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22<sup>nd</sup> June 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200603.

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

**I am writing to request information under the Freedom of Information Act 2000. In order to assist you with this request, I am outlining my enquiry as specifically as possible. Please could you provide the following information about the training offered by your Trust?**

**1. Do you offer Conflict Management training?**

All ECSW and AAP students go through conflict resolution training but not conflict management.

**2. Do you offer Breakaway training?**

No, we do not currently offer breakaway training.

**3. Do you offer Physical Intervention training?**

No, we do not currently offer physical intervention training.

**4. Do you offer Soft Restraint training?**

No, we do not currently offer soft restraint training. We teach staff how to manage patient safety (not restraint) using blankets if this is required to protect the patient.

***And for each of the above, please specify the following:***

**a) What is the average duration of these sessions?**

Previously taught breakaway training was one day, patient safety management is currently half a day.

**b) Are these sessions provided in-house, or are they contracted?**

This is provided in house.

**c) Which model of training do you deliver for this (e.g. GSA, NFPS)?**

It is based on NHS training. all diploma and apprentices have to complete conflict resolution components which are laid out in the qualification specification. They have to evidence completing all the learning outcomes/ assessment criteria in these components.

Level 3 ECSW can be found at [https://www.futurequals.com/assets/L3DAEUCS\\_Qualspec.pdf](https://www.futurequals.com/assets/L3DAEUCS_Qualspec.pdf) and they are components 17 "conflict resolution training" and component 18 "conflict resolution training for ambulance services"

Level 4 AAP basically do the same content but they can be found at [https://www.futurequals.com/assets/L4DAAP\\_Qualspec.pdf](https://www.futurequals.com/assets/L4DAAP_Qualspec.pdf) and they are components 39 "conflict resolution training" and component 40 "conflict resolution training for ambulance services"

**d) Which staff groups receive this training?**

All new frontline staff

**e) How many staff are trained annually for this course?**

All new ECSW and external AAP starters

**f) How much is charged per head for this course?**

Inhouse training – no charges

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, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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