



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 15th January 2018

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/11/36.

You requested the following information, please also see our response below:

1. Please advise how many times ambulance staff (all ambulance staff including paramedics, ambulance technicians, drivers etc.) from your ambulance Trust have been attacked or abused while on callouts every year for the following years: 2017 to date of this request, 2016, 2015, 2014 and 2013. Please break down the total number of attacks each year for these years.

The official data is reported on victims not incidents and this is something we have only been able to report on for last FY to date. However, below is the national reporting data on physical assaults for victims and also sanctions for last 5 years.

	2013-14	2014-15	2015-16	2016-17
Victims of Physical Assault	113	126	207	234
Sanctions	9	0	49	104

2. With regards to question 1 above, please provide as much information as possible about the nature of each attack or abuse suffered against your staff in each attack - so was it a physical assault, verbal, were weapons used against staff in any cases, etc.? Please provide as much detail as possible of attacks which led to life-changing injuries or circumstances. If possible, please also provide a breakdown of how many of the total number of attacks were against women staff and how many were against men.

We can only break down this data for the last 2 years and this is in relation to the number of incidents **not** victims

Sub category	2015-16	2016-17	Total
Anti-social Behaviour/Aggression Experienced (Causing Distress/Discomfort)	119	111	230
Attempted Physical Assault (Attempted but failed)	28	56	84

Direct Verbal Abuse (Homophobic Aggravated)	0	4	4
Directed Verbal Abuse (General)	79	143	222
Directed Verbal Abuse (Racially/Religiously Aggravated)	3	6	9
Directed Verbal Abuse (Sexually Aggravated)	17	14	31
Non-Physical Assault (Words/Behaviour - Physical Violence Anticipated)	54	90	144
Physical Assault (General)	176	207	383
Physical Assault (Racially/Religiously Aggravated)	1	0	1
Physical Assault (Sexually Aggravated)	9	8	17
Total	486	639	1125

3. With regards to the answers for question 2 above, please provide the number of attacks which were reported to police. If the information is held, please also provide how many attacks led to people being arrested and/or convicted of offences against your staff and what they were convicted of/what their prison sentence or sanction was.

Unfortunately, we do not hold this data

4. Please provide details of any areas, including the specific post code areas, in which ambulance staff require a police convoy, so have to be accompanied by police, in order to visit those areas in the interests of protecting their own safety, and where staff are not allowed to go without being accompanied by police?

We do not have specific markers to flag up locality or postcode areas but we do have the facility to place warning markers on specific address. Each call received is assessed on an individual basis and if deemed appropriate then sometimes police are called to assist.

5. Please provide a list of the support/treatments, such as counselling etc., offered to staff who are the victims of attacks.

The following services are available to all staff:

Trauma Risk Management (TRiM) - 110 trained TRiM Practitioners across the Trust will assess an individual to determine the likelihood of PTSD. Staff identified as at risk will be referred to the most appropriate Trauma treatment pathway. This might be Trauma CBT, EMDR or Rewind therapy.

All staff have access to up to six face to face counselling sessions provided by the Employee Assistance Programme.

Our intranet page also provides information and contact details for the Mind Blue Light programme and access to our network of Chaplains.

In addition, from 2nd January staff will be able to access the support of two dedicated Mental Health Practitioners through the Wellbeing Hub and can be signposted to a network of Peer Supporters if appropriate.

6. With regards to the answers for question number 2, if possible please can you provide the number of attacks in which alcohol or illegal drugs were involved or a factor.

Please see table below, as stated above we can only break this down for the last 2 years:

	2015-16	2016-17	Total
Alcohol	234	287	521
Drugs	104	107	211
Weapons	28	33	61
Racial	4	11	15
Sexual	15	31	46
Religious	2	2	4
Medical	17	101	118
None	126	44	170
Other	89	62	151
Mental Health	25	244	269
Total	644	922	1566

Please note there may be multiple aggravating factors on a single incident

7. Lastly, how many callouts in total did your Trust receive for all of the years set out in question 1?

Please see table below:

Year	SECAmb Emergency Responses
2013	640038
2014	682834
2015	689932
2016	742864
2017*	583420

*This data is up to and including 31st October 2017
I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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