

Ref: FOIA Reference 2022/23-422

Date: 4<sup>th</sup> November 2022

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 27th October 2022 requesting information under the Freedom of Information Act (2000) regarding Physical staff assaults.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

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

- 1st January 2017 - 31st December 2017
- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

A1 See below:

2017 Data = 246  
 2018 Data = 230  
 2019 Data = 228  
 2020 Data = 278  
 2021 Data = 260

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

- 1st January 2017 - 31st December 2017
- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

A2 See below:

Year	Division	Total
2017	Central Functions	0
	Women and Children's	4
	Estates, Facilities & PFI	4
	Medical Division	175
	Network Services	39
	Surgical Division	24

2018	Central Functions	0
	Women and Children's	8
	Estates, Facilities & PFI	0
	Medical Division	143
	Network Services	52
2019	Surgical Division	27
	Central Functions	0
	Women and Children's	4
	Estates, Facilities & PFI	2
	Medical Division	166
2020	Network Services	32
	Surgical Division	24
	Central Functions	0
	Women and Children's	9
	Estates, Facilities & PFI	0
2021	Medical Division	191
	Network Services	53
	Surgical Division	25
	Central Functions	0
	Women and Children's	4
2021	Estates, Facilities & PFI	1
	Medical Division	174
	Network Services	58
	Surgical Division	23

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

- 1st January 2017 - 31st December 2017
- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

**A3 See below: Please note that the way incidents were categorised changed in 2018.**

Year	Division	Total
2017	Central Functions	3
	Women and Children's	45
	Estates, Facilities & PFI	17
	Medical Division	511
	Network Services	87
	Surgical Division	59
2018	Central Functions	5
	Women and Children's	19
	Estates, Facilities & PFI	10
	Medical Division	248
	Network Services	56
	North Mids & Cheshire Path	1
Surgical Division	34	

2019	Central Functions	4
	Women and Children's	33
	Estates, Facilities & PFI	20
	Medical Division	412
	Network Services	72
	North Mids & Cheshire Path	4
	Surgical Division	42
	External to the trust	2
2020	Service Yard	1
	Central Functions	4
	Women and Children's	35
	Estates, Facilities & PFI	23
	Medical Division	499
	Network Services	93
	North Mids & Cheshire Path	2
	Surgical Division	55
2021	Central Functions	5
	Women and Children's	28
	Estates, Facilities & PFI	23
	Medical Division	465
	Network Services	103
	North Mids & Cheshire Path	2
Surgical Division	68	

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

- **1st January 2017 - 31st December 2017**
- **1st January 2018- 31st December 2018**
- **1st January 2019 - 31st December 2019**
- **1st January 2020- 31st December 2020**
- **1st January 2021 - 31st December 2021**

**A4** See below: Please note that the way incidents were categorised changed in 2018. The data for 2018 onwards below is for incidents categorised as 'security'

Year	Division	Total
2017	Central Functions	8
	Women and Children's	6
	Estates, Facilities & PFI	18
	Medical Division	80
	Network Services	12
	Surgical Division	10
2018	Central Functions	34
	Women and Children's	60
	Estates, Facilities & PFI	82
	Medical Division	189
	Network Services	35
	Surgical Division	80
	Central Functions	17
	Women and Children's	52

2019	Estates, Facilities & PFI	108
	Medical Division	125
	Network Services	26
	Surgical Division	72
2020	Central Functions	25
	Women and Children's	50
	Estates, Facilities & PFI	87
	Medical Division	126
	Network Services	35
2021	Surgical Division	94
	Central Functions	39
	Women and Children's	70
	Estates, Facilities & PFI	84
	Medical Division	125
	Network Services	57
	Surgical Division	95

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

A5 Contracted at Royal Stoke University Hospital as part of the PFI Project agreement. Services are in-House at County site.

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

A6 March 2012

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

- 1st January 2017 - 31st December 2017
- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

A7 Security at Royal Stoke University Hospital is provided by Sodexo via the PFI Project Agreement.

**Q8 If in-house, what are the pay bands for the following roles?**

- Security Manager/ Head of Security
- Local Security Management Specialist (LSMS) / Accredited Security Management Specialist (ASMS)
- Security Advisor roles
- Security Team Leaders/ Supervisors
- Security Officers
- Security Support Staff (i.e. Control room operators, receptionist, car park operatives) (only those directly working within security departments)

A8 See below:

(ASMS) Head of Fire Safety & Security B8a  
(ASMS) Deputy Head of Fire Safety & Security B7  
Operational Security Manager B5  
Supervisor B3  
Security Officers B2

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

A9 Security at the Royal Stoke is provided by its PFI partner. It is not within the scope of FOI to disclose pay conditions in the private sector.

**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, and Car Park Operatives) (only include those directly working within security departments/services)**

A10 As answer 9

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

A11 There is one Head of service and one Deputy Head of service. At County, security incidents are responded to by dual role porters/car parking officers. These roles are not directly employed as security officers.

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

A12 Information not held as Security at County are managed under soft FM services due to their dual role. (Portering/car parking/security)

**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, Security are not permitted to use mechanical restraint.

**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, Security are not permitted to use mechanical restraint.

**Q15 If yes, are these mechanical restraints used by the Trust Security Team?**

A15 Not applicable

**Q16 What staff groups are provided physical restraint training by department? (i.e Security, A&E, etc)**

A16 Security are provided with physical restraint training. All other staff are trained on a training needs assessment.

**Q17 What training is provided to those staff groups who use physical restraint?**

A17 Security officers receive physical restraint training as part of their SiA licensing. In house security officers receive 'Disengagement and Break Away' training. Clinical holding is provided to all other staff as described in A16

**Q18 What is the name of the restraint training provider?**

A18 Crisis Prevention Institute

**Q19 Does the Trust delivery mandated conflict resolution training to all staff?**

A19 It is mandatory for front line staff to receive CRT

**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

**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 We are unable to split this out as, the security budget is devolved through fire and security, estates operations (maintenance) and divisional training.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Leah Carlisle  
**Head of Data, Security & Protection/ Data Protection Officer**