



15th December 2020

Freedom of Information Request Reference N^o: FOI 003851/20

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 17th November 2020 in which you sought access to the following information:

The request relates to healthcare professionals providing police custodial and forensic medical/healthcare services and is:

- 1 For the provision of the numbers of healthcare professionals (doctors, nurses and paramedics – who may variously be referred to as Forensic Medical Examiners or Forensic Medical Officers or Custody or Forensic Nurse Practitioners or Custody or Forensic Nurse Managers or Custody or Forensic Paramedics, and Clinical Directors or similar titles) who have undertaken forensic medical and healthcare roles within police custody suites (as employees or under contracts of service) for the Norfolk and Suffolk Constabularies (or relevant employing authority, company, body or organisation) in the years 2016, 2017, 2018, 2019, 2020 (to date).
- 2A For provision of the numbers of healthcare professionals (doctors, nurses and paramedics – who may variously be referred to as Forensic Medical Examiners or Forensic Medical Officers or Custody or Forensic Nurse Practitioners or Custody or Forensic Nurse Managers or Custody or Forensic Paramedics, and Clinical Directors or similar titles) working for the Norfolk and Suffolk Constabularies (or relevant employing authority, company, body or organisation) who have had complaints made against them in the years 2016, 2017, 2018, 2019, 2020 (to date)
- 2B and the nature of those complaints.
- 3A For provision of the numbers of healthcare professionals (doctors, nurses and paramedics – who may variously be referred to as Forensic Medical Examiners or Forensic Medical Officers or Custody or Forensic Nurse Practitioners or Custody or Forensic Nurse Managers or Custody or Forensic Paramedics, and Clinical Directors or similar titles) who have had their contracts of service or employment terminated by the Norfolk and Suffolk Constabularies (or relevant employing authority, company, body or organisation) in the years 2016, 2017, 2018, 2019, 2020 (to date)
- 3B and the reasons for each termination.
- 4A For provision of the numbers of healthcare professionals (doctors, nurses and paramedics – who may variously be referred to as Forensic Medical Examiners or Forensic Medical Officers or Custody or Forensic Nurse Practitioners or Custody or Forensic Nurse Managers or Custody or Forensic Paramedics, and Clinical Directors or similar titles) who have had their contracts of service of employment not renewed at the time of renewal by the Norfolk and Suffolk Constabularies (or

relevant employing authority, company, body or organisation) in the years 2016, 2017, 2018, 2019, 2020 (to date)

4B and the reasons for each non-renewals.

5 For provision of copies of any disciplinary and dispute processes utilised by the Norfolk and Suffolk Constabularies in the management of complaints about healthcare professionals working in the police custodial and forensic medical services settings.

6 For provision of the numbers of healthcare professionals (doctors, nurses and paramedics – who may variously be referred to as Forensic Medical Examiners or Forensic Medical Officers or Custody or Forensic Nurse Practitioners or Custody or Forensic Nurse Managers or Custody or Forensic Paramedics, and Clinical Directors or similar titles) who have been referred to their respective professional bodies (namely the General Medical Council, the Nursing & Midwifery Council, and the Health & Care Professions Council) by the Norfolk and Suffolk Constabularies (or relevant employing authority, company, body or organisation) in the years 2016, 2017, 2018, 2019, 2020 (to date)

6B and the reasons for each referral.

The request relates to the provision of police custody/custodial healthcare (also variously referred to as 'custody medical services' or 'custody healthcare services' or 'forensic medical service' or 'forensic healthcare services' amongst others) as required by Code C of the Police & Criminal Evidence Act within the Norfolk and Suffolk Constabularies custody suites or centres and is:

1 For the provision of your constabulary/force/service the total annual costs for the provision of custodial medical care in custody suites (sometimes known as "forensic medical services") for each of the financial years 2017/2018, 2018/19 and 2019/20. For the avoidance of doubt these figures should include:

- The detail of costs to the constabulary for healthcare of detainees (the need for whose assessment is determined by PACE Codes of Practice) provided by healthcare professionals (doctors, nurse or paramedics) employed by yourselves and/or any outsourced provider (this figure is to include all costs of locum healthcare professionals covering sickness, maternity or other leave)
- The administrative costs (to include infrastructure, personnel and any other relevant resources) to manage the custody healthcare service (and in the case of outsourced providers, the cost to the constabulary to manage that contract).

2 For each of those years (2017/2018, 2018/19 and 2019/20), provision of the numbers of examinations/assessments of detainees undertaken in the custody setting, including multiple assessments of the same detainee

3 For each of those years (2017/2018, 2018/19 and 2019/20) , provision of the number of examination/assessments of detainees done by each of the following types of healthcare professional (HCP) - doctor, nurse or paramedic

4 For each of those years (2017/2018, 2018/19 and 2019/20) , the name and details of the provider of custodial healthcare (if contracted to an independent commercial provider or NHS trust)

- 5 For each of those years (2017/2018, 2018/19 and 2019/20) , provision of the number of HCPs directly employed within each HCP group (ie doctor, nurse, paramedic) by your constabulary
- 6 For each of those years(2017/2018, 2018/19 and 2019/20) , provision of the number of HCPs contracted within each HCP group (ie doctor, nurse, paramedic) by your constabulary or by any other provider of custodial healthcare
- 7 For each of those years (2017/2018, 2018/19 and 2019/20) , the minimum experience, training and qualification when recruiting for each HCP group (ie doctor, nurse, paramedic) required to work within your custody suites
- 8 Is the current clinical lead for custodial healthcare a doctor, nurse or paramedic?
- 9 Who is the employer of the current clinical lead?
- 10 For each of those years (2017/2018, 2018/19 and 2019/20) , the total number of detainees processed through your constabularies' custody suites
- 11 For each of those years (2017/2018, 2018/19 and 2019/20), the number of full-time custody suites within your constabulary.
- 12 For each of those years (2017/2018, 2018/19 and 2019/20), the number of available cells (when all full-time custody suites are fully operational)
- 13 For each of those years (2017/2018, 2018/19 and 2019/20) , the numbers of deaths in custody that have been recorded.

Response to your Request

The response provided below is correct as of 26th November 2020.

Norfolk and Suffolk Constabularies have considered your request and our response is below.

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.

Statistical information regarding examinations and assessments is not held by the Constabularies but details may be held within individual custody records. It would be an enormous task to trawl through thousands of detention logs in order to extract relevant information.

This would therefore significantly exceed the appropriate limit for dealing with a Freedom of Information request, in terms of costs, 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 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 & Assistance

Although excess cost removes the 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.

Details of the current contract for Forensic Medical Examiners in Custody can be accessed via the link below. This has been in place since 2019.

<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=39954>

Part One

Q1 There is one FME (doctor) who covers all 6 of the Police Investigation Centres across Norfolk and Suffolk. There is a medic (nurse or paramedic), 24/7, in 5 PICs (except Aylsham).

Q2-4 The service is outsourced and the information is not held by the Constabularies.

Part Two

Q1 The costs, including contract management through the 7 Force procurement team, are:

YEAR	NORFOLK	SUFFOLK
2017/18	£910,860	£689,949
2018/19	£936,185	£706,245
2019/20	£1,145,331	£864,021

Q4

YEAR	PROVIDER
2017/18	G4S
2018/19	G4S
2019/20	Castle Rock Group

Q8 The current clinical lead is a Paramedic.

Q10 Across Norfolk and Suffolk there were a total of 27,458 detainees processed.

Q11/12

For all years requested, please see below details of the Police Investigation Centres:

Aylsham, Norfolk 8 cells
Bury St Edmunds, Suffolk 24 cells

Kings Lynn, Norfolk	24 cells
Great Yarmouth, Norfolk	30 cells
Wymondham, Norfolk	30 cells
Martlesham, Suffolk	30 cells

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