

Ref: FOI/2024/9557

Date Received: 23<sup>rd</sup> January 2024

Response Due: 20<sup>th</sup> February 2024

Date: 20<sup>th</sup> February 2024

Dear Sir/Madam

With reference to your request for information received on 23<sup>rd</sup> January 2024, 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:

**1. Please can you provide the number of physical assaults against hospital staff by patients and members of the public on the Trusts premises for the following five years: 2019, 2020, 2021, 2022, 2023?**

Physical Assaults	2019	2020	2021	2022	2023
By Patient against staff	46	31	50	30	37
By member of the public against staff	Less than 5	Less than 5	Less than 5	Less than 5	Less than 5

**2. How many of these physical assaults were reported to the police for the following five years: 2019, 2020, 2021, 2022, 2023?**

Any involvement with a Police Force would be instigated by an individual. A Police Force will provide the individual reporting an incident with an Incident Number (IN - also called a log number). If the incident is investigated by a Police Force, a Crime Reference Number (CRN) will also be given. All of this data is confidential and only the individual, the Courts and / or a Police Force can request / have access to this information. Therefore, it is not possible to provide data in response to this request.

**3. If you hold this data, how many had a criminal justice outcome (e.g. cautioned, charged, taken to court) for the following five years: 2019, 2020, 2021, 2022, 2023?**

N/A

**4. Since 2019 has the Trust introduced any additional measures to try to reduce the number of physical assaults against hospital staff? If so, please specify what measures have been taken e.g. body cameras, CCTV in clinical areas, more security guards etc?**

The revision of security services at WWL is ongoing. Guards have been issued with Body Worn Cameras (BWC) and CCTV has been upgraded. The Trust has also completed the NHS Violence and Aggression Standards Questionnaire which is a benchmarking tool to help the organisation understand gaps in the current arrangements and what resources are needed to resolve these. The Trust has also reviewed and updated the Least Restrictive Practice Policy and provides Crisis Prevention Institute (CPI) training for clinical staff which teaches anti-oppressive approaches and low arousal procedures, together with strategies for managing challenging behaviours including de-escalation techniques. A risk assessment has been developed to identify the risks associated with violence and aggression with corresponding control measures. The risk assessment has followed the Trusts' risk management process which ensures the actions are monitored in a timely and realistic manner.

The Trust has a policy of not releasing information when the data involved is less than 5. This is because we feel that such low numbers could make the individuals involved identifiable and therefore may cause undue harm and distress.

To disclose this information would:

- a) Contravene the Data Protection Act principles in that it would amount to unfair and possibly unlawful processing, as there was a legitimate expectation by the third parties that this information would remain confidential, and
- b) Disclosure may cause damage or distress to the individual(s) involved, and that damage or distress would be unwarranted (section 10 of the DPA).

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,



Tabitha Gardner  
Chief Finance 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,

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