



40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

Tel: 0300 123 0999  
Email: [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

8th October 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/09/18.

You requested the following information:

**1. How many occasions have ambulance staff from SECAMB been physically or verbally abused from April 2014 to April 2015.**

**Please could you specify the type of abuse suffered by staff and if possible whether this was in a public or private place.**

**2. Could you specify how many of these were private residences and how many were public places.**

Our Trust views assaults against its staff very seriously. Our Local Security Management Specialist actively promotes awareness of our zero-tolerance stance with regard to assaults on staff and encourages staff to report incidents.

The Trust also ensures that our operational staff are provided with conflict resolution training to minimise the risks of assaults. The figures below relate to physical and verbal assaults that have taken place in the SECAMB region which covers Kent, Surrey, Sussex and North East Hampshire.

Please see the table below which shows the number of physical assaults where no treatment was required and the area where the physical assaults took place. We do not hold details of the injuries sustained in a reportable format. I regret to advise that we cannot provide any further information as requested on the grounds of the exemption contained within s.12 of the FOIA. To retrieve the information would necessitate manually searching through each incident report. This would exceed the appropriate limit of 18 hours as set down in the guidance on the application of the Freedom of Information and Data Protection (Appropriate Limit and Fees).

Physical Assaults- No treatment required
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Area in which assault took place	Number of assaults
Ambulance vehicle	35
Private residence/ property	34
Public place ( not patients home or work)	27
Hospital (any type)	11
Other	3
<b>Total</b>	<b>110</b>

Please see the table below which shows the number of physical assaults where treatment was required and the area where the physical assaults took place.

Physical Assaults- Treatment required	
Area in which assault took place	Number of assaults
Private residence/ property	9
Ambulance vehicle	7
Hospital (any type)	5
Public place (not patients home or work)	4
Residential care home	2
Other	1
<b>Total</b>	<b>28</b>

12 incidents of attempted assault have also been recorded during the period from April 2014 to March 2015 together with a further 199 incidents reported of threatening or aggressive behaviour.

Our audited physical assault figures will be published by NHS Protect in November 2015.

Please see the table below which shows the number of verbal assaults and where the verbal assaults took place.

Verbal Assaults	
Area in which assault took place	Number of assaults
Private residence/ property	60
Public place (not patients home or work)	13
Ambulance vehicle	11
Other	7
Trust premises/ property	4
Hospital (any)	3
<b>Total</b>	<b>98</b>

### 3. Can you specify how many properties covered by SECamb currently have red markers, and how many have amber markers.

We are mindful of our duty to our staff and do not want to expose them to any unnecessary hazards which includes incidents where they may be subjected to potential violence. In making this assessment however, we do not deem it appropriate to “flag” entire areas, but instead will history

mark individual addresses where and when it is appropriate. These history markers are regularly reviewed to ensure that the risk associated with the individual remains potential and real.

The Trust maintains a log of addresses where the patient/s (or other residents at the address) concerned are considered to represent an actual or potential danger to our staff.

A red marker relates to the highest risk category and is defined as those addresses where information available makes it clear that staff have been physically assaulted or threatened with violence.

An amber marker relates to those addresses where information available makes it clear that there is a potential risk to crews, or of abusive, aggressive/ inappropriate behaviour.

When The Trust responds to a marked address, the Emergency Operations Centre will alert the attending crew to the nature of the marker to ensure they are aware of the potential risk; in some cases this will include instructions to await the arrival of the police prior to approaching the property in question.

I can confirm that there were 31 addresses with red markers in our region and 50 addresses with amber markers as at September 2015.

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECamb) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust  
40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW  
Email: [complaints@secamb.nhs.uk](mailto:complaints@secamb.nhs.uk)

Should you remain unhappy with the outcome of any such internal review , you may request a decision from the Information Commissioner at:

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

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

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