

15 September 2026

FOI Ref 23379

Request - You asked Staffordshire Police (SP) the following:

I am conducting independent research into emergency responses to mental-health crises involving children and young people.

Please provide the following information relating to individuals under 18, based on information already held by the Force.

1. Please provide the Force's current policy, procedure or guidance for responding to 999 calls involving a child or young person experiencing a mental-health crisis, including where the incident is identified as being related to CAMHS or another mental-health service.
2. Please provide the Force's current guidance regarding the circumstances in which police officers should seek ambulance, A&E, CAMHS/crisis or other mental-health involvement following a 999-call concerning a child or young person's mental health.
3. Please provide the Force's current guidance regarding information sharing and handover between police and ambulance, A&E, CAMHS/crisis services or children's social care following such an incident.
4. Please provide the Force's current guidance regarding escalation or additional intervention following repeated 999 calls or incidents involving the same child or young person experiencing mental-health difficulties.
5. For each of the three most recently completed financial years, please provide, where routinely recorded, the number of 999 calls involving an individual under 18 where the incident was recorded as relating to mental health, emotional distress, self-harm, suicide or a CAMHS-related crisis.

If the Force does not record CAMHS-related incidents separately, please provide the closest available category and specify how the incidents are recorded.

Please provide existing documents in electronic format where possible. I am seeking aggregated and anonymised information only and do not require any information that could identify an individual.

If any part of this request would exceed the appropriate cost limit, please provide the information that can be supplied within the limit and advise which part would need to be refined.

SP received your request on 11/09/2026 and have processed this under the Freedom of Information Act (FOIA).

SP'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 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 SP can readily retrieve information from local police systems to answer this request. For the period requested, there have been more than 600,000 999-calls. To ascertain whether an individual under 18 was involved, the record for each incident would require a 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 5 minutes to review each record to answer this request, this would equate to over 50,000 hours. To achieve this task would therefore exceed the 18-hour time and cost threshold of the Freedom of Information Act by a considerable margin.

Advice and assistance

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

Unfortunately, SP cannot suggest a way in which question 5 could be simplified or pared down to bring it within the confines of the time and cost threshold. If you were to ask only questions 1 to 4, then SP could answer these questions. It is important to note that questions 2 and 4 would invite a 'NO INFORMATION HELD' response. Questions 1 and 3 would be answered with the provision of the relevant policy. However, an older version of this policy is already publicly available as per the below link:

[staffordshire - mha section 136 staffordshire and stoke on trent.pdf](#)

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:



STAFFORDSHIRE
POLICE

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
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 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