



Response Date:01/09/2026

2026/839 - Mental-health-related police demand in Conwy County Borough

Although excess cost removed 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.

In response to your recent request for information regarding;

Please provide the following information for Conwy County Borough:

1. The number of police incidents recorded as involving mental ill-health, a mental-health crisis, self-harm or suicidal thoughts/behaviour.

Events recorded on ICAD with Mental Health by Year (Conwy LA)	
Incident Fiscal Year	Event Count
2015	160
2016	179
2017	189
2018	286
2019	797
2020	935
2021	892
2022	812
2023	576
2024	684
2025	769

2. Of these incidents, the number involving:

- detention under section 135 or section 136 of the Mental Health Act;
- attendance by an ambulance;
- involvement of Betsi Cadwaladr University Health Board or another mental-health service; and

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

- repeat calls or incidents involving the same person, where this information is readily available.

Our information is set up and searchable for our policing purposes. To obtain the information in the format you have requested regarding 'attendance by an ambulance, involvement of Betsi Cadwaladr University Health Board or another mental-health service; and repeat calls or incidents involving the same person' 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.

However, we can provide the following:

Fiscal Year	Count S136 Detentions where brought to custody as a place of safety
2015	4
2016	7
2017	10
2018	3
2019	8
2020	5
2021	7
2022	3
2023	3
2024	1

3. Any available figures showing the police time or resources used in responding to mental-health-related incidents.

Please provide the information for:

- each financial year from 1 April 2015 to 31 March 2026; and
- 2026/27 to the date of your search.

If annual figures would exceed the appropriate cost limit, please instead provide totals for:

- 2015/16-2018/19;
- 2019/20-2021/22;
- 2022/23-2025/26; and
- 2026/27 to date.

Please explain any relevant changes or limitations in the way mental-health-related incidents have been recorded.

No information held.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 28/08/2026