

7th January 2021
CON-029011/RD/SF

Sent via email: [REDACTED]

Dear [REDACTED]

RE: FREEDOM OF INFORMATION REQUEST – FOI846– CON-029011

Avon and Somerset Police and Crime Commissioner's (PCC's) office have now completed the search for the information which you requested on the 16th December 2021.

Your request:

1. Have you heard of the Service SHOUT?
2. If yes, please detail where you have heard of the service.
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 marked and offered in your locality?

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?
- Who is the provider?
- What is the focus/ are the main issues addressed by the provision? (*E.g. 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 offender, the locality population)
- How is the provision delivered? (E.g. group work, one to one work, marketing of support services, helpline etc.)
- Are there any target groups your current provision is unable to reach? (E.g. Young offender, children in care, secondary school, unemployed etc.)
- What is the annual cost of the provision?
- If you have an ongoing contract/licence for the provision, when does this end?

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



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 you locality?
6. Are there any gaps in mental health support services that you feel Mental Health Innovations 'Shout' Text service could support?
7. Are there any Grants the PCC offers for increased mental health support service provision?

Our response:

1. No
2. Not applicable
3. Yes, please see attached completed table
4. No
5. No
6. Yes
7. No – not specifically for mental health provisions

If you have any queries about this letter then please contact me, quoting the reference number above in any future communications.

If you are unhappy about how your request has been handled and wish to make a complaint or request a review of the decision then you should write to:

The Interim Chief Executive
Avon and Somerset Police and Crime Commissioner's Office
Valley Road
Portishead
Bristol
BS20 8JJ

Please note, Avon and Somerset Police and Crime Commissioner's office provides you with the right to request a re-examination of your case under its review procedure. The appeals document is attached for your reference.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by Avon and Somerset Police and Crime Commissioner's office. The Information Commissioner can be contacted at: <http://ico.org.uk/>.

Yours sincerely,



**AVON &
SOMERSET**
POLICE & CRIME
COMMISSIONER

Freedom of Information Officer

Avon and Somerset Police and Crime Commissioners Office

[REDACTED]

[REDACTED]



📍 Avon and Somerset Police and Crime Commissioner, Valley Road, Portishead, Bristol. BS20 8JJ

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