



FOI ref no: 12306

26th January 2021 (Initial response sent on 29th July 2020).

Revised Response

Freedom of Information request: reference 12306, first notified to us by email on 20th July 2020 (via the PFCC).

Thank you for your request under the Freedom of Information Act 2000, as detailed below:

Dear Staffordshire Police, Fire and Crime Commissioner,

In January 2020, the Express and Star newspaper printed a story with the headline

“Revealed: Staffordshire Police in secret requests to NHS over mental health of complainants”

(<https://www.expressandstar.com/news/local-hubs/staffordshire/2020/01/14/staffordshire-police-acted-inappropriately-by-asking-nhs-for-persistent-callers-mental-health-data/>)

The story documents what appear to be serious and potentially criminal breaches of the Data Protection Act by accessing the private NHS medical records of members of the public, via a Mental Health Coordinator (MHC) working for Staffordshire Police. It is my understanding that the emails from the MHC requesting the medical records from the NHS were sent from an email address allocated to the PCC office.

Please provide the following information.

2. Has the PCC or his office ever employed or funded a post of MHC for Staffordshire Police.
3. Has the PCC or his office ever provided an email address for use by the MHC? if so provide the dates the email was used by the MHC.
4. If the answer to (2) is yes, please provide the dates any such post started and ended.
5. If the answer to (2) is yes, please provide a copy of the job description for the post and a copy of any notice or bulletin inviting applicants to apply
6. If the answer to (2) is yes, please outline clearly who was responsible for the management and oversight of the MHC.

We responded to this request on 29th July 2020 but since that time further research has been carried out and we are now in a position to provide some information with regard to questions 5 and 6, please see below:

2. Has the PCC or his office ever employed or funded a post of MHC for Staffordshire Police.
Staffordshire Police employed the Mental Health Coordinator not the PCC.

3. Has the PCC or his office ever provided an email address for use by the MHC? if so provide the dates the email was used by the MHC.

The person who was employed as a Mental Health Coordinator by Staffordshire Police was mistakenly given an email address by our IT provider Boing, which suggested that they were employed by the Crime Commissioner's Office. This was never the case.

4. If the answer to (2) is yes, please provide the dates any such post started and ended.
Between February 2016 and April 2017.

5. If the answer to (2) is yes, please provide a copy of the job description for the post and a copy of any notice or bulletin inviting applicants to apply

Our initial response was: No information held.

Our revised response is:

Please see the attached documents –

'Mental Health Coordinator Role Profile' and

'Mental Health Coordinator Advert'

6. If the answer to (2) is yes, please outline clearly who was responsible for the management and oversight of the MHC.

Our initial response was: No information held.

Our revised response is: Force Mental Health Lead.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of this email and should be addressed to:

foi@staffordshire.pnn.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

Please remember to quote the reference number in any future communications.

Yours sincerely

Freedom of Information
Central Disclosure Unit

Mental Health

Force MENTAL HEALTH Coordinator



Role Profile

Role	Force MENTAL HEALTH Coordinator
Rank or Grade	Grade F
Line Manager	Force Mental Health Lead
Scope	<p>The post holder will be based within Justice Services</p> <p>The post holder will be required to oversee the delivery of the Force Action plan. Take issues by exception to Internal Steering Group by reporting this to the Mental Health Lead.</p> <p>Work with the Mental Health Lead and Internal teams to look at new ways of Policing responses to Mental Health.</p> <p>Liaison with partners to review pathways and address issues of note.</p> <p>Attend meetings on behalf of the Mental Health Lead when required.</p> <p>Assist with the oversight, review and implement current policies and protocols.</p> <p>To update and work alongside LPTs to address issues arising, implement new ways of working and attend meetings as required.</p> <p>Supply information to LPTs and partners.</p> <p>To engage with the Mental Health Lead and partners in the delivery of mental health training and awareness programmes.</p> <p>To attend external operational groups and represent the Police.</p> <p>The post holder will be expected to work as part of a team and more widely with colleagues from other agencies within a multi agency setting.</p>
Special Conditions	<p>The post is a full time position and is subject to Flexi working between the hours of 8 am to 7 pm.</p> <p>Full time posts are 40 hours per week for officers and 37 hours per week for police staff. The post holder will be expected to perform overtime as required and may be subject to changes of duty at short notice.</p> <p>The successful candidate will be required to: undertake an initial suitability screening process.</p> <p>The successful candidate will undertake continuous professional development and will be required to attend training courses as required within the role.</p>

Essential Skills	<p>Basic awareness and interest regarding the issue of Mental Health.</p> <p>Demonstrate a track record of using excellent communication and interpersonal skills with experience of effectively presenting and briefing varied audiences, coupled with report writing skills.</p> <p>Experience of gathering and analysing information from a range of source demonstrating problem solving skills in order to make effective recommendations.</p> <p>A range of IT skills will be required and knowledge of police systems will be essential.</p> <p>Experience of working to deadlines and delivering results through effective planning and organising of work; demonstrating the ability to prioritise own time and workload; working methodically, accurately and with minimal supervision.</p> <p>Experience of working as part of a wider team demonstrating a positive contribution to the achievement of objectives coupled with maintaining effective working relationships with members of own team and other colleagues.</p> <p>Can demonstrate determination, drive and ability to overcome obstacles in order to achieve goals and maintain effective performance whilst demonstrating a high level of personal responsibility.</p>
-------------------------	--

Core Responsibilities	<p>Activities</p> <p>The role holder should effectively deliver these key requirements:</p>
Managing the Organisation	<p>Analyse information - 1056 Analyse a range of information noting patterns and trends. Present the results in an appropriate format.</p> <p>Use information/intelligence to support policing objectives – 57 Use information/intelligence to support the achievement of community safety and crime reduction objectives. Ensure intelligence is obtained ethically and in accordance with the relevant legislation, policy, protocols and codes of practice.</p> <p>Gather information to support action - 1042 Gather information from a range of sources in order to support action. Ensure the information is obtained ethically and in accordance with relevant legislation and policy.</p> <p>Provide customer service - 1140 Provide and promote service to customers in a professional manner in line with organisational policy and legislative requirements.</p> <p>Provide specialist advice and knowledge - 1072 Provide specialist advice and knowledge to colleagues, partners and other individuals and agencies to support the achievement of organisational objectives and enable compliance with organisational policy.</p>
	<p>Chair meetings - 237 Ensure adequate preparations, actively lead the meeting and encourage the exchange of information to enable the objectives of the meeting to be achieved</p>

	<p>Implement change plans - 1081 Ensure adequate communication of proposed changes, implement the change plan effectively, and encourage involvement of all individuals affected by the changes.</p>
	<p>Manage information - 1057 Information in accordance with information legislation, policy and business requirements.</p>
	<p>Monitor the quality of service provision - 1118 Monitor the effectiveness and quality of service being provided against set standards. Identify areas for improvement and potential shortfalls and make appropriate recommendations inline with organisational policy.</p>
Intelligence	<p>Analyse intelligence to support operational policing - 59 Analyse intelligence and illustrate the results of the analysis to support operational planning, ensuring that results are non-discriminatory and are in accordance with relevant legislation and policy.</p> <p>Gather intelligence to support policing objectives - 56 Gather intelligence to facilitate the achievement of crime and disorder reduction objectives. Ensure intelligence is obtained ethically and in accordance with the relevant legislation, policy, protocols and codes of practice.</p> <p>Use information/intelligence to support policing objectives - 57 Use information/intelligence to support the achievement of community safety and crime reduction objectives. Ensure that intelligence is used ethically and in accordance with the relevant legislation, policy, protocols and codes and practice.</p>
Administrative Support	<p>Input, retrieve and present data using a computer - 1005 Enter information correctly using an appropriate computer system, in accordance with legislative requirements and Force policy. Retrieve and present information in a suitable format and supply to relevant personnel.</p> <p>Maintain a record management system - 1110 Record, store and supply information in accordance with organisational policy and legislative requirements.</p> <p>Prepare and print documents using a computer - 1197 Present information accurately and in an appropriate format using a computer. Comply with organisational procedures.</p> <p>Review, retain and dispose of records and information - 1168 Review, retain and dispose of records in accordance with organisation policy and relevant legislation.</p>
Personal Responsibility	<p>Comply with Health and Safety legislation - 206 Ensure that you show a duty of care and take appropriate action to comply with Health and Safety requirements at all times.</p>

	<p>Maintain standards for the management of information - 660 Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation.</p> <p>Maintain standards of professional practice - 217 Ensure your behaviour complies with organisational values and organise your own work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance.</p> <p>Make best use of technology - 242 Make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements.</p> <p>Promote equality, diversity and Human Rights in working practices - 141 Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity in working practices.</p> <p>Work as part of a team - 224 Work co-operatively with team members and colleagues, contributing positively and constructively to the achievement of team and organisational objectives.</p>
Behaviour Area	Behaviour
Leading People	<p>Effective communication - B Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Checks for understanding</p>
Leading the Organisation	<p>Problem Solving - B Gathers information from a range of sources to understand situations, making sure it is reliable and accurate. Analyses information to identify important issues and problems. Identifies risks and considers alternative courses of action to make good decisions.</p> <p>Planning and Organising - B Plans activities thoroughly for self and others. Builds milestones into plans, monitors progress and adjusts them as necessary in response to any changes. Provides clear direction and makes sure that staffs know what is expected of them.</p> <p>Community and Customer Focus - B Sees things from the customer's point of view and encourages others to do the same. Builds a good understanding and relationship with the community that is served.</p>
Leading the Way	<p>Respect for Race and Diversity - A Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.</p> <p>Strategic Perspective - C Takes an interest in the organisation beyond own role. Acts in the best interests of the organisation as a whole, rather than just own area or</p>

	<p>department. Understands policies and procedures, and prepares for the consequences of own actions.</p> <p>Negotiation and Influencing - B Uses logic and reason to influence others. Persuades people by using powerful arguments. Identifies clear aims in negotiations and achieves satisfactory outcomes.</p>
Personal Qualities & Values	<p>Personal Responsibility - A Readily accepts responsibility for self and others. Takes responsibility for managing situations and problems. Leads by example showing a commitment and a determination to succeed. Continues to learn and develop.</p>

Role Profile : MENTAL HEALTH
Date created : 07/10/2015
Last updated : 07/10/2015

Mental Health Coordinator Advert

From: Messenger
To: Everybody by Everybody,
Date: 22/10/2015 13:22
Subject: Vacancy - 75/2015 Force Mental Health Coordinator Attention:
All Recipients. For Information. Expires: 05/11/2015. *
RESTRICTED *

Colleagues

Due to an essential upgrade to the Career Opportunities page on MySpi it has been agreed that the following vacancy can be advertised by Messenger.

75/2015 – Force Mental Health Coordinator

Grade F - £23790 - £29016

Based at Weston Road Staffordshire

Closing date Thursday 5th November 2015 12.00 Midday.

The post holder will be expected to work as part of a team and more widely with colleagues from other agencies within a multi agency setting

Special Conditions

The post is a full time position and is subject to Flexi working between the hours of 8 am to 7 pm.

Full time posts are 40 hours per week for officers and 37 hours per week for police staff. The post holder will be expected to perform overtime as required and may be subject to changes of duty at short notice.

The successful candidate will be required to: undertake an initial suitability screening process.

The successful candidate will undertake continuous professional development and will be required to attend training courses as required within the role.

Essential Skills:

Basic awareness and interest regarding the issue of Mental Health.

Demonstrate a track record of using excellent communication and interpersonal skills with experience of effectively presenting and briefing varied audiences, coupled with report writing skills.

Experience of gathering and analysing information from a range of sources demonstrating problem solving skills in order to make effective recommendations.

A range of IT skills will be required and knowledge of police systems will

be essential.

Experience of working to deadlines and delivering results through effective planning and organising of work; demonstrating the ability to prioritise own time and workload; working methodically, accurately and with minimal supervision.

Experience of working as part of a wider team demonstrating a positive contribution to the achievement of objectives coupled with maintaining effective working relationships with members of own team and other colleagues.

Can demonstrate determination, drive and ability to overcome obstacles in order to achieve goals and maintain effective performance whilst demonstrating a high level of personal responsibility.

Interviews will be held on 16th and 23rd November 2015.

Application packs are attached below. Where you are unable to open the documents, packs can be obtained by ringing HR Support on direct line telephone number 01785 235353, quoting reference 75/2015. Completed applications should be returned on-line to applicationpack@staffordshire.pnn.police.uk or posted to HR Support, Staffordshire Police, Block 8, Weston Road, Stafford by 12 Midday on Thursday 5th November 2015.

Update sent to applicants upon closing date:

We have received your application for the post of Force Mental Health Coordinator. Unfortunately the job advert was missing some important information which may influence your decision to continue with this job application.

The missing information is as follows:

The post is not a permanent one, but is fixed term for 12 months, and the salary is subject to Job Evaluation.

We appreciate that in light of this updated information you may not wish to continue with your application for this role, and apologise for any inconvenience this omission may have caused you.

Please let me know whether you wish to withdraw or continue with your application.