



Ref: ATISN 26715

Llywodraeth Cymru
Welsh Government

25 February 2026

Dear ,

ATISN 26715 – Mental Health Crisis Referrals

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 13 February regarding adult mental health crisis referrals in Wales which originate from police or emergency services.

You requested the following:

Please provide the following information for the last three financial years (2022/23, 2023/24, and 2024/25 to date):

- 1. The total number of adult mental health crisis referrals recorded in Wales which originated from:
a) Police services, and
b) Ambulance or other emergency services (where recorded).*
- 2. Of these referrals, how many resulted in:
a) Mental health support or intervention being provided, and
b) No mental health support or intervention being provided.*
- 3. The average time between receipt of a referral from police or emergency services and:
a) First mental health assessment, and
b) A decision being made to provide support or close the referral.*
- 4. The number of referrals recorded as repeat referrals for the same individual within a 12-month period (where this information is held).*
- 5. The main recorded reasons for referrals being closed with no further action (for example: eligibility thresholds not met, insufficient information, person declined support, capacity or staffing issues, or other recorded categories).*
- 6. Please provide copies of any national policies, guidance documents, or internal procedures used to determine how police or emergency service mental health crisis referrals should be handled.*

Our Response

All data that Welsh Government currently hold on the topics requested are currently published in the public domain. A useful single link for these sources is the [Mental health statistics: interactive dashboard | GOV.WALES](#) which attempts to bring these and other

sources on Mental health together in a single place. This dashboard is currently in the process of being updated so it is possible the underlying sources which are displayed may have more current data which can be accessed by using the provided links in the dashboard

It is also possible that other organisations outside of Welsh Government may hold data related to the topics requested such as NHS Performance and Improvement (nhs_pi_data_analytics@wales.nhs.uk) or Digital Health and Care Wales (pdit@wales.nhs.uk) and you may want to contact them to see if they hold the data in the request we do not.

Please see the link to the code of practice which includes guidance on s135/136 detentions (by the police). [Mental Health Act 1983: code of practice | GOV.WALES](#) . Welsh government does not hold the information regarding local protocols in place, these can be found within Health boards, please see the link to contact them. [Contact us - NHS Wales](#)

Next Steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ
or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,