

WILTSHIRE POLICE



Police Headquarters

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: December 15, 2025

Our ref: FOI 2025/1105

Reply contact name:

Dear,

I write in connection with your request for information dated 21st November 2025 concerning Street Triage.

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:

Street Triage refers to a service where police officers work in collaboration with mental health professionals (e.g., NHS staff or crisis teams) to respond to incidents involving individuals experiencing a mental health crisis.

- 1) Does your police force operate a Street Triage scheme as defined above?
(Yes/No)
- 2) If yes, does the Street Triage scheme cover the entire geographic area of your force?
- 3) Please provide the number of Street Triage incidents for each year as follows: 2021; 2022; 2023; 2024.

If data is unavailable for any of these years, kindly indicate this accordingly.

- 4) Is Mental Health First Aid (MHFA) training mandatory for frontline officers in your force?
(Yes/No)

If not, what mental health training is currently provided to frontline officers instead of (or in addition to) MHFA?

Please include:

Keeping Wiltshire Safe

The name or type of training

5) Whether it is mandatory or optional

Response:

Question One

Yes

Question Two

Yes

Question Three

2021 = 8776

2022 = 8926

2023 = 8677

2024 = 7588

Questions Four and Five

Within a First Aid Module there is a Trauma Risk Incident Management (TRiM) presentation which links to officer awareness of Mental Health issues and further support networks. There are also role play scenarios around a subject with various mental health issues which explores how an officer navigates a problem to a satisfactory conclusion through effective assessment, communication and signposting.

There is 2-days Mental Health Training where they are joined by a member of the Street Triage team.

There is a comprehensive package of presentations and awareness around TRiM and Peer support utilising the OK9 dogs. These presentations are currently and ongoing to all First Aid, Leadership, CCC, VCT, Custody, CSI, SCIT, FCIU, RPU and ARG. There are also regular e-briefs and an online e-learn package available to all and one specifically for supervisors. Wiltshire Police has a site for self-referral and courtesy emails sent to capture those involved in traumatic incidents. We also have a welfare signposting site which provides internal and external support for all aspects of policing.

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

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.

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:

Keeping Wiltshire Safe

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/>