



10th August 2018

Freedom of Information Request Reference N^o: FOI 002632/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 25th July 2018 in which you sought access to the following information:

Under the Freedom of Information Act 2000, I would like to request data on the number of police staff on long-term stress leave during the last year for which figures are available, as well as the total number of days they were on stress leave for, both broken down by staff category, if possible to include without incurring unreasonable cost or time effort for you.

Response to your Request

The response provided below is correct as of 3rd August 2018.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

The information has been provided by the Human Resources Department who has advised that absence is recorded by the **number of hours absent** and not the number of days. The figures are for the financial year 2017/18 and relate to absence which has been recorded as "Dorset 12 – Psychological Disorder".

Employee Type	Number of Individuals	Total Hours
NORFOLK		
Police Officer	52	22,062.27
Police Staff (inc PCSOs)	42	17,441.77
Total	94	39,504.04
SUFFOLK		
Police Officer	53	24,708.15
Police Staff (inc PCSOs)	34	11,842.12
Total	87	36,550.27

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 – form on Intranet: search '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 – Check Wellbeing intranet page for dates and locations

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 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
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