



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

**Freedom of Information Request Reference N°: FOI 001111-18**

I write in connection with your request for information received by Suffolk Constabulary on the 26<sup>th</sup> March 2018 in which you sought access to the following information:

*ORIGINAL REQUEST:*

*"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?"*

**FOLLOW UP REQUEST:**

1. *For the financial years 2011/12 to 2016/17, please could you provide the number of 999 emergency calls irrespective of whether this then resulted in an incident log being created.*
2. *The first table of your response seems to only reflect incidents (which is actually useful but not what I expected).*
3. *Also, your response suggests that the only way of understanding how officers were deployed would be to manually read through each and every incident log. I wonder if there is any other way of understanding how many mental health incidents resulted in police officers being deployed to the scene?"*

**Response to your Request**

The response provided below is correct as of 26 March 2018.

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

1. The total number of 999 calls received is 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
2016/17	94,023



Please note these figures purely relate to the number of calls, and does not equate to the number of incidents recorded.

2. The number of 999 incidents that have been attended is as follows, information is only available from 19 November 2013 due to a new call recording system being introduced:

<b>Financial Year</b>	<b>Incidents attended</b>
2013/2014	11262
2014/2015	32094
2015/2016	33961
2016/2017	36282

Please note these figures cannot be directly compared to those in point 1, the information provided in point 2 relates to the recorded 999 incidents attended by police, whereas point 1 is the total calls received. There could be for example several calls received that all relate to just one incident.

3. The total 999 calls received relating to mental health is as follows, information is only available from 19 November 2013 due to a new call recording system being introduced :

<b>Financial Year</b>	<b>No of 999 calls</b>
2013/2014	592
2014/2015	1,921
2015/2016	1,847

4. The number of 999 calls relating to mental health where officers have attended is as follows:

<b>Financial Year</b>	<b>Calls attended</b>
2013/2014	401
2014/2015	1,261
2015/2016	1,165

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/>



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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