

**Freedom of Information Request**

**Ref: 22-626**

15 November 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**Q1: Number of total Physical staff assaults for the following periods:**

- **1st January 2017 - 31st December 2017** 365
- **1st January 2018- 31st December 2018** 381
- **1st January 2019 - 31st December 2019** 354
- **1st January 2020- 31st December 2020** 428
- **1st January 2021 - 31st December 2021** 480

**Q2: Number of staff Physical assaults by department for the following periods:**

- **1st January 2017 - 31st December 2017**
- **1st January 2018- 31st December 2018**
- **1st January 2019 - 31st December 2019**
- **1st January 2020- 31st December 2020**
- **1st January 2021 - 31st December 2021**

Physical Assaults by Year Medicine	
2017	249
2018	237
2019	237
2020	239
2021	267
Physical Assaults by Year Trust Services	

2017	*
2018	0
2019	*
2020	0
2021	0
<b>Physical Assault by Year Women's and Children's</b>	
2017	23
2018	56
2019	27
2020	35
2021	24
<b>Physical Assaults by Year Surgery</b>	
2017	34
2018	43
2019	45
2020	44
2021	66
<b>Physical Assaults by Year Specialised Services</b>	
2017	25
2018	18
2019	14
2020	32
2021	32
<b>Physical Assaults by Year Diagnostics and Therapies</b>	
2017	7
2018	*
2019	*

2020	*
2021	*
<b>Physical Assaults by Year Weston Management Team</b>	
2017	*
2018	*
2019	*
2020	60
2021	72
<b>Physical Assaults by Year Estates and Facilities</b>	
2017	0
2018	0
2019	0
2020	*
2021	*

Please note: Where the figures are between 1 and 5, this has been denoted by \*. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

**Q3: Number of Violence and Aggression (including physical, verbal, sexual) incidents by department for the following periods:**

- **1st January 2017 - 31st December 2017**
- **1st January 2018- 31st December 2018**
- **1st January 2019 - 31st December 2019**
- **1st January 2020- 31st December 2020**
- **1st January 2021 - 31st December 2021**

<b>V&amp;A by Year Medicine</b>	
2017	548
2018	609

2019	623
2020	774
2021	819

**V&A by Year Trust Services**

2017	18
2018	10
2019	15
2020	7
2021	7

**V&A by Year Women's and Children's**

2017	61
2018	97
2019	59
2020	57
2021	91

**V&A by Year Surgery**

2017	73
2018	100
2019	90
2020	108
2021	165

**V&A by Year Specialised Services**

2017	51
2018	33
2019	48
2020	83
2021	76

**V&A by Year Diagnostics**

<b>and Therapies</b>	
2017	18
2018	12
2019	17
2020	13
2021	9
<b>V&amp;A by Year Weston Management Team</b>	
2017	15
2018	13
2019	9
2020	103
2021	144
<b>V&amp;A by Year Estates and Facilities</b>	
2017	0
2018	0
2019	0
2020	*
2021	8

Please note: Where the figures are between 1 and 5, this has been denoted by \*. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

**Q4: Number of Security incidents (i.e. theft, damage, fire etc) by type for the following periods:**

- **1st January 2017 - 31st December 2017**
- **1st January 2018- 31st December 2018**
- **1st January 2019 - 31st December 2019**
- **1st January 2020- 31st December 2020**

• **1st January 2021 - 31st December 2021**

Security Incidents by Years	
2017	218
2018	159
2019	207
2020	170
2021	159

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

We use in-house as well as contracted security.

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

2016. We do not hold the information regarding what month this started.

**Q7: If contacted security services are used for security officers/guards what companies have provided these services in the following periods?**

• **1st January 2017 - 31st December 2017**

Weston General Hospital – Securitas  
Bristol Royal Infirmary – South West Security.

• **1st January 2018- 31st December 2018**

Weston General Hospital – Securitas  
Bristol Royal Infirmary – South West Security.

• **1st January 2019 - 31st December 2019**

Weston General Hospital – Securitas  
Bristol Royal Infirmary – South West Security.

• **1st January 2020- 31st December 2020**

Weston General Hospital – Securitas  
Bristol Royal Infirmary – South West Security.

• **1st January 2021 - 31st December 2021**

Weston General Hospital – Securitas  
Bristol Royal Infirmary – South West Security.

**Q8: If in-house, what are the pay bands for the following roles?**

• **Security Manager/ Head of Security**

Head of Security- Band 7  
Security Manager- Band 6

• **Local Security Management Specialist (LSMS) / Accredited Security Management Specialist (ASMS)**

Not applicable.

• **Security Advisor roles**

Not applicable.

• **Security Team Leaders/ Supervisors**

One Deputy Security Manager, Band 5

• **Security Officers**

Band 4

• **Security Support Staff (i.e. Control room operators, receptionist, car park operatives) (only those directly working within security departments)**

Clerical Team – Band 3

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

Yes.

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

• **Security Advisor roles**

• **Security Team Leaders/ Supervisors**

• **Security Officers**

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

Not applicable.

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

2-3 UHBW Security Officers (BRI)

2 South West Security Officer (BRI)

2 Securitas Security Officers (Weston)

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

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) Security- Less than 5%

**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)?**

Yes.

**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)?**

Yes.

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

Yes.

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

UHBW Security Officers

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

Five day training from StreetWise training followed by refreshers every year.

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

StreetWise

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

Training is not mandatory.

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

Provided by UHBW Corporate Education in house.

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

Not applicable.

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

Approximately £2M.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.



If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

### Publication

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Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**