

# An Garda Síochána

Oifig Saorála Fáisnéise  
An Garda Síochána  
Teach Áth Luimnigh  
Lárionad Gnó Udáras Forbartha Tionscail  
Baile Sheáin  
An Uaimh  
Contae na Mí  
C15 DR90



Freedom of Information Office  
An Garda Síochána  
Athlumney House  
IDA Business Park  
Johnstown  
Navan  
Co Meath  
C15 DR90

Teileafón/Tel: (046) 9036350

Láithreán Gréasain/Website: [www.garda.ie](http://www.garda.ie)

Bí linn/Join us



Ríomh-phoist:/Email: [foi@garda.ie](mailto:foi@garda.ie)

## Re: Freedom of Information Request FOI-000067-2017. Request Partially Granted.

*Dear*

I refer to your request, dated and received on 21<sup>st</sup> February, 2017 which you made under the Freedom of Information Act (F01) 2014 for records held by An Garda Síochána.

Part 1(n) of Schedule 1 of the FOI Act states that An Garda Síochána is listed as a partially included agency "*insofar as it relates to administrative records relating to human resources, or finance or procurement matters*". Therefore, only administrative records that relate to human resources, finance or procurement shall be considered.

Your request sought:

- 1. Documents containing data around how frequently the confidential Carecall service has been used by Gardai since the helpline was set up in 2016 to present date.*
- 2. A breakdown of how many phone calls were made from each county in Ireland in 2016 to the present date.*

I wish to inform you that I have decided to partially grant your request on the 20<sup>th</sup> March, 2017.

The purpose of this letter is to explain my decision.

### **1. Findings, particulars and reasons for decisions.**

A key element of An Garda Síochána's Modernisation and Renewal Programme is ensuring the psychological and physical well being of all members, civilian staff and reserves. The 24/7 Independent Counselling Service for Garda members, civilian staff and reserves is a free service. It provides employees with immediate support from accredited counsellors over the phone and then, if needed, up to eight face-to-face counselling sessions. These face-to-face sessions take place in a location within one hour of the employee's home or place of work.

The confidential service provides counselling on a wide range of work and personal related issues including critical incidents, trauma, financial, relationships, bereavement, stress, conflict, and health. It is available 24/7 for 365 days a year.

The Independent Counselling Service is delivered by EAP Consultants/Care call who have specialist knowledge of working with policing and security personnel having worked with the Police Service Northern Ireland, Defence Forces, the Prisons Service, and the Probation Board.

The 24/7 Counselling Service is in addition to other supports available to Garda personnel. These include the Garda Employee Assistance Service, which supports members in managing and resolving personal and work-related difficulties, and our Peer Support Network, which has 847 appropriately trained Garda members available to any colleague who has experienced a traumatic incident in the work place, as well as the support provided by An Garda Síochána Chief Medical Officer.

In respect of part 1 of your request, I can advise you that since the introduction of the Independent Counselling service on 24<sup>th</sup> June, 281 new clients have utilised this service.

Part 2 of your request sought 'A breakdown of how many phone calls were made from each county in Ireland in 2016 to the present date'. I can advise you that the number of calls to the service provider to date is 312. However, a breakdown of the calls by county is not available and therefore, I am refusing your request under Section 15(1)(a) of the Freedom of Information Act, 2014 which states:

*"A head to whom an FOI request is made may refuse to grant the request where-*  
*(a) The record concerned does not exist or cannot be found after all reasonable steps to ascertain its whereabouts have been taken,"*

## **2. Right of appeal**

In the event that you are not happy with this decision you may seek an Internal Review of the matter by writing to the address below and quoting reference number **FOI-000067-2017**.

*Freedom of Information, An Garda Síochána, Athlumney House, IDA Business Park,  
Johnstown, Navan, Co. Meath C15 DR90*

Please note that a fee applies. This fee has been set at €30 (€10 for a Medical Card holder). Payment should be made by way of bank draft, money order, postal order or personal cheque, and made payable to Accountant, Garda Finance Directorate, Garda Headquarters, Phoenix Park, Dublin 8.

Payment can be made by electronic means, using the following details:

**Account Name:** Garda Síochána Finance Section Public Bank Account

**Account Number:** 10026896

**Sort Code:** 900017

**IBAN:** IE86B0F190001710026896

**BIC:** BOFIE2D

**You must ensure that your FOI reference number (FOI-000067-2017) is included in the payment details.**

You should submit your request for an Internal Review within 4 weeks from the date of this notification. The review will involve a complete reconsideration of the matter by a more senior member of An Garda Síochána and the decision will be communicated to you

within 3 weeks. The making of a late appeal may be permitted in appropriate circumstances.

Please be advised that An Garda Síochána replies under Freedom of Information may be released in to the public domain via our website at [www.garda.ie](http://www.garda.ie).

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

Should you have any questions or concerns regarding the above, please contact me by telephone at (046) 9036350.

Yours sincerely,

Helen Deely SUPERINTENDENT.  
**HELEN DEELY.**  
**FREEDOM OF INFORMATION OFFICER.**

21<sup>st</sup> MARCH, 2017.