

T/Chief Constable
T/Chief Constable Darren Martland
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



12th December 2025

Dear

FREEDOM OF INFORMATION REQUEST – FOI 1523/25 Callouts for Mental Distress

I refer to your request for information which was received by Cumbria Constabulary on 18th November 2025. I note you seek access to the following information:

Please could you tell me how many times officers of Cumbria Constabulary have been called-out to an individual in mental distress between January 1st 2025 and November 18 2025.

The data should include cases where the individual was threatening self-harm or suicide.

Please present that data in list format giving a date for each case, details of the callout, i.e individual in distress or threatening self-harm and an outcome.

Your request for information has now been considered, and I can confirm that the information you seek is held by Cumbria Constabulary, however, I am not obliged to disclose this to you.

Cumbria Constabulary does not hold the information you seek in an easily retrievable format. Callout incidents use flags to identify the topic/area that it relates to; to find the data to answer this request a search of the callouts with mental health flags was conducted, this returned 3100 results. However, all of these callouts are not directly related to a callout to an individual in mental distress.

For example, one of the results is a callout to a burglary where a mental health flag was added after the fact due to the impact that it had on the victim, but the callout was not due to mental distress. To answer your request, it would be necessary to manually review each of the 3100 results to find the ones that relate to a callout to an individual in mental distress. If I were to narrow down the results to only callouts that were for concerns for safety, this would still be approximately 2300 results. Each result would need to be manually reviewed to make sure that it is relevant to the request.

I have used this figure to estimate how long it would take to complete this request. It would take approximately 76 hours (based on 2 minutes per record) if I were to look at results for concerns for safety only. I am satisfied, therefore that the time required to respond to your request will significantly exceed the "appropriate limit" of time allowed.

The "appropriate limit" is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 and the current limit for police forces is set at £450, which equates to 18 hours of work.

Section 12(1) of the Freedom of Information Act does not oblige a public authority to comply



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with a request for information, if the authority estimates that the cost of complying with the request will exceed the appropriate limit. In view of this, and in accordance with Section 17(5) of the Act, this letter serves as a Refusal Notice for your request.

In accordance with my duty under Section 16 of the Freedom of Information Act, 2000 (Duty to provide advice and assistance), I have tried to think of a way to recommend that your request may be refined to bring it under the limit explained above. At this time, unfortunately, I have no suggestions, due to the way that the information requested is recorded.

Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.

In the first instance, please email freedomofinformation@cumbria.police.uk quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.

If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.



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