

30 October 2024

FOI Ref 17361

**Request - You asked us the following:**

I would like to know data to the following:

1. How many repeat MH sufferers you register in your county? (3 and more concern for welfare call outs in the space of 3 months for the same person. Please look at the "year-to-date" YTD data)
2. What is the cost of those call outs? (approximate number of call centre and police deployment hours and corresponding cost overall). YTD data.

We received your request on 14/10/2024 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for this particular request.

**The following exemptions have been applied:**

- Section 12(1) where the cost of compliance exceeds the appropriate limit.  
Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the prescribed limit'.

**The above information has been withheld for the following reasons:**

There is no method by which we can readily retrieve information from our systems to answer this request. For the time period requested, there have been in excess of 3,600 incidents recorded with a mental health flag. In order to determine whether an incident involved the same person three or more times over a three month period, the incident logs for each call would require manual review. Furthermore, without accurate data for question 1, it would not be possible to obtain the cost of call centre and police deployment hours. From dip sampling, it has been estimated that it would take approximately 3 minutes to review each record to answer this request, this would equate to over 180 hours. To achieve this task would therefore exceed the 18-hour time and cost threshold of the Freedom of Information Act by some considerable margin.

**Advice and assistance**

Section 16 of the Act places an obligation upon the Authority to provide advice and assistance, in order to comply with this obligation please see below.

Unfortunately, we cannot suggest a way in which your request could be simplified or pared down in order to bring it within the confines of the time and cost threshold.



STAFFORDSHIRE  
**POLICE**

### **Next steps**

You can ask us to review our response.

If you would like us to carry out a review of our response, please let us know within two months of the date of receipt of this email, review requests should be addressed to:

[foi@staffordshire.police.uk](mailto:foi@staffordshire.police.uk)

Or by Post to:

Central Disclosure Unit  
Staffordshire Police HQ  
PO Box 3167  
Stafford  
ST16 9JZ

Please remember to quote the reference number in any future communications.

Freedom of Information  
Central Disclosure Unit