



Your reference: N/A

Our reference: FOI_25_0538

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 06/06/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0538

On 22/05/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

I'd like to make a request under the Freedom of Information Act 2000 for data/information about the number of callouts to mental health and suicide incidents attended by your service. At Samaritans, we know that emergency services like ambulances, fire and rescue services and police forces are saving lives as the first responders to people who are in suicidal crisis. But, we also know that emergency service workers don't always feel best supported to respond to suicide incidents. We are advocating for Government and relevant bodies to properly support the emergency services with the skills and resources they need to respond to and support people who are suicidal.

To build our national understanding of how many suicide incidents emergency services across England are attending, we are submitting FOI requests to ambulance trusts and police forces across the country.

1. How many mental health incidents did your service respond to in these years? Please also indicate what percentage of total incidents were mental health incidents if possible:

- a) 2020
- b) 2021
- c) 2022
- d) 2023
- e) 2024

2. How many suicide attempts and self-inflicted incidents did your service respond to in these years? Please also indicate what percentage of total incidents were suicide attempts and self-inflicted incidents if possible:

- a) 2020
- b) 2021

- c) 2022
- d) 2023
- e) 2024

3. Please briefly outline any training your staff receive on the below areas, including what the training covers and the named training provider if externally delivered:

- a) Suicide prevention
- b) Suicide postvention

4. If there is suicide prevention training in place, is it currently mandatory for all staff? If the training is not mandatory, please indicate which staff it is offered to.

5. If there is suicide prevention training in place, please indicate how many staff members received training in 2024 in:

- a) Number of total staff who received training
- b) Percentage of total staff who received training.

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

Unfortunately for Q2 there is no central register for this information and no way to retrieve the information by way of electronic searches. The only way of trying to determine whether any relevant information is held and to retrieve that information would be to manually review all incidents for the requested years of 2020 – 2024 to ascertain if there are any records for attempted suicides or self-inflicted incidents. As an example I have conducted a search of incidents for 2022 – 2024, this has returned results of over 100,000 incidents. Therefore a manual review would far exceed the 18 hours prescribed by the Freedom of Information Act.

Please see below for suggestions on how you may be able to refine your request to come within the cost constraints of Section 12 of the Act.

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.

Under Section 16 duty to assist, if you omit Q2 we may be able to provide you with relevant information which could assist you if you wish to submit a new request. If you do decide to re-submit please can you check the wording of Q1 as it is not clear whether you would like just mental health related incidents or the total number of incidents and of those the percentage which have the mental health tag.

Unfortunately, I'm unable to assist in suggesting ways of refining your request to come within the confines of Section 12 of the Act. Even reducing the timescale would not reduce the number of records enough that a manual review could be conducted within the timescale but still provide meaningful information.

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