



Your reference:

Our reference: FOI_24_0717

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 27/08/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_0717

On 30/07/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

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

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

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

If monthly totals are not available, please provide annual totals instead. If the whole period requested is not available, please instead provide figures from the earliest point available up until the most recent at the point of production.

Additionally, has your force introduced Right Care, Right Person as a policy?

If so, when was it introduced? If not, are any plans for it to be introduced?

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

Details of calls received by the Force Control Room are recorded as incident reports. With regards to the number of calls received split by the age of the caller, unfortunately this information cannot be electronically retrieved from the incident reports and there is no central register for this. In order to identify the age of the person recorded as the caller, a manual review of all relevant incident reports would be required. For the month of June 2024 alone, there are over 250 incidents that would require a review. Taking this into account, to manually review all relevant records for the date range requested would take far longer than the 18 hours as prescribed by the Freedom of Information Act.

You should therefore consider this to be a refusal notice under Section 17 of the Act for this part of your request.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1)– Fee Regulations states:

Section 1(1) of the Act 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. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Providing Information Outside of the Act

By way of assistance and although excess cost removes the Force's obligations under the Freedom of Information Act, we have supplied the information relevant to your request which has already been retrieved. We trust this is helpful but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

A search of the Incident Recording System has been carried out to identify the number of calls received where the reason for the call is "mental health" and the source of the call is 999. Also included in the below table is the number of calls received where a resource has subsequently attended the incident.

Please note that Gloucestershire Constabulary serves only the county of Gloucestershire, therefore a split of the data by county is not applicable.

Month/Year	Total calls received	Total Attended
Jan-18	298	214
Feb-18	234	163
Mar-18	300	177
Apr-18	308	211
May-18	335	226
Jun-18	423	308
Jul-18	381	255
Aug-18	365	242
Sep-18	286	180
Oct-18	337	221
Nov-18	305	208
Dec-18	353	241
Jan-19	368	239
Feb-19	342	225
Mar-19	299	205
Apr-19	265	201
May-19	304	220
Jun-19	253	191
Jul-19	264	176
Aug-19	282	198
Sep-19	244	160
Oct-19	232	156
Nov-19	245	173
Dec-19	237	170
Jan-20	231	164
Feb-20	254	161
Mar-20	271	178
Apr-20	218	139
May-20	254	187
Jun-20	294	217
Jul-20	347	262
Aug-20	332	218
Sep-20	301	180

Oct-20	327	222
Nov-20	279	188
Dec-20	256	176
Jan-21	274	200
Feb-21	329	189
Mar-21	348	220
Apr-21	329	207
May-21	365	276
Jun-21	412	299
Jul-21	425	286
Aug-21	407	260
Sep-21	423	282
Oct-21	362	236
Nov-21	463	283
Dec-21	391	233
Jan-22	482	237
Feb-22	426	277
Mar-22	484	271
Apr-22	407	259
May-22	454	296
Jun-22	365	250
Jul-22	356	267
Aug-22	402	263
Sep-22	312	192
Oct-22	348	213
Nov-22	284	171
Dec-22	249	148
Jan-23	256	148
Feb-23	286	178
Mar-23	282	160
Apr-23	259	170
May-23	277	181
Jun-23	271	153
Jul-23	296	170
Aug-23	272	157

Sep-23	224	125
Oct-23	225	119
Nov-23	226	125
Dec-23	184	93
Jan-24	211	80
Feb-24	205	109
Mar-24	224	110
Apr-24	206	101
May-24	218	117
Jun-24	259	134

Further to the above, the number of S.136 detentions are recorded separately and cannot be correlated with Incident data.

From the S.136 data set, we are able to electronically extract the age of the person detained. The table below details the number of S.136 detentions recorded and the age of the detained person, split by 0-17yrs and 18+.

Month/Year	0-17	18+	Total
Jan-18	0	16	16
Feb-18	1	14	15
Mar-18	1	15	16
Apr-18	2	14	16
May-18	0	12	12
Jun-18	1	22	23
Jul-18	1	24	25
Aug-18	0	13	13
Sep-18	3	16	19
Oct-18	1	15	16
Nov-18	1	14	15
Dec-18	1	18	19
Jan-19	1	17	18
Feb-19	1	13	14
Mar-19	4	23	27
Apr-19	1	22	23
May-19	6	29	35
Jun-19	1	29	30
Jul-19	2	27	29

Aug-19	0	34	34
Sep-19	2	30	32
Oct-19	1	25	26
Nov-19	1	9	10
Dec-19	1	18	19
Jan-20	0	16	16
Feb-20	0	18	18
Mar-20	2	27	29
Apr-20	0	21	21
May-20	0	24	24
Jun-20	5	30	35
Jul-20	5	32	37
Aug-20	1	33	34
Sep-20	1	40	41
Oct-20	1	40	41
Nov-20	3	38	41
Dec-20	2	19	21
Jan-21	2	28	30
Feb-21	2	39	41
Mar-21	1	24	25
Apr-21	1	41	42
May-21	0	45	45
Jun-21	1	43	44
Jul-21	1	52	53
Aug-21	1	34	35
Sep-21	1	27	28
Oct-21	2	20	22
Nov-21	0	36	36
Dec-21	0	28	28
Jan-22	2	28	30
Feb-22	1	30	31
Mar-22	4	37	41
Apr-22	0	25	25
May-22	0	43	43
Jun-22	2	27	29

Jul-22	0	41	41
Aug-22	2	38	40
Sep-22	2	23	25
Oct-22	1	27	28
Nov-22	2	21	23
Dec-22	1	30	31
Jan-23	0	36	36
Feb-23	3	28	31
Mar-23	0	26	26
Apr-23	0	19	19
May-23	1	34	35
Jun-23	2	26	28
Jul-23	0	25	25
Aug-23	3	24	27
Sep-23	0	22	22
Oct-23	2	28	30
Nov-23	0	23	23
Dec-23	0	30	30
Jan-24	0	26	26
Feb-24	0	35	35
Mar-24	2	37	39
Apr-24	2	23	25
May-24	0	33	33
Jun-24	2	23	25

With regards to a Right Care, Right Person policy, as at the date of receipt of the request, no policy was in place, however I can confirm that it is planned for rollout during Summer 2024.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary