

Reference Number: FOI202223/278
From: Private Individual
Date: 27 October 2022
Subject: Number of assaults on staff, security incidents, security department details, conflict resolution and physical restraint training for staff

Q1 Number of total Physical staff assaults for the following periods:

- a. 1st January 2017 - 31st December 2017
- b. 1st January 2018- 31st December 2018
- c. 1st January 2019 - 31st December 2019
- d. 1st January 2020- 31st December 2020
- e. 1st January 2021 - 31st December 2021

- A1**
- a. 57
 - b. 24
 - c. 40
 - d. 33
 - e. 26

Q2 Number of staff Physical assaults by department for the following periods:

- a. 1st January 2017 - 31st December 2017
- b. 1st January 2018- 31st December 2018
- c. 1st January 2019 - 31st December 2019
- d. 1st January 2020- 31st December 2020
- e. 1st January 2021 - 31st December 2021

- A2**
- a. Birch Ward (5), Cedar Ward (4), Coronary Care Unit (12), Elm Ward (11), Intensive Care Unit (9), KCRS/CV (1), Maple Suite (1), Oak Ward (5), Outpatients Department (1), POCCU (8)
 - b. Birch Ward (1), Cedar Ward (6), Coronary Care Unit (1), Elm Ward (5), Intensive Care Unit (7), Oak Ward (2), POCCU (1), Pulmonary Function (1)
 - c. Birch Ward (1), Cath Lab (1), Cedar Ward (4), Cherry Ward (1), Elm Ward (4), Intensive Care Unit (7), Oak Ward (9), POCCU (12), Recovery (1)
 - d. Birch Ward (4), Cedar Ward (1), Coronary Care Unit (3), Intensive Care Unit (16), KCRS/CVD (2), Oak Ward (2), POCCU 3 (1), POCCU (4)
 - e. Acute Cardiac Unit (3), Cedar Ward (17), Intensive Care Unit (4), POCCU 3 (1), POCCU (1)

Q3 Number of Violence and Aggression (including physical, verbal, sexual) incidents by department for the following periods:

- a. 1st January 2017 - 31st December 2017
- b. 1st January 2018- 31st December 2018
- c. 1st January 2019 - 31st December 2019
- d. 1st January 2020- 31st December 2020
- e. 1st January 2021 - 31st December 2021

- A3**
- a. Elm Ward (18), Coronary Care Unit (15), KCRS/CVD (11), Intensive Care Unit (10), POCCU (9), Oak Ward (7), Cedar Ward (5), Outpatients Department (4),

Cherry Ward (3), Birch Ward (5), Maple Suite (3), Security (2), Radiology (2), Patient Family Support Team (2), Mulberry Ward (2), External Road (2), Theatres (2), Pathology (1), Therapies (1), Hospital Coordinators (1), Exec Offices (1), Cardiac Diagnostics (1), COPD/CVD (1)

- b. Birch Ward (3), Cardiac Diagnostics (1), Cedar Ward (12), Cherry Ward (3), Coronary Care Unit (2), Elm Ward (6), Estates (1), Facilities (1), Grounds/Road (2), Holly Suite (1), Intensive Care Unit (9), KCRS/CVD (8), Maple Suite (4), Mulberry Ward (1), Oak Ward (5), Outpatients Department (2), Pathology (1), POCCU (4), Pulmonary Function (1), Radiology (5), Security (2), Switchboard (1), Theatres (4), Therapies (5)
- c. Administration (2), Birch Ward (3), Cath lab (2), Cedar Ward (7), Cherry Ward (5), Coronary Care Unit (2), Education Centre (1), Elm Ward (6), Holly Suite (1), Hospital Coordinators (1), Intensive Care Unit (8), KCRS/CVD (12), Maple Suite (1), Oak Ward (12), Outpatients Department (3), Pathology (1), Pharmacy (2), Portering (2), POCCU (13), Radiology (9), Recovery (1), Security (1), Switchboard (1), Theatres(1)
- d. Administration (1), Birch Ward (8), Cath Lab (1), Cedar Ward (5), Coronary Care Unit (5), Elm Ward (1), Intensive Care Unit (17), KCRS/CVD (10), Oak Ward (3), POCCU 3 (2), POCCU (6), Radiology (2), Rowan suite (2)
- e. Acute Cardiac Unit (11), Aspen Suite (2), Birch Ward (1), Cath Lab (1), Cedar Ward (22), Cherry Ward (1), Education Centre (1), Intensive Care Unit (4), KCRS/CVD (6), Management Offices (2), Maple Suite (2), Nurse Specialist Department (2), Oak Ward (4), Outpatients Department (2), POCCU 3 (2), POCCU (2), Radiology (5), Research Department (1), Switchboard (1), Targeted Lung Health Check (2)

Q4 Number of Security incidents (i.e. theft, damage, fire etc) by type for the following periods:

- a. 1st January 2017 - 31st December 2017
- b. 1st January 2018- 31st December 2018
- c. 1st January 2019 - 31st December 2019
- d. 1st January 2020- 31st December 2020
- e. 1st January 2021 - 31st December 2021

- A4
- a. 51
 - b. 29
 - c. 26
 - d. 19
 - e. 17

Q5 Does the trust use in-house or contracted security services for security officers/guards?

A5 In-house

Q6 If contract security services used, when did the trust start using contracted services? (Month/year)

A6 Not applicable- see A5

Q7 If contacted security services are used for security officers/guards what companies have provided these services in the following periods?

- a. 1st January 2017 - 31st December 2017
- b. 1st January 2018- 31st December 2018

- c. 1st January 2019 - 31st December 2019
- d. 1st January 2020- 31st December 2020
- e. 1st January 2021 - 31st December 2021

A7 Not applicable- see A5

- Q8 If in-house, what are the pay bands for the following roles?
- a. Security Manager/ Head of Security
 - b. Local Security Management Specialist (LSMS) / Accredited Security Management Specialist (ASMS)
 - c. Security Advisor roles
 - d. Security Team Leaders/ Supervisors
 - e. Security Officers
 - f. Security Support Staff (i.e. Control room operators, receptionist, car park operatives) (only those directly working within security departments)

- A8
- a. Band 6
 - b. No post within the Trust
 - c. No post within the Trust
 - d. Band 4
 - e. Band 3
 - f. No post within the Trust

- Q9 If contracted services are the pay and conditions associated with the contracted services aligned to Agenda for Change (AFC) pay and conditions?

A9 Not applicable – see A5

- Q10 If Contracted services pay conditions are NOT aligned to Agenda for Changes (AFC) please confirm the hourly pay rates for the following roles:
- Security Advisor roles
 - Security Team Leaders/ Supervisors
 - Security Officers
 - Security Support Staff (i.e. Control Room Operators, Receptionist, Car Park Operatives) (only include those directly working within security departments/services)

A10 Not applicable – see A5

- Q11 Please confirm the number of staff by position within the trust security team/staffing complement. (i.e. number supervisors, Officers/guards)

A11 Manager x1, Supervisor x1, Guards x6

- Q12 What is the annual staff turnover by percentage in the trust security team/service (all roles)

A12 0%

- Q13 Does or has the trust ever used mechanical restraints for use on patients that present violent or aggressive behaviour (including handcuffs, velcro or plastic restraints)?

A13 No

- Q14 Does or has the trust ever used mechanical restraints for use on non-patients that present violent or aggressive behaviour (including handcuffs, velcro or plastic restraints)?
- A14 No
- Q15 If yes, are these mechanical restraints used by the Trust Security Team?
- A15 Not applicable – See A14
- Q16 What staff groups are provided physical restraint training by department? (i.e Security, A&E, etc)
- A16 Security, high risk patient facing areas
- Q17 What training is provided to those staff groups who use physical restraint?
- A17 Self-defence/defence of others
- Q18 What is the name of the restraint training provider?
- A18 In house
- Q19 Does the trust delivery mandated conflict resolution training to all staff?
- A19 Yes
- Q20 Is the conflict resolution training provided by a contractor?
- A20 No
- Q21 If the conflict resolution training is provided by a contractor, please provide the contact company name.
- A21 Not applicable- see A18
- Q22 What is the Trust annual security budget? (Excluding cyber and IT) Please include contracted services, personnel, training, security systems-cctv, access control etc.
- A22 £285,537.52