



24<sup>th</sup> June 2019

**Freedom of Information Request Reference N<sup>o</sup>: FOI 001965/19**

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 26<sup>th</sup> May 2019 in which you sought access to the following information:

Please see the attached questionnaire detailing the information I require in relation to mental health provisions for suspects.

Please respond to the following questions with as much information as possible, attaching relevant policies or further information where required, including signposting for data which is openly obtainable elsewhere. A questionnaire has been provided for completion, however, if you are unable to use it, please answer the questions as per your Freedom of Information Act policy.

- 1 Police Force
- 2 Population Coverage
- 3 Number of Employees
- 4 Is there a local policy in relation to suspects with mental health problems?  
Yes (Please attach policy if possible)  
No
- 5 Is a Liaison and Diversion Service in place for those with Mental Health Problems?  
Yes (Please provide details below)  
No (Please go to Question 6)
  - A When was the service started?
  - B Which NHS or other trust provides this service?
  - C Which stations provide this service?
  - D Which of these stations also have custody suites?
  - E Which days/times is this service available?
- 6 Is a Street Triage Service in place for those with Mental Health Problems?  
Yes (Please provide details below)  
No (Please go to Question 7)
  - A When was the service started?
  - B Which NHS or other trust provides this service?
  - C Which stations provide this service?
  - D Which of these stations also have custody suites?
  - E Which days/times is this service available?
- 7 What type of mental health training must police officers and other staff undertake?  
(Please provide as much detail as possible)
  - A Type of training? (for example e-learning, face-to-face, presentation, etc.)
  - B How long does training last? (for example 2 hours, half a day, full day, etc.)
  - C Are there different types of mental health training for different roles?  
Yes (Please provide details below)  
No (Please go to Question 7)
- 8 How often does mental health training need to be updated? (for example annually)
- 9 Please provide the number of police staff who are up-to-date/compliant with their mental health training?

- 10 Does mental health training include local policy information in relation to Liaison and Diversion services?  
Yes  
No
- 11 Is there currently any additional training to the College of Police's e-learning package "Mental Ill Health and Learning Disability Awareness" available from the force?  
Yes (Please provide details below)  
No (Please go to Question 12)
- A Who is this training available to? (For example certain roles, open to all, etc.)  
B Who is the training provider? (For example internal, police college, NHS, etc.)  
C Is this additional mental health training compulsory or voluntary?  
D How long is this training valid for? (For example completed annually, one-off, etc.)  
E How many officers and police staff have completed this additional training?  
F Since when has additional mental health training been available to staff? (for example since 2008, etc)
- 12 Does the force have any officers specialising in Mental Health?  
Yes (Please provide details below)  
No (Please go to Question 12)
- A How many officers specialise in mental health?  
B What differentiates their role from other officers?
- 13 What validated tool is used for case identification/screening of charged suspects with mental health problems? Please name, and if possible attach copy of any adapted tools.  
A Validated Tool for Case Identification to Screen for Mental Health Problems name:  
B Who undertakes this assessment? (For example custody officer, arresting officer, etc.)  
C Who is responsible for making referrals for this assessment?  
D At what point is the need for assessment/referral identified?
- 14 How many referrals does the force make per year for Appropriate Adults for suspects with Mental Health problems?  
A Number of referrals for Appropriate Adults for suspects with mental health problems: (If possible, provide annual data for 2016, 2017 and 2018 – please state what data you are able to provide)  
B How is this service implemented?  
C How is this service monitored for effectiveness?
- 15 What health care staff roles are part of the force? Please provide their availability, and any out-of-hours arrangements.
- 16 If a charged suspect is identified as having a mental health problem, is this information provided to:  
A L&D Local Service  
B National Probation Service  
C Crown Prosecution Service  
D Local NHS Mental Health Teams  
E Any other agencies (please specify)?

## 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.

It is not possible to retrieve all of the requested information within the 36 hour time limit. The information you have requested in parts 9 and 14 of your request would require extensive manual research of thousands of records.

It is not possible to confirm the number of officers and staff who have completed mental health training, as this would include those who have attended face to face training and completed online e-learning.

With regard to question 14, providing this information would also require considerable research of detention records for the years requested.

This research would 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.

Whilst there is no requirement to complete a questionnaire under the Freedom of Information Act, where possible we have provided relevant information below:-

Q1 Norfolk Constabulary  
Suffolk Constabulary

Q2 Information regarding population is not held.

Q3

<b>Employee Type</b>	<b>NORFOLK</b>	<b>SUFFOLK</b>
Police Officer	1589	1160
Police Staff	1231	903

Q4 There is no specific policy which relates to dealing with suspects with mental health problems. How to deal with any individuals suffering from mental health problems is embedded throughout training given to officers and staff.

Q5 Norfolk and Suffolk NHS Foundation Trust (NSFT) provides the Constabularies with a Liaison and Diversion service. This has been in place since April 2015. The service is available in the below Police Investigation Centres 7 days a week, 0800 to 1800hrs.

- Martlesham, Suffolk
- Bury St Edmunds, Suffolk
- Great Yarmouth, Norfolk
- Wymondham, Norfolk
- Aylsham, Norfolk
- Kings Lynn, Norfolk

Q6 Norfolk Constabulary does not have a Street Triage. Since 2015 there has been a Contact and Control Room (CCR) based Mental Health Triage Service. This is based at Wymondham OCC, providing a county wide service.

Suffolk Constabulary has a similar CCR triage but there is also the ability for triage officers to be deployed to a service user, or situation, if it is felt they can assist. This is based within the CCR at Martlesham.

Norfolk and Suffolk NHS Foundation Trust provides this service.

In Norfolk, the service is available Monday to Friday 0800 to 2200hrs and Saturday/Sunday 0800 to 1800hrs. In Suffolk cover is 1400hrs to midnight, 7 days per week.

Q7 Training:-

All officers and staff who work in public facing roles are required to complete the College of Policing NCALT e-learning package 'Mental Health and the Police'. This is approximately 1-1½ hours in duration.

All new Student Officers receive a full day of classroom based mental health and learning disabilities related training. This is delivered face to face with presentations. This is approximately 7 hours.

All new Contact and Control Room Staff receive a 3 hour mental health awareness input which is delivered on a face to face basis with presentations.

Mental Health awareness is also incorporated into Personal Safety Training which all officers receive on an annual basis. This is either a full or half day, depending on the officer's role.

Q8 See above

Q10 Yes, mental health training includes information relating to Liaison and Diversion Service.

Q11 The Constabularies have been successful in securing funding for the provision of Mental Health First Aid (2 day) and Mental Health Aware (½ day) courses. This training will be delivered by qualified instructors within the organisations.

The 2 day course will be available to those in specific roles including Hr, Wellbeing Champions, TriM Practitioners, as well as Unison and the Police Federation.

The ½ day Mental Health Aware course will be mandatory for all officers and staff.

Roll out is due to being in August for the 2 day course and October for MH Aware.

Q12 Norfolk Constabulary has a Hospital Liaison Officer (Police Constable) who works closely with the main inpatient psychiatric units. There is also a Mental Health Team which includes:-

1 x Police Inspector, Force Mental Health and Learning Disabilities Lead

1 x Police Staff, Deputy Mental Health and Learning Disabilities Lead

2 x Police Staff, Mental Health and Learning Disabilities Coordinators

Suffolk Constabulary has a Mental Health Coordinator post. The Constabulary is also about to commence the implementation of a high intensity Team using the SIM model. 2 dedicated SIM staff will be based in Ipswich and West Suffolk Hospitals.

The above posts are specialist posts which have been created specifically to work on mental health related demand, along with relevant partner agencies.

Q13 See Q5, NSFT is responsible for the L&D service and will use their own methodology.

Q15 The Constabularies do not employ Health Care Staff. With regard to Custody Health Care, this is a contracted service.

If a suspect is identified as having a mental health problem, each case will be considered and information shared with partner agencies if appropriate.

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