

**Wrightington, Wigan and
Leigh Teaching Hospitals**
NHS Foundation Trust

Information Governance Department

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Email: foi@wwl.nhs.uk

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Ref: FOI/2025/11227

Date Received: 12th November 2025

Response Due: 10th December 2025

Date: 9th December 2025

Dear Sir/Madam

With reference to your request for information received on 12th 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:

Section 1 – Violence and Aggression Statistics

- 1. Please provide the most recent staff survey results or internal reporting data relating to violence and aggression incidents against staff, in line with NHS England, CQC, and VPR reporting frameworks.**
Please see the below.
- 2. If available, please provide comparative data or trends over the past three years (e.g., 2022–2025).**
2022 = 111.
2023 = 147.
2024 = 149.
2025 = 105.

The above is based on Violence and Aggression incidents reported on Datix.

- 3. Please specify whether this information is collected through your Trust's internal systems, ESR, Datix, or another platform.**
Datix.

Section 2 – Staff Training (Violence Prevention and Reduction / Conflict Resolution)

4. Please confirm what levels of conflict resolution conflict management Physical intervention Breakaway training (e.g., Level 1, 2, or 3) are provided to clinical staff. Do you have Security In house or Outside Agencies and the level of their Training

All staff are required to complete the national conflict resolution training which is aligned to the CSTF and completed every 3 years.

The Security Services are an external contractor and are trained (externally) in MAYBO. MAYBO is a specialized training program focused on conflict management and personal safety, designed to help staff in various sectors manage challenging behaviour's and reduce risks. The security staff also receive Crisis Prevention Institute (CPI) Training provided in-house by our Safeguarding Team.

The Crisis Prevention Institute (CPI) is internationally accredited by IACET, RQF and CPD and is certified as meeting the Restraint Reduction Network Training. Safety Intervention included in CPI training includes break away training.

5. Please indicate:

- **Whether this training is mandatory;**

The core skills training framework conflict resolution training is mandatory.

CPI Least Restrictive Training is not a mandatory requirement for staff, however it is strongly recommended as part of the Trusts Least Restrictive Action Plan. The Action Plan sets out the Trusts commitments to embedding Least Restrictive practice across all services, and includes the requirement that all clinical staff complete CPI training.

- **The frequency/renewal period of the training (e.g., annually, every three years);**

The core skills training framework conflict resolution training, every 3 years.

It is a requirement of CPI that all staff who complete CPI Safety Intervention Foundation and Clinical Holding Training are required to undertake a 1-day annual update in order to maintain their accreditation and license.

- **Whether this is in line with Trust policy and NHS England VPR standards.**

The core skills training framework conflict resolution training is in line with the current national standards.

The Crisis Prevention Institute (CPI) is internationally accredited by IACET, RQF and CPD and is certified as meeting the Restraint Reduction Network Training

Section 3 – Training Compliance and Internal Standards

6. Please provide the current compliance rate (%) for each training level (1, 2, and 3) for the most recent reporting year.

Our current compliance for the national Conflict Resolution mandated training is 97.3%.

The Trust have been facilitating CPI Safety Intervention & Clinical Holding training since 2024 to date 801 staff hold an active accredited CPI licence

7. Please confirm whether this level of compliance meets your Trust's internal training standards or targets, and if not, what actions are in place to improve compliance.

Yes, this meets our internal targets.

CPI training compliance is reported monthly divisionally via Safeguarding Operational group with executive oversight by the Safeguarding Effectiveness group

Section 4 – Training Delivery and Trainers

8. Please confirm who delivers the conflict management and physical intervention training (e.g., Trust-employed security trainers, external providers, or clinical educators).

The Trusts CPI trained facilitators have successfully completed the CPI Instructors Safety Interventions and Clinical Holding Facilitator Course. All trained facilitators are required to be recredited externally by CPI on an annual basis. MAYBO is delivered by OCS.

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,



Juliette Tait
Chief People Officer

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, Wroughtington, 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