



Response Date:27/01/2025

2025/048 - Calls

In response to your recent request for information excess cost is relevant to part which removes the forces obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

Calls for Service: (For each of the years 2019 2020 2021 2022 2023)

Total calls for service 101 999

Total number of call related to mental health

Information about this data

- Calls for service - Call data (from LifeX) is only stored for 3 years; we can only provide 2022 & 2023 call data.
- Mental health - 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. Therefore, the mental health data provided below is only the minimum number of events where a communications operative has manually applied the 'Mental Health' tag and not a true reflection of the number of mental health related incidents dealt with.

Year	Number of 999s	Number of 101s	Mental health tags
2019			3169
2020			4524
2021			4424
2022	102185	227119	3909
2023	117748	237176	2868

Total number of calls related to suicide

Total number of safe and well checks per year.

Our information is set up and searchable for our policing purposes. There are no specific welfare check / safe and well event types on the iCAD system. To obtain the information in the format you have requested would involve manually reviewing each record on our force system. The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (FOI) Fees and Appropriate Limit regulations 2004.

Therefore, in accordance with the FOI Act 2000 the information you have requested is exempt under Section 12 (1), and this letter acts as a Refusal Notice under section 17 (5) of the legislation.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 27/01/2025