

Ref: FOI/GS/ID 6771

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

29 July 2021

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Incidents Involving Security Staff in an Acute Trust Setting.

*You asked:*

- 1/ do you employ your own security staff or are they supplied by an external provider?*
- 2/ over the past three years, year on year, how many incidents of alleged physical and verbal abuse against patients by security staff have been logged by your Trust?*
- 3/ over the past three years, year on year, how many of these incidents were alleged to have taken place in Accident and Emergency?*
- 4/ are all these incidents logged and, if so, what system does your Trust use - e.g.: DATIX 5/ how were these incidents described; e.g.: physical, verbal, restraint etc. ...*
- 6/ year on year, and for the past three years, how many of these incidents were investigated?*
- 7/ year on year, and for the past three years, what were the outcomes of these investigations?*

Trust response:

- 1/ External provider.
- 2/ 1427
- 3/ 258
- 4/ Datix
- 5/ Violence and Aggression
- 6/ All recorded reports are investigated. Some result in advice or procedure improvements, some will be fully investigated, dependent on seriousness.
- 7/ This would require the manual reading the summary of 1427 reports. The Trust has estimated that it will cost more than the appropriate limit to consider

this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.