

10 December 2025

FOI Ref 22149

Request - You asked us the following:

Street Triage refers to a service where police officers work in collaboration with mental health professionals (e.g., NHS staff or crisis teams) to respond to incidents involving individuals experiencing a mental health crisis.

Does your police force operate a Street Triage scheme as defined above?
(Yes/No)

If yes, does the Street Triage scheme cover the entire geographic area of your force?

Please provide the number of Street Triage incidents for each year as follows: 2021; 2022; 2023; 2024.
If data is unavailable for any of these years, kindly indicate this accordingly.

Is Mental Health First Aid (MHFA) training mandatory for frontline officers in your force?
(Yes/No)

If not, what mental health training is currently provided to frontline officers instead of (or in addition to) MHFA?

Please include:

The name or type of training

Whether it is mandatory or optional

We received your request on 21/11/2025 and have processed this under the Freedom of Information Act (FOIA).

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

Staffordshire Police (SP) holds the requested information.

- Does your police force operate a Street Triage scheme as defined above? (Yes/No) – **Disclosed, yes.**
- If yes, does the Street Triage scheme cover the entire geographic area of your force? – **Disclosed, yes.**
- Please provide the number of Street Triage incidents for each year as follows: 2021; 2022; 2023; 2024. If data is unavailable for any of these years, kindly indicate this accordingly. – **Disclosed, please see the accompanying file titled 'FOI 22149 Mental Health Services Data.xlsx'.**



- Is Mental Health First Aid (MHFA) training mandatory for frontline officers in your force? (Yes/No)
– **Disclosed, no. It is open to all officers but not mandated.**
- If not, what mental health training is currently provided to frontline officers instead of (or in addition to) MHFA?
Please include:
The name or type of training
Whether it is mandatory or optional – **Disclosed, mandatory training includes College of Policing Mental Health inputs to all officers. Training on the Mental Health Act and Mental Capacity Act is included. Extra training is also provided for Force Contact Staff for both new starters and for refresher training which includes Mental Health and Mental Capacity Act information.**

Please note that this data has been provided to the best of the ability of SP, subject to the limitation of current recording protocols and systems/software. Additional incidents may have been recorded during these timescales but are awaiting finalisation and input onto these systems and would not be present within this dataset.

Every effort is made to ensure that the data presented is accurate and complete. However, it is important to note that this has been extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

Consequently, care should be taken in the interpretation and presentation of this data, to not misrepresent the whole or any part of the data disclosed.

Please be advised that all Freedom of Information request responses are published on the SP website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from SP, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
Staffordshire Police HQ



STAFFORDSHIRE
POLICE

PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Information Access Team within two months of the SP response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a supervisor who is independent from the original Decision Maker. The Information Access Team will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to forty working days.

The independent supervisor will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following link:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team