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Our Ref: FOI2018/02535

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/02535**

I write in connection with your request for information received on 9th May. I note you seek access to the following information:

**Please detail the number of calls you received relating to a mental health issue in 2017 (Calls considered or perceived to have a mental health or delusional cause or contributory factor)**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Response - Following enquiries within the Constabulary please see our response below;

The number of records on the information system with a mental health marker is 12373. **Please note** - This figure is likely to be inaccurate as mental health is complex and not always easy to identify when searching data. The mental health marker gives some reflection of where there is a clear mental health issue identified at the point the incident is reported, however many mental health issues will only become apparent further into the investigation and there is no effective way to search for this as much of the detail will be contained within free text fields and will not be searchable.

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

Sonia Chopra-Miah  
Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.