

Ref: FOI/GS/ID 7772

**Please reply to:**  
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19 April 2023

## **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 Physical assaults on staff and Security services.

*You asked:*

*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

*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

*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

*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

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

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

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

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)

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

Q10: If Contracted services pay conditions are NOT aligned to Agenda for Changes (AFC) please confirm the hourly pay rates for the following roles:

a. Security Advisor roles

b. Security Team Leaders/ Supervisors

c. Security Officers

d. Security Support Staff (i.e. Control Room Operators, Receptionist, Car Park Operatives) (only include those directly working within security departments/services)

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

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

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)?

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)?

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

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

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

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

Q19: Does the trust delivery mandated conflict resolution training to all staff?

Q20: Is the conflict resolution training provided by a contractor?

Q21: If the conflict resolution training is provided by a contractor, please provide the contact company name.

Q22: What is the Trust annual security budget? (Excluding cyber and IT)  
Please include contracted services, personnel, training, security systems-cctv, access control etc.

Trust response:

Q1-2.

Q1 & 2	2017	2018	2019	2020	2021	Total
Respiratory Enhanced care unit (RECU)	0	0	0	1	1	2
Anaesthetics / Endoscopy / Theatres / Recovery - General Theatre	0	0	1	0	0	1
Car Park - (MGH)	0	0	1	1	0	2
Clinics	0	1	1	0	0	2
Common spaces	0	1	1	3	1	6
Emergency Department - (MGH)	10	8	5	16	13	52
Emergency Department - (TWH)	7	8	7	16	7	45
Estates / Facilities - Hospital wide	0	1	0	0	0	1
General Entrances	0	1	2	0	1	4
Offices	0	0	2	0	0	2
Outpatient department	3	1	4	1	2	11
Patient or Employee's Home	0	0	1	0	0	1
Ward / Unit - (MGH)	60	58	59	68	65	310
Ward / Unit - (TWH)	53	91	80	61	103	388
Ward / Unit - Other	1	0	1	0	0	2
<b>Total</b>	<b>134</b>	<b>170</b>	<b>165</b>	<b>167</b>	<b>193</b>	<b>829</b>

Q3

Q3	2017	2018	2019	2020	2021	Total
Trust-wide	0	0	0	0	1	1
Anaesthetics / Endoscopy / Theatres / Recovery - Anaesthetic room	8	4	8	9	10	39
Car Park - (MGH)	1	1	1	2	0	5
Car Park - (TWH)	2	2	0	0	3	7
Clinics	8	13	7	9	11	48
Common spaces	2	2	7	7	5	23
Community- Including GP's, Hospital's other than MTW & public spaces	2	3	0	3	5	13
Lounges	10	9	2	3	3	27
Emergency Department - (MGH)	25	35	36	48	47	191
Emergency Department - (TWH)	17	42	36	49	70	214
Estates / Facilities	3	2	6	11	11	33
Laboratory & Pharmacy	0	1	7	4	3	15
Offices	23	14	22	16	15	90
Outpatient departments	19	20	27	27	35	128
Patient or Employee's Home	0	1	3	4	3	11
Ward / Unit - (Medway) Eye Unit	273	317	287	290	454	1621
<b>Total</b>	<b>393</b>	<b>466</b>	<b>449</b>	<b>482</b>	<b>676</b>	<b>2466</b>

Q4.

Q4	2017	2018	2019	2020	2021	Total
Security - accidental damage to motor vehicle	0	1	1	1	1	4
Security - anti-social behaviour	4	2	4	9	5	24
Security - bomb/suspect package/powder incidents (including threats)	0	0	1	0	0	1
Security - criminal damage	11	15	7	15	8	56
Security - disorderly behaviour	2	5	5	4	3	19
Security - fire - accidental	2	9	10	4	5	30
Breach of confidentiality	15	5	5	5	6	36
Security - theft	28	16	22	22	9	97
Security - loss of trust property	0	0	2	0	0	2
Security - other	0	0	0	0	44	44
Total	62	53	57	60	81	313

Q5: Contracted

Q6: The Trust has always employed contracted services. >10 years.

Q7:

- a. Mitie
- b. Corps Security
- c. Corps Security
- d. Corps Security
- e. Corps Security

Q8:

- a. 8C
- b. As above
- c. Operational security Manager - 7
- d. Not applicable
- e. Not applicable
- f. Not applicable

Q9: No

Q10: This information would need to come from the contracted security services company.

Q11: 1 x Head of Security, 1 x Operational Security Manager.

Further more detailed information will not be released. The information which has been withheld is exempt from disclosure under section 31(1)(a) of the Freedom of Information Act. The relevant parts of the ICO guidance on the subject (<https://ico.org.uk/media/for-organisations/documents/1207/law-enforcement-foi-section-31.pdf>) run as follows:

31.—(1) Information is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime. It could be used to withhold information that would make anyone, including the public authority itself, more vulnerable to crime.

Q12: Current turnover 2%

Q13: No mechanical restraints

Q14: No

Q15: Not applicable

Q16: Security. Training is available to other departments on request

Q17: Security – restraint & breakaway. Other departments - breakaway

Q18: Outcome Control Training

Q19: Yes

Q20: Currently yes, but moving to in-house provider

Q21: Outcome Control Training

Q22: The information which has been withheld is exempt from disclosure under section 31(1)(a) of the Freedom of Information Act. The relevant parts of the ICO guidance on the subject (<https://ico.org.uk/media/for-organisations/documents/1207/law-enforcement-foi-section-31.pdf> ) run as follows:

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