



Freedom of Information Request Reference N°: FOI 002179-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 11 June 2019 which you sought access to the following information:

1. *"The total number of staff in the force, divided by gender, for the financial years 2016-2017, 2017-2018 and 2018-2019.*
2. *How many of those requested mental health-related support in the financial years 2016-2017, 2017-2018 and 2018-2019?*
3. *Of those, how many received mental health-related support in the financial years 2016-2017, 2017-2018 and 2018-2019?*
4. *How many deaths by suicide of staff in the force have occurred in the financial years 2016-2017, 2017-2018 and 2018-2019?"*

Response to your Request

The response provided below is correct as of 4 July 2019

Suffolk and Norfolk Constabularies have considered your request for information and the response is below.

The Constabularies are unable to confirm the number of staff who have requested or been referred for mental health support. Such information would be recorded within personnel files but is not something that is recorded within a central location to allow for the data to be easily extracted. Each personnel file would have to be examined for serving officers and those who have retired or left either Constabulary. Considering such would consist of many thousands of files it would take well in excess of 36 hours to extract this information.

In relation to your request for information and in accordance with Section 17 of the Freedom of Information Act 2000 (FOIA), this response serves as a formal notification of refusal for your request. The Constabularies do not hold, for the purposes of FOIA, all of the information you require in a retrievable format.

It is estimated that to attempt to retrieve all of the information you require would take a considerable amount of retrieval time, exceeding the appropriate limit for dealing with Freedom of Information requests in terms of costs and therefore, Section 12(1) of the Freedom of Information Act 2000 applies.

Section 12(1) of the Freedom of Information Act 2000 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, defines the ‘appropriate limit’ for the Constabularies as £450 and specifies that this sum equates to 18 hours work per force at a standard rate of £25 per hour. This equates to 36 hours of work, or £900, for joint responses.

In accordance with Section 17(5) of the Freedom of Information Act 2000, this letter serves as a refusal notice for this part of your request.

By requesting *all* information your request is too broad to be complied with within the limit imposed on Freedom of Information requests.

Although excess cost removes the Force’s obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, 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 total number of staff in the force as of 31 March for each respective year, divided by gender, is as follows:

Norfolk Officers			
Year	Gender	Head count	FTE
2016	F	454	405.1
	M	1098	1096.2
2017	F	451	401.0
	M	1065	1061.6
2018	F	458	409.1
	M	1086	1083.6
2019	F	498	449.4
	M	1100	1097.1

Suffolk Officers			
Year	Gender	Head count	FTE
2016	F	317	288.6
	M	792	790.7
2017	F	316	289.0
	M	771	769.9
2018	F	338	311.3
	M	761	759.7
2019	F	367	338.5
	M	779	777.7

Norfolk Staff			
Year	Gender	Head count	FTE
2016	F	766	654.4
	M	554	529.4
2017	F	773	660.4
	M	574	539.6
2018	F	761	648.5
	M	512	476.9
2019	F	743	642.7

Suffolk Staff			
Year	Gender	Head count	FTE
2016	F	609	509.9
	M	407	388.5
2017	F	612	519.9
	M	401	381.0
2018	F	603	508.2
	M	383	361.8
2019	F	578	487.1

	M	478	446.2
--	---	-----	-------

	M	362	339.7
--	---	-----	-------

The total number of management referrals for the reason 'Psychological' to Occupational Health, is provided in the table below, recorded from March 2017:

	2017 (Mar – Dec)	2018	2019 (Jan – May)
Norfolk	171	216	94
Suffolk	180	189	90

The following table confirms the number of staff and officers who have accessed the Employee Assistance Programme (EAP) services and Walnut Tree services in the past 2 years, from when the service was implemented, however this does not show how many have been referred, rather the number who have made contact.

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 freephone number is available for help with a wide range of problems. Officers and staff can access qualified counsellors face to face, by telephone and online as well as specialist debt counsellors, qualified solicitors and financial specialists.

This information is available from May 2017 onwards.

Force	EAP					
	Q3 17	Q4 17	Q1 18	Q2 18	Q3 18	Q4 18
Norfolk	114	102	94	133	119	118
Suffolk	71	77	89	105	72	83

The constabularies are working with Walnut Tree Health and Wellbeing to provide specialist trauma services including assessment, diagnosis and treatment for anyone who has suffered an out of the ordinary traumatic experience resulting in complex mental health needs. Referrals to Walnut Tree are made through the Force Medical Advisor.

Force	Specialist Trauma Service – Walnut Tree	
	June 2018 - Dec 2018	Jan 2019 – Current
Norfolk	10	15
Suffolk	4	7

The Constabularies hold records of all members of staff who are no longer in the organisation as they have passed away, however it is the coroner who hold details confirming the cause of death and this information is not passed onto the Constabulary.

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/>

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 20 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 Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 40 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