



14<sup>th</sup> January 2019

### Freedom of Information Request Reference N<sup>o</sup>: FOI 004585/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 17<sup>th</sup> December 2018 in which you sought access to the following information:

How many incidents where mental health was a factor have been recorded from 01/01/18-11/12/18?

### Response to your Request

The response provided below is correct as of 11<sup>th</sup> January 2019.

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

Research has been undertaken of recorded incident reports which have a Mental Health qualifier. This is not a mandatory field and the qualifier is added by the operator as appropriate. The figures are reliant on the addition of the Mental Health qualifier and may not be an accurate reflection of the number of incidents that have been recorded.

Please see below figures:-

Constabulary	Number of reports
NORFOLK	11,304
SUFFOLK	4,518

Please note – In September 2017, Suffolk Constabulary gave guidance to their Control Room staff that the qualifier should only be used when “A person’s mental ill health is a significant contributing factor to THIS incident”.

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](mailto: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](http://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