

9 June 2025

FOI Ref 21386

Request - You asked us the following:

I'd like to make a request under the Freedom of Information Act 2000 for data/information about the number of callouts to mental health and suicide incidents attended by your service. At Samaritans, we know that emergency services like ambulances, fire and rescue services and police forces are saving lives as the first responders to people who are in suicidal crisis. But, we also know that emergency service workers don't always feel best supported to respond to suicide incidents. We are advocating for Government and relevant bodies to properly support the emergency services with the skills and resources they need to respond to and support people who are suicidal.

To build our national understanding of how many suicide incidents emergency services across England are attending, we are submitting FOI requests to ambulance trusts and police forces across the country.

1. How many mental health incidents did your service respond to in these years? Please also indicate what percentage of total incidents were mental health incidents if possible:

- a) 2020
- b) 2021
- c) 2022
- d) 2023
- e) 2024

2. How many suicide attempts and self-inflicted incidents did your service respond to in these years? Please also indicate what percentage of total incidents were suicide attempts and self-inflicted incidents if possible:

- a) 2020
- b) 2021
- c) 2022
- d) 2023
- e) 2024

3. Please briefly outline any training your staff receive on the below areas, including what the training covers and the named training provider if externally delivered:

- a) Suicide prevention
- b) Suicide postvention

4. If there is suicide prevention training in place, is it currently mandatory for all staff? If the training is not mandatory, please indicate which staff it is offered to.

5. If there is suicide prevention training in place, please indicate how many staff members received training in 2024 in:

- a) Number of total staff who received training
- b) Percentage of total staff who received training

We received your request on 23/05/2025 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 exemption has 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 2024 alone there have been in excess of 370,490 incidents. In order to ascertain whether the incident included suicide attempts and self-inflicted incidents the record for each offence would require manual review. To extract this data would therefore require a very labour-intensive manual trawl through each record.

From dip sampling, it has been estimated that it would take approximately 4 minutes to review each record to answer this request, this would equate to over 24,699 hours. To achieve this task would therefore exceed the 18-hour time and cost threshold of the FOI 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.

In order to assist in refining your request. Data could be provided where a mental health flag has been applied broken down by your requested years. Likewise, data could be provided for training courses for suicide prevention and suicide postvention and how many staff attended and if suicide prevention training is currently mandatory for all staff.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police 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 Staffordshire Police, 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.



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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:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
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 Central Disclosure Unit within two months of the Force's 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 another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit 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 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker 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, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant 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 details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit