

11<sup>th</sup> April 2019

**Freedom of Information Request - Reference No: 20190650**

**REQUEST**

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

1. *How many 999 calls were flagged as mental health related?*

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

2. *How many 999 calls did you take overall?*

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

3. *How many 101 calls were flagged as mental health related?*

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

4. *How many 101 calls did you take overall?*

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

5. *How many incidents were flagged as mental health related?*

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

6. *How many incidents did you deal with overall?*

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

7. *Do you/did you have a triage vehicle/s designated to deal with mental health incidents in these years?*

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

**RESPONSE**

Section 17 of the Freedom of Information Act 2000 requires South Yorkshire Police, when refusing to provide such information (because the information is exempt), to provide you the applicant with a notice which:

- a. states that fact,
- b. specifies the exemption in question and
- c. states (if that would not otherwise be apparent) why the exemption applies.

The following exemption applies to the disclosure of the information:

**Section 12(2) – Exemption where cost of compliance exceeds appropriate limit**

Calls flagged with a Mental Health qualifier during the specified period were recorded on our Incident Management System. This system operated on a live 13 month rolling basis, where all records exceeding 13 months at any point in time were archived. Unfortunately however, archived records do not retain the mental health qualifier / flag. As such, there is no way of

retrieving the requested information without reviewing every archived incident which would far exceed the 18 hour cost threshold.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 provide that the cost limit for non-central government public authorities is £450. This must be calculated at the rate of £25 per hour, providing an effective time limit of 18 hours. . If you feel your endeavours can be achieved within the appropriate limit by refining your request, South Yorkshire Police would be more than happy to consider any further request.

Guidance from the Information Commissioner to public authorities is that where one part of a request is reasonably estimated to exceed the appropriate limit then the authority is not obliged to consider or comply with the remainder of the request up to the point at which the appropriate limit has been reached. Please note point 30 of the below link:-

[https://ico.org.uk/media/for-organisations/documents/1199/costs\\_of\\_compliance\\_exceeds\\_appropriate\\_limit.pdf](https://ico.org.uk/media/for-organisations/documents/1199/costs_of_compliance_exceeds_appropriate_limit.pdf)