Oct-24	584	304
Nov-24	567	266
Dec-24	580	306
Jan-25	504	253
Feb-25	435	221
Mar-25	612	359
Apr-25	621	330
May-25	563	334
Jun-25	712	420
Jul-25	775	466

1 E-F

	Received	Attended
Distinct Count of ISR_NO	Walk out of Healthcare / AWOL	Walk out of Healthcare / AWOL
Apr-24	13	4
May-24	20	4
Jun-24	19	5
Jul-24	30	5
Aug-24	14	2

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Sep-24	11	3
Oct-24	38	13
Nov-24	32	7
Dec-24	19	7
Jan-25	21	2
Feb-25	11	1
Mar-25	18	8
Apr-25	24	8
May-25	19	4
Jun-25	16	4
Jul-25	17	3

1 G - H

	Received	Attended
Distinct Count of ISR_NO	S136	S136
Jan-21	2	2
Feb-21		
Mar-21	3	1
Apr-21	1	1
May-21	2	1
Jun-21	2	2
Jul-21	4	3
Aug-21	3	2
Sep-21		
Oct-21	2	2
Nov-21	1	1
Dec-21	1	1
Jan-22	1	1
Feb-22	2	2
Mar-22		
Apr-22	3	3
May-22	3	1
Jun-22	1	1
Jul-22	1	1
Aug-22	1	1
Sep-22	1	1
Oct-22	3	1
Nov-22	1	1
Dec-22	1	1

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Jan-23	4	1
Feb-23	3	3
Mar-23	3	1
Apr-23		
May-23		
Jun-23	4	1
Jul-23	7	5
Aug-23	6	2
Sep-23	5	1
Oct-23	3	2
Nov-23	3	
Dec-23	8	2
Jan-24	3	2
Feb-24		
Mar-24	3	3
Apr-24	1	1
May-24	3	2
Jun-24	2	2
Jul-24	5	1
Aug-24	4	
Sep-24	2	2
Oct-24	2	1
Nov-24	2	2
Dec-24	4	3
Jan-25	3	1
Feb-25	3	1
Mar-25	1	
Apr-25	2	2
May-25	2	1
Jun-25	2	1
Jul-25	1	1

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

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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

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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/>