| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0993  Responded to: 14 April 2025 |
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Your recent request for information is replicated below, together with our response.

**May I please request the following information under FOI for the financial year 2023/24:**

**The number of calls to 999 related to mental health crises that were re-directed to the NHS and so did not deploy officers.**

**The number of incidents related to mental health crises that officers were deployed to.**

Firstly, I should advise we have interpreted mental health crisis as any mental health incident.

To provide the information sought would require a review of all potential mental health related incidents which could be created through varying incident types. In order to identify these incident types and review, it would surpass the current FOI cost threshold due to the large number of incidents received during the financial year of 2023/24. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

Additionally, we can advise there is a Mental Health Pathway process that exists where C3 Division, Police Scotland essentially signpost callers to NHS 24 at first point of contact if their mental health circumstances meet the criteria set in procedure.

A STORM tag (system tagging process) does exist and should be used every time an attempt is made with NHS 24 via this route, however, this is not an accurate method for reporting purposes due to it being a manual process and susceptible to human error.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.