



## FREEDOM OF INFORMATION REQUEST

### FREEDOM OF INFORMATION REQUEST 2025/29095

Dear requester,

Thank you for your recent request under the Freedom of Information Act 2000.

**Section 1** of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at, **Section 1(1) (a)**, is to confirm or deny whether the information specified in a request is held. The second duty at, **Section 1 (1) (b)**, is to disclose information that has been confirmed as being held.

The information that you are seeking is in relation to the following:

### REQUEST

Street Triage refers to a service where police officers work in collaboration with mental health professionals (e.g., NHS staff or crisis teams) to respond to incidents involving individuals experiencing a mental health crisis.

Does your police force operate a Street Triage scheme as defined above?  
(Yes/No)

If yes, does the Street Triage scheme cover the entire geographic area of your force?

Please provide the number of Street Triage incidents for each year as follows: 2021; 2022; 2023; 2024.

If data is unavailable for any of these years, kindly indicate this accordingly.

Is Mental Health First Aid (MHFA) training mandatory for frontline officers in your force?  
(Yes/No)

If not, what mental health training is currently provided to frontline officers instead of (or in addition to) MHFA?

Please include:

The name or type of training

Whether it is mandatory or optional



## **RESPONSE**

### **Does your police force operate a Street Triage scheme as defined above?**

Yes – Gwent Police has a control room based Mental Health Triage model with mental health professionals on duty 8am-2am 7 days a week to support and advice officers and staff dealing with mental health incidents.

### **If yes, does the Street Triage scheme cover the entire geographic area of your force?**

Yes

### **Please provide the number of Street Triage incidents for each year as follows: 2021; 2022; 2023; 2024.**

2021 12,276

2022 14,443

2023 16,196

2024 16,551

### **Is Mental Health First Aid (MHFA) training mandatory for frontline officers in your force? (Yes/No)**

### **If not, what mental health training is currently provided to frontline officers instead of (or in addition to) MHFA?**

All police officers on the initial probationer training programme receive comprehensive training in mental health, suicide awareness, and bereavement. Each officer completes the mandatory half-day College of Policing programme, followed by two additional days of specialist training with the Mental Health Lead.

Day one focuses on key areas such as the Mental Health Act, Mental Capacity Act, relevant legal powers, supporting and understanding individuals with mental illness, crisis intervention, and local policies and practices.

Day two provides in-depth coverage of suicide and bereavement, including prevention, intervention, managing traumatic circumstances, difficult conversations, supporting those who are bereaved, postvention strategies, and officer welfare.

All training is bespoke and specifically tailored to the role of a police officer, making it distinct from training delivered to the public. Operational staff roles on entry (such as



PCSO's, force control room operators) also have a half day input with a modified version of day one. All existing response and NPT officers also attend force training days, which we deliver important updates and any new training needed around mental health and policing. Force contact centre and Station Enquiry Officer staff also have regular refreshers (around once a year) with the Mental Health Lead and Mental Health Triage manager around any areas of improvement.

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Please note, every effort is made to ensure that the figures presented are accurate and complete.

Freedom of Information Act is a public disclosure regime, not a private regime. Any information disclosed under the Act is thereafter deemed to be in the public domain, and therefore freely available to the public and will be published on the Gwent Police website.

If, upon receiving a response to a freedom of information request, you are unhappy with the outcome, you may request an internal review. **This should be made within 40 working days of the initial response.**

Please direct any internal review requests to [FOI@gwent.police.uk](mailto:FOI@gwent.police.uk)

You have the right to request an appeal from the Information Commissioners Office about your Freedom of Information request, if you are dissatisfied with your internal review response.

ICO Contact Details:

The Information Commissioner's Office, Wycliffe House, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113

Web: [www.ico.org.uk](http://www.ico.org.uk)

**Thank you for your interest in Gwent Police.**