

**Freedom of Information Request Reference N°: FOI 001042-19**

I write in connection with your request for information received by Suffolk Constabulary on the 15 March 2019 in which you sought access to the following information:

*“In each year 2014, 2015, 2016, 2017 and 2018:*

- 1. How many 999 calls were flagged as mental health related?*
- 2. How many 999 calls did you take overall?*
- 3. How many 101 calls were flagged as mental health related?*
- 4. How many 101 calls did you take overall?*
- 5. How many incidents were flagged as mental health related?*
- 6. How many incidents did you deal with overall?*
- 7. Do you/did you have a triage vehicle/s designated to deal with mental health incidents in these years?*

*If the answer was yes to the above question, how many times was the triage vehicle called out each year?”*

**Response to your Request**

The response provided below is correct as of 4 April 2019

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

Questions 1-6

The total number of 999 and 101 calls recorded for the 2014 – 2018 calendar years is provided in the table below. Please note that there is no additional incident data, this would all be embedded within 999 and 101 data.

<b>Year</b>	<b>999</b>	<b>101</b>
2014	81,718	183,302

2015	78,679	187,021
2016	91,591	188,238
2017	98,726	177,612
2018	104,373	155,811

The total number of the above calls with a mental health marker is as follows:

Origin of CAD	Qualifier	2014	2015	2016	2017	2018
999	Mental Health - Other	1473	1630	1899	2059	2021
	Mental Health - S.135			8	10	4
	Mental Health - S.136	153	175	199	167	161
	Mental Health-MCA	104	22	22	9	9
101	Mental Health - Other	1787	1731	1483	1296	1178
	Mental Health - S.135			22	23	24
	Mental Health - S.136	114	110	82	57	61
	Mental Health-MCA	90	41	26	12	6
<b>Grand Total</b>		<b>3721</b>	<b>3709</b>	<b>3741</b>	<b>3633</b>	<b>3464</b>

7. The Constabulary does have a mental health car.

The total number of incidents the mental health triage car has been called to since 2015 when the scheme was introduced is provided in the table below.

Please note that the car did not run for 5 months due to recruitment of new staff posts in 2016 and the use of the car was affected during 2017 and 2018 due to periods of NHS staff absence.

Year	Attended Incidents by Car
2015	2
2016	166
2017	699
2018	424

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.



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 40 working 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