



Your reference: N/A
Our reference: FOI_25_0595
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 19/06/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0595

On 10/06/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

Can you provide annual data (calendar) from 2014-2024, for police contacts logged as 'Mental Health', categorised by age and gender.

Clarification was sent to you on 13/06/2025 with the following:

Please are you able to advise me what you mean within your request?
Do you mean the number of incident reports Gloucestershire Constabulary received where the mental health tag has been applied?
Or do you mean health care professionals contact details?

A response to the clarification was received on 17/06/2025 with the following:

I mean the number of incident reports that had a flag of mental health, per year, by gender and age.

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

When an Individual contacts the police and it is deemed to be a police matter, an incident will be created on the Incident Recording System. Please note that the word "incident" in Gloucestershire Constabulary's terminology refers to a type of record, not the event as a whole. If an offence is being reported (rather than a missing person for example) the "incident" will be assessed to determine if the offence falls within the Home Office Crime Recording Rules. If that incident is deemed to fall within the counting rules, a "crime" will be recorded on the Crime Recording System.

Please note that the Incident Recording System is largely a free text entry system and does not record information in as much detail as the Crime Recording System and therefore its reporting function is limited.

Unfortunately there is no way of electronically searching for the information you have requested. In order to identify and retrieve the requested information a manual review of all incidents recorded where there is a mental health tag has been applied, I have conducted a search of the Incident Recording System for all incidents which have had a mental health tag applied to it between 01/01/2024 – 31/12/2024 and there has been 152,434 incidents recorded. This manual review would exceed the 18 hours as prescribed by the Freedom of Information 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.

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