



5th April 2019

Freedom of Information Request Reference N^o: FOI 001108/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 20th March 2019 in which you sought access to the following information:

I am writing to request information under the Freedom of Information Act 2000 on the number of police officers within your force affected by mental health issues, and the number of working days lost due to mental health-related sick days.

Please would you send me;

For 2018;

- A The number of individual police officers within your force to have reported mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)
- B The number of individual police officers within your force to have had one or more days sick leave as a result of mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)
- C The total number of days police officers have been absent because of sick days due to mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)

For 2017;

- A The number of individual police officers within your force to have reported mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)
- B The number of individual police officers within your force to have had one or more days sick leave as a result of mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)
- C The total number of days police officers have been absent because of sick days due to mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)

For 2016;

- A The number of individual police officers within your force to have reported mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)
- B The number of individual police officers within your force to have had one or more days sick leave as a result of mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)
- C The total number of days police officers have been absent because of sick days due to mental health issues (including a breakdown of depression, anxiety, PTSD, stress...etc.)

Response to your Request

When responding to a request for information under the terms of the Freedom of Information Act, a public authority is not obliged to provide information if the authority estimates that the cost of the retrieval of the information requested would be in excess of £450 (equivalent to 18 hours work).

The costs criteria relates to a request in its entirety, which means that if we cannot retrieve *all* of the information requested within the costs limit, we are not obliged to retrieve *any* of the information requested.

The Norfolk and Suffolk Constabularies estimate that to retrieve all the information you have requested would exceed cost in excess of £450 per force.

With regard to Part A of your request, the Constabulary does not centrally hold these figures. Information may be held within individual officer's personal records but this could only be identified by reviewing each one. Based on approximately 1500 officers in Norfolk and 1100 in Suffolk, this would be an enormous task.

This would therefore significantly exceed the appropriate limit for dealing with a Freedom of Information request, in terms of cost, and therefore Section 12(1) of the Freedom of Information Act applies.

Section 12(1) of the Freedom of Information Act states that a public authority is not obliged to:
"...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit".

The Freedom of Information (Appropriate Limit and Fees) Regulations 2004, defines the 'appropriate limit' for the Norfolk and Suffolk Constabularies as £450 each, and specifies that this sum equates to 18 hours work at a standard rate of £25 per hour.

In accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for your request.

Advice and Assistance

Although excess cost removes Norfolk and Suffolk Constabularies obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relevant to your request, which was retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

The first table below provides the number of management referrals to the Workplace Health, Safety and Wellbeing Department in relation to 'psychological disorder'. As advised these figures do not necessarily reflect the number of officers in force who have reported mental health issues.

Year	Norfolk	Suffolk
2016	Data not recorded	Data not recorded
2017	214	204
2018	216	189

Please see below figures regarding officer absence:-

Constabulary	Absence Reason	Hours	Officers
2016			
NORFOLK	Exhaustion / Fatigue	2112.6	10
	Nerves / Depression / Anxiety	5993.9	16
	Other (Psychological Disorders)	3837.0	10
	Stress / Debility	22397.0	53

	Stress / Debility (Psychological Disorder)	680.0	4
	Trauma	983.0	3
SUFFOLK	Exhaustion / Fatigue	400.0	6
	Nerves / Depression / Anxiety	4028.0	12
	Other (Psychological Disorders)	5251.0	12
	Stress / Debility	18613.6	58
	Stress / Debility (Psychological Disorder)	107.0	2
	TOTAL	64403.0	186
2017			
NORFOLK	Exhaustion / Fatigue	1558.0	12
	Nerves / Depression / Anxiety	2956.3	14
	Other (Psychological Disorders)	1831.0	6
	Stress / Debility	18388.8	63
SUFFOLK	Exhaustion / Fatigue	963.9	9
	Nerves / Depression / Anxiety	6930.0	21
	Other (Psychological Disorders)	1818.0	9
	Stress / Debility	19806.1	72
	Trauma	55.0	1
TOTAL	54307.0	207	
2018			
NORFOLK	Exhaustion / Fatigue	695.0	8
	Nerves / Depression / Anxiety	8332.4	19
	Other (Psychological Disorders)	4561.0	14
	Stress / Debility	22214.3	74
	Trauma	16.0	1
SUFFOLK	Exhaustion / Fatigue	130.0	5
	Nerves / Depression / Anxiety	4041.0	12
	Other (Psychological Disorders)	2807.0	9
	Stress / Debility	22266.2	71
TOTAL	65063.0	213	

The following services are in place to assist with Officer and Staff health and wellbeing:-

Employee Assistance Programme

The EAP service offers 24 hours a day, 365 days a year access to telephone counselling, information services and short term face to face counselling with a professional counsellor, close to home or work. The EAP free-phone number is available for help with a wide range of problems from relationship difficulties to neighbour disputes, and from change to consumer rights. The following services are available under the Norfolk & Suffolk Constabularies EAP.

- Qualified counsellors – face-to-face, telephone and online counselling/CBT
- Specialist debt counsellors
- Qualified solicitors
- Financial specialists
- A range of health and wellbeing specialists
- Access to 'vClub' available to download on work smartphones and tablets

Fast Track Physiotherapy

Fast Track Physiotherapy is provided by Norfolk and Suffolk Constabularies to support officers and staff to return to full duties promptly following an injury. It is not designed to replace the treatment you can access on the NHS but to fast track long waiting lists if these occur. Only physiotherapy will be provided through the Constabularies; if you wish to receive further treatment such as Chiropractic treatment or MRI scans, these will need to be self-funded or accessed through the NHS.

Wellbeing Champions

Wellbeing Champions are the extension of the Wellbeing service with the aim of bringing the wellbeing focus into every team/department. The Champions will highlight, encourage, promote and inspire in all aspects of wellbeing and promote the messages and strategy of WHSW to the widest possible audience. Wellbeing Champions is also a way to recognise and reward the 'informal' good work that many of our Officers and staff do around wellbeing and to formalise that so that we provide a consistent and equal service to both Norfolk and Suffolk. Within the Wellbeing Champions programme are sub-themes for those that have a special interest in a particular area, for example; Pregnancy & New Parents (PNP), Menopause Champions, Carers, Weight Loss Champions, and Spiritual Champions.

Wellbeing Resources

Wellbeing has produced resources to support individuals in understanding the range of both internal and external services that are available to them to support their wellbeing – this list is separated into key areas with relevant information of availability, hours and contact details. This tool can also be used by managers and HR to support in attendance support meetings or 1:1's.

Wellbeing Masterclasses

Wellbeing is offering on-going masterclasses in areas highlighted through the data collected through previous self-referrals into wellbeing and the Wellbeing Self-Assessment. Topics currently being offered are: Menopause, Menopause for Managers, Stress, Sleep: Your Most Important Tool, Financial Wellbeing and Gut Health

Selected Contact Officers

Working in conjunction with Professional Standards Department, the SCO's are trained to support people under a high level conduct investigation. Similar to the TRiM model of peer support, the SCO's will be a bridge to work for those that may feel isolated if absent from work. The SCO can make regular telephone or F2F contact with the individual, attend any meetings with them as peer support and be a 'friendly face' on return to work or during a difficult time.

TRiM

Norfolk and Suffolk Constabularies have a number of peer practitioners, these are officers and staff who have been trained to be able to debrief through the event and complete a psychological risk assessment for any post-trauma effects.

Wellbeing Self-Assessment

Every department will complete an assessment on an annual basis to measure wellbeing within their teams. A management report is produced and presented to senior managers along with an action plan to improve areas of development. These plans will be monitored as part of the Workplace Health Strategy Group.

Coming in 2018/2019 Workplace Health, Safety and Wellbeing Strategy:

Healthy Living

This will include a focus on the available food and drink for our workforce, review of suitability of soft drinks machines and with the aim of working with catering to ensure healthy options are exciting and available.

Dyslexia Support

A more joined up approach to supporting officers, staff and potential new recruits who may be dyslexic. This will include a confidential initial screening tool and support groups.

Health Screening

Mobile health screening from our nurses and technicians to identify early warning signs of health issues.

Trauma Support

Specialist trauma services for those suffering with post-traumatic stress in the workplace.

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>

<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, 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/>

Norfolk and Suffolk Constabularies are 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 the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 40 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
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.pnn.police.uk*

In all possible circumstances Norfolk and 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 Norfolk and 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