



Trust Headquarters
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Internal Ref: 250955
Email:

Dear,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

We would very much appreciate your help with our national survey of Violence against staff policy by answering these two questions.

- 1: Does your organisation provide support to staff who have experienced violence from service users or their carers?***
- 2: Does your organisation have a policy in place, on how to support staff that have experienced violence from service users or their carers?***

Formal Response

The Trust confirms it holds the information you have requested.

- 1: Does your organisation provide support to staff who have experienced violence from service users or their carers?***

When an incident of violence or abuse is reported by staff members, it is triaged by violence reduction and security team members. If appropriate contact is made, offering support and advice on how to progress the incident through the judicial system. Court briefings are provided to staff members attending court to ensure that they are supported and concerns are discussed. Additionally, one to one conflict resolution training is provided to staff where specific concerns have been highlighted.



Debriefs with staff subjected to violence or abuse can be conducted to enable learning and interventions to support staff to be implemented.

The Trust has a Violence Reduction Working Group that meets monthly to review incident data to identify themes and trends and facilitate interventions in supporting staff.

SECamb has an in-house Wellbeing Hub that is available for all colleagues including volunteers and Bank staff. The Wellbeing Hub provides Trauma Risk Management (TRiM) assessments, as well as access to MSK physiotherapy treatment for physical injuries and/or mental health assessment followed by goal-focussed work-related trauma talking therapy where clinically appropriate.

Referrals for TRiM, MSK physiotherapy or mental health assessment can be made by the individual, or with their consent, by another SECamb colleague such as manager or team member by completing the appropriate electronic (Marval) referral form or by calling the Wellbeing Hub during opening hours (Monday-Friday 0900-1700).

The Wellbeing Hub also has many resources on the SECamb Intranet including an extensive Directory of Wellbeing Services which signposts colleagues to external support and resources covering a wide range of topics including mental health crisis, physical health, legal & crime, bereavement, and many more.

SECamb Chaplains are available by email or if urgent they also have a 24/7 telephone helpline. Chaplains can provide on-site or telephone support for all colleagues, volunteers and Bank staff of all faiths, or no faith.

2: Does your organisation have a policy in place, on how to support staff that have experienced violence from service users or their carers?

SECamb has a Violence Prevention Reduction Strategy and a Violence Prevention and Reduction Procedure in place which includes signposting colleagues who have experienced violence from service users or their carers to the Trust's Wellbeing Hub, Chaplains, and various external services including Police, Victim Support, etc. Colleagues attend Conflict Resolution training courses.

Corporate and local risk assessments are in place to support incidents where there has been violence or abuse directed towards staff.

Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address:

FOI@secamb.nhs.uk



You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](https://ico.org.uk/for-organisations/about-the-ico/complaints-appeals-and-requests) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:

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

Yours sincerely,

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**



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