

Ref: FOI/2025/11223

Date Received: 11th November 2025

Response Due: 9th December 2025

Date: 9th December 2025

Dear Sir/Madam

With reference to your request for information received on 11th November 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

Under the Freedom of Information Act 2000 I hereby request the information set out from your Trust.

Please provide the information for the time periods specified unless otherwise stated.

Definition / scope:

For clarity, by “violence and aggression” I mean incidents reported as directed against staff (including physical assault, verbal threats/abuse, threatening behaviour, sexual assault, hate incidents, antisocial behaviour, security etc.). Please include incidents occurring across all NHS-funded services delivered by the Trust (acute, ambulance, mental health, community, etc.). If any item cannot be provided for legal, commercial, or personal data reasons, please state the exemption relied upon.

Information requested (please number responses to match)

1. Incident / risk management system

a) Which integrated incident/risk management system does the Trust currently use (e.g. Datix, Ulysses, Radar, InPhase, other)? Please give the product name and vendor.
Datix – RL DATIX.

b) If more than one system is used by different services (e.g. mental health vs acute), list each system and which services use it.

The Trust uses Datix, we are unable to confirm if/what other system other service providers such as Greater Manchester Mental Health (GMMH) use.

2. Violence prevention lead / security manager

a) Who is the Trust's designated Violence Prevention Lead and/or Security Manager? Please supply name and job title.

The post of Trust Car Park and Security Manager is currently vacant.

b) If the Trust does not have a designated single lead, please state the department or team responsible.

The Trust does not currently have an appointed lead for violence and aggression. The V&A Working Group is being reinstated. As part of this work, the group will appoint a Strategic Board Level Lead together with an Operational Level Lead.

3. Contact email

a) Please provide the official work email address for the person named in (2) or the generic team email for the role (e.g. security@trust.nhs.uk).

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of our staff can be contacted via main switchboard on 01942 244000.

b) If personal data prevents disclosure of an individual's email address, please provide an appropriate alternative contact (team mailbox is preferable).

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4. Reporting categories

a) Within your incident reporting system, what exact subcategories are used under the main "violence and aggression" (V&A) category? Please give the verbatim list of subcategory labels used (for example: "Verbal abuse", "Physical assault", "Threatening behaviour", "Sexual assault", "Hate incident", etc.).

- Hate crime
 - Alternative subculture
 - Disability
 - Race or ethnicity
 - Religion or belief
 - Sexual orientation
 - Transgender identity
- V&A by member of staff
 - Aggressive / disruptive behaviour
 - Physical abuse
 - Racial abuse
 - Sexual abuse
 - Verbal abuse
- V&A by a patient (as a result of a medical condition)
 - Aggressive / disruptive behaviour
 - Physical abuse
 - Racial abuse
 - Sexual abuse

- Verbal abuse
- V&A by a patient (NOT as a result of a medical condition)
 - Aggressive / disruptive behaviour
 - Physical abuse
 - Racial abuse
 - Sexual abuse
 - Verbal abuse
- V&A by a relative, visitor, member of the public
 - Aggressive / disruptive behaviour
 - Attack by a n animal / intimidation
 - Physical abuse
 - Racial abuse
 - Sexual abuse
 - Verbal abuse

b) If categories changed during the period below, provide the date(s) of change and both old and new category lists.

No changes.

5. Total incidents — quarterly counts

For the following periods, provide the total number of reported V&A incidents against staff for each quarter (broken down by quarter). Use financial-quarter ordering where Q1 = Apr–Jun, Q2 = Jul–Sep, Q3 = Oct–Dec, Q4 = Jan–Mar. Periods required:

- a) Financial year 2020/21 (Apr 1, 2020 – Mar 31, 2021) — give counts for each quarter.
- b) Financial year 2021/22 (Apr 1, 2021 – Mar 31, 2022) — give counts for each quarter.
- c) Financial year 2022/23 (Apr 1, 2022 – Mar 31, 2023) — give counts for each quarter.
- d) Financial year 2023/24 (Apr 1, 2023 – Mar 31, 2024) — give counts for each quarter.
- e) Financial year 2024/25 (Apr 1, 2024 – Mar 31, 2025) — give counts for each quarter.
- f) Quarter 1 2025/26 (Apr 1, 2025 – Jun 30, 2025) — give count for this quarter.

Possible suggested Table for (7)

2020/21	Q1	26
	Q2	28
	Q3	40
	Q4	41
2021/22	Q1	47
	Q2	59
	Q3	33
	Q4	33
2022/23	Q1	37
	Q2	36
	Q3	37
	Q4	43
2023/24	Q1	31
	Q2	32
	Q3	36
	Q4	30
2024/25	Q1	52

	Q2	36
	Q3	30
	Q4	21
2026-26	Q1	29

6. Incident breakdown by subcategory — quarterly

For the same periods as (5), provide the number of incidents by each subcategory listed in item (5) for each quarter (i.e., a table showing, for each quarter, counts for “Verbal abuse”, “Physical assault”, etc.). If exact subcategories differ between services, provide a crosswalk or note. I have included a sample table below, if additional columns are necessary, please include them: Please see the attached.

7. Staffing numbers (total)

a) What is the total current number of staff employed by the Trust? Please state whether this is headcount or Full-Time Equivalent (FTE) and give the date the figure applies to (e.g. headcount / FTE as at 31 March 2025 or as at date of FOI response)
Headcount as at 31/10/2025 is 7,451.

The above figure is based on ESR data and if roles change, there is a chance that the flag may not have been updated.

8. Operational / clinical staff numbers

a) Of the total in (7), how many are clinical or front-line operational staff? Please define the metric used (headcount or FTE) and the date.
Headcount as at 31/10/2025 is 5,979.

The above figure is based on ESR data and if roles change, there is a chance that the flag may not have been updated.

Clarification: Please could you define “frontline worker”? E.g., which staff groups would you like included?

Response: I would use the definition of patient facing staff.

Clarification 2: The Trusts reporting system has domestics, catering and engineers as “frontline workers” however, these are not patient facing but can come into contact with patients – please could you advise whether these should be included?

Response: Yes, please include them in the data.

9. Board minutes

a) Please provide a copy of the most recent publicly available board meeting minutes (or relevant pages) in which violence, aggression, staff security incidents, or staff safety pertaining to violence and aggression were discussed. If these minutes are published online, please provide the link and the meeting date.

The Trust has ran a search and no results have returned for public board minutes where violence, aggression, staff security incidents, or staff safety pertaining to violence and aggression were discussed.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we

will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Kevin Parker-Evans MBA, FCMI, CMgr. RN Dip HE
Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111