



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

24th August 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/08/12.

You requested the following information:

I am writing to request, under the Freedom of Information Act 2000, the following information:

• How many officers/staff were physically assaulted while on duty in Brighton & Hove, East Sussex, West Sussex, Kent, Surrey, and North East Hampshire, over the last five years - with the figures broken down for 2015, 2014, 2013, 2012, 2011 - or if by financial year - the following financial years: 2015/16, 2014/15, 2013/14, 2012/13, 2011/12, 2010/11

Could the above be broken down incident by incident, with details on injury sustained, who inflicted them and how? In which region? And the outcome - i.e. action/sanction against person who carried out attack?

How many of the assaults have been carried out by patients and how many by non-patients?

• How many officers/staff were verbally assaulted while on duty in Brighton & Hove, East Sussex, West Sussex, Kent, Surrey, and North East Hampshire, over the last five years - with the figures broken down for 2015, 2014, 2013, 2012, 2011 - or if by financial year - the following financial years: 2015/16, 2014/15, 2013/14, 2012/13, 2011/12, 2010/11

How many were carried out by patients and how many by non-patients?

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 Trust externally reports on an annual basis to NHS Protect statistics of the number of physical assaults, court/criminal and civil/custody and administrative sanctions. This data is audited and published by NHS Protect covering all Trusts nationally. These reports can be found via <http://www.nhsbsa.nhs.uk/3645.aspx>.

Whilst the data for 2015-16 is not yet available this is anticipated to be published by NHS Protect in early November and we expect to see a rise in assaults and positively, a significant rise in reported sanctions for our Trust.

Our current Local Security Management Specialist, who was appointed in 2015, has prioritised this area of work and submitted a total of 44 sanctions (inclusive of both civil and prosecution sanctions) for the financial year 2015-16 for the 185 incident reports of physical assault.

We anticipate a small increase in the number of assaults and sanctions, following audit of our data by NHS Protect. This is as a result of the way in which the Trust collects the data, by the number of incidents (which may involve multiple victims); whereas NHS Protect collects data by the number of victims.

• How many hoax calls have there been in Brighton & Hove, East Sussex, West Sussex, Kent, Surrey, and North East Hampshire, over the last five years - with the figures broken down for 2015, 2014, 2013, 2012, 2011 - or if by financial year - the following financial years: 2015/16, 2014/15, 2013/14, 2012/13, 2011/12, 2010/11

Could the above be broken down incident by incident - with details of the call, i.e. what was it and who made it? In which region? How much time was spent dealing with it? Impact of it? And the outcome - i.e. action/sanction against person who made the call?

The vast majority of calls are genuine or made in good faith and the Trust treats all calls seriously. However, on occasion we may receive a call and dispatch an ambulance where there is either nobody at the scene or the person at the address denies making the call. For example a member of the public might make a call in the genuine belief that someone needs our assistance but the potential patient might leave the scene before an ambulance arrives.

Therefore, unfortunately we are unable to confirm the numbers of hoax calls received as we cannot be sure that they really are hoax calls.

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

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