

Freedom of Information Request Reference N°: FOI 000498-18

I write in connection with your request for information received by Suffolk Constabulary on the 2 February 2018 in which you sought access to the following information:

“PART A - For each of the following financial years 2011/12, 2012/13, 2013/14, 2014/15, 2015/16:

General

- 1. How many emergency calls have you received in total (i.e. for any reason)?*
- 2. Of this total number of emergency calls, how many resulted in police officers being called out to respond?*

Mental health

- 3. How many emergency calls have you received relating to mental health?*
- 4. Of this total number of emergency calls relating to mental health, how many resulted in police officers being called out to respond?*

Learning disabilities

- 5. How many emergency calls have you received relating to people with learning disabilities or differences?*
- 6. Of this total number of emergency calls relating to learning difficulties/differences, how many resulted in police officers being called out to respond?*

Mental Health Act 1983

- 7. How many section 136 Mental Health Act 1983 detentions were conducted by officers?*
- 8. Of the total number of section 136s, please provide a breakdown by ethnicity of how many resulted in detainees being taken to (a) a police station/ custody suite and (b) to an alternative place of safety.*

PART B - Force assessment of mental health encounters

- 9. What is your force's overall assessment of the proportion of police encounters with the public that relate to mental health? In other words, how much of police time is spent on issues relating to mental health?*
- 10. Similarly, what is your overall assessment of the proportion of police encounters with the public that relate to people with learning difficulties?*



11. *How have these figures been calculated?"*

Response to your Request

The response provided below is correct as of 16 February 2018

Suffolk Constabulary has considered your request for information and the response is below.

In relation to your request for information and in accordance with Section 17 of the Freedom of Information Act 2000 (FOIA), this response serves as a formal notification of refusal for your request. Suffolk Constabulary does not hold, for the purposes of FOIA, the information you require in a retrievable format.

It is estimated that to attempt to retrieve all of the information you require would take a considerable amount of retrieval time, which would exceed 18 hours. This would exceed the appropriate limit for dealing with Freedom of Information requests, in terms of costs and therefore Section 12(1) of the Freedom of Information Act 2000 applies.

Suffolk Constabulary is unable to provide information concerning learning disabilities as the information is not recorded in a central location. We would need to review all calls to establish whether any related to an individual with a learning disability. Considering the many hundreds of calls received in any one day, we anticipate it would take well in excess of 18 hours to extract the data to answer this part of the request.

The Constabulary additionally does not record centrally information concerning persons detained under the mental health Act, who are then transferred to a place of safety, as opposed to custody. There are many hundreds of mental health detentions in any one year, and we would need to manually review manual and electronic files to establish the ethnicity those persons.

Section 12(1) of the Freedom of Information Act 2000 states that a Public Authority is not obliged to: *"...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit."* The Freedom of Information (Appropriate Limit and Fees) Regulations, defines the 'appropriate limit' for the Suffolk Constabulary as £450 and specifies that this sum equates to 18 hours work at a standard rate of £25 per hour.

In accordance with Section 17(5) of the Freedom of Information Act 2000, this letter serves as a refusal notice for this part of your request.

By requesting *all* information your request is too broad to be complied with within the £450 limit imposed on Freedom of Information requests.

Although excess cost removes the Force's 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.

A search has been completed of the Constabulary's call data for all incidents recorded FOR THE 2011/12 – 2015/16 financial years, as follows:

Financial Year	No. of 999 calls
2011/12	98,108
2012/13	84,134
2013/14	85,035
2014/15	80,244
2015/16	80,631

The total number of emergency calls that related to mental health is provided in the table below, noting the information is only available from 19 November 2013.

Financial Year	No. of 999 calls
2013/14	592
2014/15	1,921
2015/16	1,847

The total number of Section 136 detentions conducted by Officers, is provided in the table below, noting the information is only held in full from the 2013/14 financial years:

Financial Year	MH detentions
2013/14	451
2014/15	371
2015/16	360

The ethnicity of the above persons who were taken to a police station / custody, is as follows:

Ethnicity	2013/14	2014/15	2015/16
White European	27	6	3
Black	1	0	0
Asian	0	0	0

The Constabulary does not hold the ethnicity for those persons who were taken to an alternative place of safety. This information should be sought directly from the Norfolk and Suffolk NHS Foundation Trust.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;

<http://www.opsi.gov.uk/>



Suffolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.



Your Right to Request a Review of Decisions Made Under the Terms of the Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700