

Gloucestershire Constabulary
Police Headquarters
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Our reference: FOI_26_0860

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 28/09/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0860

On 10/09/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am conducting independent research into emergency responses to mental-health crises involving children and young people.

Please provide the following information relating to individuals under 18, based on information already held by the Force.

1. Please provide the Force's current policy, procedure or guidance for responding to 999 calls involving a child or young person experiencing a mental-health crisis, including where the incident is identified as being related to CAMHS or another mental-health service.
2. Please provide the Force's current guidance regarding the circumstances in which police officers should seek ambulance, A&E, CAMHS/crisis or other mental-health involvement following a 999 call concerning a child or young person's mental health.
3. Please provide the Force's current guidance regarding information sharing and handover between police and ambulance, A&E, CAMHS/crisis services or children's social care following such an incident.
4. Please provide the Force's current guidance regarding escalation or additional intervention following repeated 999 calls or incidents involving the same child or young person experiencing mental-health difficulties.
5. For each of the three most recently completed financial years, please provide, where routinely recorded, the number of 999 calls involving an individual under 18 where the incident was recorded as relating to mental health, emotional distress, self-harm, suicide or a CAMHS-related crisis.

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

1. There is currently no policy or guidance in place that is specifically in relation to mental health incidents involving children. This would be covered within other topics during initial training, upskill training and ongoing training.
2. There is currently no policy or guidance in place that is specifically in relation to mental health incidents involving children. This would be covered within other topics during initial training, upskill training and ongoing training.
3. There is currently no policy or guidance in place that is specifically in relation to mental health incidents involving children. This would be covered within other topics during initial training, upskill training and ongoing training.
4. There is currently no policy or guidance in place that is specifically in relation to mental health incidents involving children. This would be covered within other topics during initial training, upskill training and ongoing training.
5. Please see response below

Police Forces in the United Kingdom are routinely required to provide statistics to government bodies and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons the figures given relate to information from the specific recording system of Gloucestershire Constabulary and should not be used for comparison purposes with any other response you receive.

Please note that our systems are designed to record information for policing purposes and the investigation of crime and not to extract statistical information. Accordingly whilst we endeavour to extract relevant data within the time limits of the Act, any data supplied is subject to these limitations.

Unfortunately there is no central register for this information and no way to retrieve the information by way of electronic searches. Age is not a mandatory field when reporting an incident. Furthermore, given the nature of this incident, it is likely to have been reported by a third party who may not have known the subject's age. Even where the caller was aware of the age, this information would most likely have been recorded within the free-text narrative of the incident rather than in a structured, searchable field. The only way of trying to determine whether any relevant information is held and to retrieve that information would be to manually review each incident where a tag of "Concern for Welfare" has been used. An initial search of the incident recording system for such incidents which had then been filtered using key words "mental health", "emotional distress", "self-harm" and "suicide" has identified over 97,500 records that would need to be reviewed which would obviously take far longer than 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.

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.

Section 16 – unable to assist

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