



Reply to: Leah Smith

Tel No: 01953 423506

22 December 2020

Dear Member of Public,

**Freedom of Information Request FOI/OPCCN/193**

I am writing in connection with your email dated 16 December 2020, in which you requested the information which we have listed and responded to within Appendix A.

Yours sincerely

*L. Smith*

Leah Smith  
Complaints and Compliance Officer and FOI Decision Maker  
Office of the Police and Crime Commissioner for Norfolk

## Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write within 40 days of the date of the response to:

Mark Stokes  
Chief Executive  
Office of the Police and Crime Commissioner for Norfolk  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk  
NR18 0WW

Telephone: 01953 424455

Email: [opccn@norfolk.pnn.police.uk](mailto:opccn@norfolk.pnn.police.uk)

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Office recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at [www.ico.org.uk](http://www.ico.org.uk)

1. Have you heard of the Service SHOUT? **Answer: No**

2. **If Yes**, please tick one of the following boxes below detailing where you have heard of the service;

Advertisement on the tv

Word of Mouth

Have received Marketing communications

Other (Please detail)

**Answer: N/A**

3. Since the **beginning of the 2018/19 financial year**, have you commissioned or used (if free) any external provision to support individuals who may be anxious, stressed, depressed, suicidal or overwhelmed and who need immediate support? This can include provision delivered directly to targeted populations or universal services marketed and offered in your locality?

**Answer: Yes**

If **Yes**, please can you provide the following information about any external provision delivered since the beginning of the 2018/19 financial year;

- What is the name of the provision?

**Answer: Victims of Crime, Domestic Abuse, Sexual Violence and Scam Services.**

- Who is the provider?

**Answer: Multiple services; Leeway Domestic Abuse, Pandora Project, Daisy Programme, Norwich Connect, Sue Lambert Trust, 1-2-1 Counselling Service, Victim Support, British Red Cross, South Norfolk District Council, St Giles Trust, Magdalene Group, Spurgeons and Norfolk Community Law Services.**

- What is the focus/ are the main issues addressed by the provision?

**Answer: Relationships, online safety; bullying; domestic abuse/ healthy relationships; self-esteem /resilience; mental health; anxiety and depression.**

- Who is the provision aimed at?  
**Answer: Adults, children and young people, offenders or those at risk of offending, Sex workers, and the vulnerable.**
- How is the provision delivered?  
**Answer: group work, one to one work, marketing of support services, helpline etc.**
- Are there any target groups your current provision is unable to reach?  
**Answer: Those outside the 'aimed at' categories, although significant work is carried out to reach as many target groups as possible.**

What is the annual cost of the provision?

**Answer: This information is provided on our website: [www.norfolk-pcc.gov.uk/services-we-provide/grant-funding](http://www.norfolk-pcc.gov.uk/services-we-provide/grant-funding)**

- If you have an ongoing contract/licence for the provision, when does this end?  
**Answer: This information is provided on our website at the above link and also at: [www.norfolk-pcc.gov.uk/key-information/transparency/decisions/](http://www.norfolk-pcc.gov.uk/key-information/transparency/decisions/)**

**4.** Do you have an annual budget for external mental health support provision?

**Answer: No direct mental health support service are commissioned by us. We are a victim's services commissioner who support victims of crime where there is mental distress causes by crime. Mental health support services are commissioned directly by the Norfolk and Suffolk Foundation trust.**

**5.** Since the **beginning of the 2018/19 financial year**, have you commissioned or used (if free) any external provision to train and support staff working with individuals who may be anxious, stressed, depressed, suicidal or overwhelmed and who need immediate support? This can include training for targeted populations or universal training within your locality?

**Answer: No**

If **Yes**, please can you provide the following information about any training delivered since the beginning of the 2018/19 financial year;

- Who is the provider?
- What is the focus/ are the main issues addressed by the training? (\*E.g. Healthy Relationships, online safety; bullying; domestic abuse/ healthy relationships; self-esteem /resilience; mental health; anxiety and depression)
- Who is the provision aimed at? (E.g. Children and Young People, adults, Young Offenders, the locality population)

- How is the provision delivered? (E.g. Face to Face training, e-learning, Virtual Training)
- What is the cost of the training?
- If you have an ongoing contract/licence for the training, when does this end?

**Answer: N/A**

**6.** Are there any gaps in mental health support services that you feel Mental Health Innovations 'Shout' Text service could support?

**Answer: We are unable to comment as we are not a mental health commissioner.**

**7.** Are there any Grants the PCC offers for increase mental health support service provisions?

**Answer: We are a victim's services commissioner who support victims of crime where there is mental distress caused by crime. Support with mental distress is offered by services we commission and victims are supported with emotional and practical support to cope and aid recovery. For specialist services such as high-risk domestic abuse, sexual violence and child sexual abuse, this is delivered by trained independent domestic abuse and sexual violence advocates or counsellors.**