



NORFOLK
CONSTABULARY
Our Priority is You

October 2016

Freedom of Information Request Reference N^o: FOI 003550/16

I write in connection with your request for information received by the Norfolk Constabulary on the 27th September 2016 in which you sought access to the following information:

Please provide details of the number of mental health incidents (including incidents where mental health was mentioned/a factor) recorded by your force.

I would like the figures broken down into the following financial years (1st April - March 31st):

2011/12
2012/13
2013/14
2014/15
2015/16

Norfolk Constabulary holds information relevant to your request.

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 Constabulary estimates that to retrieve all the information you have requested would exceed cost in excess of £450.

In order to establish what information is held by the Constabulary which is relevant to your request, we have contacted the Joint Performance and Analysis Department (JPAD). They have advised that the information you have requested is not held in an easily retrievable format.

During 2014, an incident opening and closing code of PS37A (Mental Ill Health) was introduced.

Additionally, the Constabulary also uses incident qualifiers which are:-

- M2 Mental Health – Other
- M3 Mental Health – S136
- M4 Mental Health –CPA

Prior to 2014, there is no easy way to locate reports which relate mental health incidents. It would be necessary to manually review all CAD reports created by the Constabulary's Contact and Control Room. Thousands of reports are created every month, therefore, this 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 Constabulary 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 Constabulary’s 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.

Incidents with a Mental Ill Health Closing Code

Year	Number
2011/12	0
2012/13	0
2013/14	1
2014/15	232
2015/16	320
Total	553

Incidents with a Mental Ill Health Opening Code

Year	Number
2011/12	0
2012/13	0
2013/14	1
2014/15	212
2015/16	286
Total	499

Mental Health Qualifiers				
Year	M2	M3	M4	Total
2011/12	997	0	0	997
2012/13	946	12	6	964
2013/14	1048	41	19	1108
2014/15	1089	40	16	1145
2015/16	1156	56	26	1238
Total	5236	149	67	5452