



Freedom of Information Request Reference N°: FOI 000395-19

I write in connection with your request for information received by Suffolk Constabulary on the 25 January 2019 in which you sought access to the following information:

"Suffolk Constabulary issued the following statement in response to the IOPC investigation prompted by the death of Anthony Barnard.

A Suffolk Constabulary spokesman said: "Suffolk Constabulary referred the circumstances surrounding Mr Barnard's death to the IOPC who subsequently conducted an independent investigation.

"The IOPC found there were no grounds for disciplinary action in relation to Suffolk Constabulary employees in this case.

"The Constabulary does appreciate that the loss of Mr Barnard, and the circumstances surrounding his death, have led to the last year being a particularly difficult time for his family.

"Suffolk Constabulary always strives to do all it can to help people in need. Therefore, to assist our call handlers new guidance has been implemented about how to handle concerns for welfare calls."

Please provide me with:

- 1. The updated guidance for call handlers as mentioned in the statement*
- 2. The guidance given to call handlers prior to the introduction of the updated guidance*
- 3. The date the new guidance came into force"*

Response to your Request

The response provided below is correct as of 11 February 2019

Suffolk Constabulary has considered your request for information and the response is below.

Call handlers are provided with the guidance entitled 'welfare checks', which was introduced on 20 April 2018. The guidance was created due to the need to evaluate the best emergency service to attend, rather than the Police being the default position.

Section 17 of the Freedom of Information Act 2000 requires that Suffolk Constabulary, when refusing to provide such information (because the information is exempt) is to provide you the applicant with a notice ban which:

- (a) States that fact
- (b) Specifies the exemption(s) in question and



(c) States (if that would not otherwise be apparent) why the exemption(s) applies.

The information is exempt from disclosure by virtue of the following exemption;

Section 21(1) - Information reasonably accessible by other means

This policy is published on the Constabulary's website and is therefore reasonably accessible by other means as per Section 21 of the Freedom of Information Act 2000.

The following links will take you to the appropriate page:

https://www.suffolk.police.uk/sites/suffolk/files/welfare_checks_1.pdf

Prior to this, the Constabulary used the THRIVE principles and the response / need for attendance was based on the information provided.

The attached documents confirm the guidance provided to the control room prior to the introduction of the welfare check policy.

- The National Decision Model and Thrive (Powerpoint)
- Thrive flow chart

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;

<http://www.opsi.gov.uk/>

Suffolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.



Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 40 working days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700