



## Freedom of Information Request Reference N°: FOI 000709-18

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

*“We are trying to gather as much information as we can on mental health crisis and we’re aware that the police hold various data on this. We are specifically looking for the following:*

- *Age*
- *Gender*
- *Location of crisis*
- *Time of day*
- *Date (to look at seasonal trends)*
- *Postcode of residence*
- *Country of birth*
- *Occupation.*

*I’m looking for as much information as possible on police response/attendance to mental health crisis situations. For example, suicide attempts, where, when, who (obviously nothing identifiable though) as in the bullet points listed above, or another example, S136 incidents. Or attendance because of mental health crisis – violence/aggression.*

*The data period is from 2012-2017 to allow five years data capture where possible. Failing this, as much as you can provide, 2-3 years will be perfect.*

*Do the police code information in any way to indicate a mental health crisis? Or submit notifications/referrals to mental health services?”*

## Response to your Request

The response provided below is correct as of xxx 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.

The Constabulary is unable to confirm the age, gender, country of birth and occupation of the persons subject of the mental health related call. The information will not always be recorded, but where it is, the information will be contained within the text of the call log. In order to extract this information would require a manual review of each mental health related call, for which there were 19,823 for the period researched.

Considering a search of 4 minutes per call, to allow for the data to be cross referenced with other systems where necessary, we anticipate it will take in excess of 1,300 hours.

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.

The Constabulary's Contact and Control Room (CCR) have the ability to "Tag" Mental Health related calls.

A search has been completed of the Constabulary's call data for all incidents recorded that contain a mental health flag from 1 January 2014 – 2 March 2018.

The total number of incidents with a mental health flag is as follows:

| Year | No. of incidents |
|------|------------------|
| 2014 | 4,851            |
| 2015 | 4,745            |



|                    |              |
|--------------------|--------------|
| 2016               | 4,819        |
| 2017               | 4,601        |
| 2018               | 807          |
| <b>Grand Total</b> | <b>19823</b> |

This information has been provided by outward postcode location of call, as follows:

| <b>Outward Postcode Location</b> | <b>2014</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> | <b>Total</b> |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|--------------|
| CB21                             | 1           |             |             |             |             | 1            |
| CB25                             |             | 1           |             | 1           |             | 2            |
| CB7                              |             | 4           | 4           | 1           |             | 9            |
| CB8                              | 133         | 108         | 122         | 134         | 16          | 513          |
| CB9                              | 170         | 156         | 190         | 186         | 23          | 725          |
| CO10                             | 244         | 230         | 224         | 232         | 41          | 971          |
| CO11                             | 13          | 6           | 2           | 8           |             | 29           |
| CO12                             |             | 2           | 3           |             |             | 5            |
| CO6                              | 5           | 8           | 7           | 3           | 2           | 25           |
| CO7                              | 11          | 13          | 5           | 1           |             | 30           |
| CO8                              | 2           | 10          | 2           | 4           |             | 18           |
| CO9                              |             | 1           | 1           |             |             | 2            |
| IP1                              | 347         | 367         | 385         | 347         | 76          | 1,522        |
| IP10                             | 7           | 24          | 4           | 3           | 1           | 39           |
| IP11                             | 201         | 239         | 131         | 146         | 28          | 745          |
| IP12                             | 70          | 58          | 55          | 59          | 8           | 250          |
| IP13                             | 34          | 36          | 41          | 24          | 9           | 144          |
| IP14                             | 125         | 129         | 177         | 156         | 16          | 603          |
| IP15                             | 5           | 12          | 8           | 21          | 2           | 48           |
| IP16                             | 39          | 50          | 22          | 33          | 12          | 156          |
| IP17                             | 41          | 73          | 65          | 69          | 6           | 254          |
| IP18                             | 7           | 23          | 27          | 13          |             | 70           |
| IP19                             | 37          | 42          | 49          | 45          | 13          | 186          |
| IP2                              | 288         | 290         | 307         | 342         | 65          | 1,292        |
| IP20                             |             |             | 1           | 2           | 4           | 7            |
| IP21                             | 7           | 4           | 10          | 7           | 1           | 29           |
| IP22                             | 15          | 31          | 31          | 20          | 6           | 103          |



# SUFFOLK CONSTABULARY

*Taking pride in keeping Suffolk safe*

|                    |              |              |              |              |            |               |
|--------------------|--------------|--------------|--------------|--------------|------------|---------------|
| IP23               | 11           | 16           | 50           | 36           | 5          | 118           |
| IP24               | 4            |              | 4            | 5            |            | 13            |
| IP25               |              | 1            |              |              |            | 1             |
| IP26               |              |              |              |              | 1          | 1             |
| IP27               | 65           | 68           | 51           | 114          | 14         | 312           |
| IP28               | 112          | 97           | 108          | 157          | 28         | 502           |
| IP29               | 15           | 19           | 10           | 13           | 4          | 61            |
| IP3                | 281          | 217          | 235          | 219          | 22         | 974           |
| IP30               | 22           | 30           | 27           | 28           | 2          | 109           |
| IP31               | 57           | 48           | 36           | 26           | 3          | 170           |
| IP32               | 113          | 121          | 67           | 80           | 19         | 400           |
| IP33               | 362          | 331          | 327          | 392          | 88         | 1,500         |
| IP4                | 404          | 271          | 269          | 256          | 46         | 1,246         |
| IP5                | 69           | 71           | 71           | 67           | 7          | 285           |
| IP6                | 60           | 66           | 48           | 60           | 9          | 243           |
| IP7                | 31           | 43           | 38           | 21           | 6          | 139           |
| IP8                | 29           | 27           | 21           | 25           | 5          | 107           |
| IP9                | 28           | 31           | 57           | 22           | 6          | 144           |
| NR1                |              | 1            |              |              |            | 1             |
| NR13               | 1            |              |              |              |            | 1             |
| NR16               |              |              |              | 1            |            | 1             |
| NR2                | 1            |              | 1            |              |            | 2             |
| NR29               |              | 1            |              |              |            | 1             |
| NR31               | 4            | 3            |              | 4            | 2          | 13            |
| NR32               | 364          | 435          | 444          | 370          | 61         | 1,674         |
| NR33               | 299          | 289          | 365          | 240          | 38         | 1,231         |
| NR34               | 103          | 75           | 109          | 111          | 20         | 418           |
| NR35               | 85           | 23           | 20           | 27           | 16         | 171           |
| NR6                |              |              |              | 1            |            | 1             |
| POST               |              |              |              |              | 1          | 1             |
| SS0                | 1            |              |              |              |            | 1             |
| Not recorded       | 528          | 544          | 588          | 469          | 75         | 2204          |
| <b>Grand Total</b> | <b>4,851</b> | <b>4,745</b> | <b>4,819</b> | <b>4,601</b> | <b>807</b> | <b>19,823</b> |



The total number of mental health related calls by the qualifier description, is as follows:

| Qualifier Description | 2014         | 2015         | 2016         | 2017         | 2018       | Total         |
|-----------------------|--------------|--------------|--------------|--------------|------------|---------------|
| Mental Health - Other | 4,251        | 4,296        | 4,358        | 4,227        | 746        | 17,878        |
| Mental Health - S.135 |              |              | 46           | 59           | 13         | 118           |
| Mental Health - S.136 | 331          | 360          | 339          | 285          | 43         | 1,358         |
| Mental Health-MCA*    | 269          | 89           | 76           | 30           | 5          | 469           |
| <b>Grand Total</b>    | <b>4,851</b> | <b>4,745</b> | <b>4,819</b> | <b>4,601</b> | <b>807</b> | <b>19,823</b> |

\*Mental Capacity Act

The total number of mental health related calls by incident type, is as follows:

| Incident Details                           | 2014 | 2015 | 2016 | 2017 | 2018 | Total |
|--|------|------|------|------|------|-------|
| Admin - Administration                     | 346  | 321  | 365  | 401  | 69   | 1,502 |
| Admin - Complaints Against Police          | 13   | 17   | 11   | 8    | 2    | 51    |
| Admin - Duplicate                          | 49   | 40   | 39   | 32   | 3    | 163   |
| Admin - Found Prop/Pers/Smv                | 24   | 31   | 26   | 25   | 4    | 110   |
| Admin - Lost Property                      | 9    | 9    | 3    |      |      | 21    |
| Admin - Police Generated Resource Activity | 32   | 30   | 27   | 23   | 4    | 116   |
| Admin - Pre-Planned Events                 | 5    | 5    | 6    | 10   | 1    | 27    |
| ASB - Environmental                        | 13   | 14   | 9    | 10   | 1    | 47    |
| ASB - Nuisance                             | 166  | 118  | 101  | 75   | 11   | 471   |
| ASB - Personal                             | 121  | 82   | 59   | 51   | 7    | 320   |
| Crime - Burglary                           | 1    | 7    | 3    | 3    |      | 14    |
| Crime - Crime - Other                      | 45   | 63   | 75   | 113  | 15   | 311   |
| Crime - Criminal Damage                    | 18   | 33   | 30   | 41   | 9    | 131   |
| Crime - Drug Offences                      | 5    | 4    | 2    | 5    |      | 16    |
| Crime - Fraud & Forgery(Incl.Deception)    |      | 3    | 1    | 4    |      | 8     |
| Crime - Hate Crime                         | 1    | 2    | 1    | 3    |      | 7     |
| Crime - NCRS Exempt                        | 25   | 16   | 7    | 10   |      | 58    |
| Crime - Robbery                            |      | 1    |      | 1    | 1    | 3     |
| Crime - Sexual Offence                     | 10   | 18   | 13   | 18   | 6    | 65    |
| Crime - Theft                              | 10   | 13   | 15   | 19   | 7    | 64    |
| Crime - Violence Against Person            | 62   | 106  | 135  | 141  | 19   | 463   |



**SUFFOLK  
CONSTABULARY**  
*Taking pride in keeping Suffolk safe*

|  |              |              |              |              |            |               |
|--|--------------|--------------|--------------|--------------|------------|---------------|
| Not recorded   | 18           | 17           | 8            | 4            | 4          | 51            |
| Public Safety - Alarms   | 4            | 2            | 1            | 1            |            | 8             |
| Public Safety - Animals/Wildlife                                       | 8            | 1            | 1            | 2            | 1          | 13            |
| Public Safety - Civil Disputes   | 7            | 11           | 6            | 7            | 1          | 32            |
| Public Safety - Death/Injury   | 1            | 2            | 1            | 3            |            | 7             |
| Public Safety - Domestic Incident - High                               | 21           | 15           | 5            | 6            |            | 47            |
| Public Safety - Domestic Incident - Medium                             | 17           | 24           | 21           | 27           | 3          | 92            |
| Public Safety - Domestic Incident - Standard                           | 34           | 35           | 47           | 29           | 8          | 153           |
| Public Safety - Firearms   | 3            | 4            | 3            | 3            |            | 13            |
| Public Safety - Hoax Call  | 253          | 204          | 133          | 119          | 31         | 740           |
| Public Safety - Immigration  |              | 1            |              |              |            | 1             |
| Public Safety - Missing Person   | 172          | 151          | 198          | 173          | 27         | 721           |
| Public Safety - Protest/Demonstration                                  | 1            |              |              |              |            | 1             |
| Public Safety - Public Safety - Abandoned Calls                        | 69           | 52           | 57           | 58           | 17         | 253           |
| Public Safety - Public Safety - Abscond/Wanted/Awol/Order/Bail         | 13           | 7            | 12           | 9            |            | 41            |
| Public Safety - Safe/Collapse/III/Injury/Trap                          | 2,883        | 2,933        | 3,036        | 2,826        | 492        | 12,170        |
| Public Safety - Sudden Death   | 3            | 3            | 5            | 5            | 2          | 18            |
| Public Safety - Suspicious Circumstances/Insecure Premises Or Vehicles | 366          | 329          | 332          | 322          | 58         | 1,407         |
| Public Safety - Suspicious Package / Object                            | 12           | 6            | 6            | 5            | 2          | 31            |
| Transport - Highway Disruption   | 5            | 2            | 6            | 6            |            | 19            |
| Transport - Road Related Offence                                       | 4            | 8            | 11           | 2            | 2          | 27            |
| Transport - Rtc - Damage Only  | 2            | 5            | 2            | 1            |            | 10            |
| <b>Grand Total</b>   | <b>4,851</b> | <b>4,745</b> | <b>4,819</b> | <b>4,601</b> | <b>807</b> | <b>19,823</b> |

The date and time of each call is provided in the attached spreadsheet.

There is no national definition of a “Mental Health Related Incident”, therefore in Sept 2017, to provide clarity for our staff the following definition was adopted:

*“A person’s mental ill health is a significant contributing factor to **THIS** incident”*

Before that date it was at the discretion of the control room staff.

We work closely with Mental Health Services. An NHS Mental Health Practitioner is available within the Police Control Room daily to provide immediate advice and support, and make referrals where appropriate.”



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](mailto: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](http://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