



Response Date:27/08/2024

2024/802 - Mental health-related incidents

In response to your recent request for information regarding;

- 1) How many mental health-related incidents have officers responded to in Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire, and Wrexham within the last six months?**
 - 2) In the past six months, how many 101 calls have been made regarding mental health issues?**
- The way we record mental health related incidents requires fully on the manual adding of the 'Mental Health' tag by staff onto an existing event type onto our command and control system - iCAD.
 - For various reasons, this does not always happen. The tag is the only way we can extract mental health related data en masse from our reporting system.
 - Therefore, this dataset is only the minimum number of events where a communications operative has manually applied the 'Mental Health' tag – the true number would be much higher.

Number of attended iCAD events where a 'Mental Health' tag has been applied by a communications operative:

LPA	LPA	No. Events
CR	Conwy Rural	54
DC	Denbighshire Coastal	134
FN	Flintshire North	116
FS	Flintshire South	79
GN	Gwynedd North	97
GS	Gwynedd South	61
WC	West Conwy	124
WR	Wrexham Rural	87
WX	Wrexham	121
YM	Ynys Mon	101
		974

Number of iCAD events where a 'Mental Health' tag has been applied by a communications operative from a 101 call source:

Caveats for the call data:

- This data also holds the above caveats but also it is important to note that this isn't the total number of 101 calls relating to mental health.
- Our telephony system (LifeX) is separate to our command and control system (iCAD).
- LifeX does not have the ability to tag calls, we can only do this on iCAD, however, not all calls are converted to iCAD events.
- This can be for various reasons, for example – numerous 101 calls can be received relating to one single iCAD event
- Therefore, the true number of 101 calls regarding incidents related to mental health will be higher.

Month	Number of 101 calls
Feb	94
Mar	89
Apr	74
May	101
Jun	63
Jul	109
Total	530

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 22/08/2024