

Date: Friday, 02nd December 2022
Our Ref: MB/CM FOI 5412

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Re: Freedom of Information Request FOI 5412

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 27th October 2022.

Your request was as follows:

Q1: Number of total Physical staff assaults for the following periods:

- 1st January 2017 - 31st December 2017
- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

[Please see attached.](#)

Q2: Number of staff Physical assaults by department for the following periods:

- 1st January 2017 - 31st December 2017
- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

[Please see attached.](#)

Q3: Number of Violence and Aggression (including physical, verbal, sexual) incidents by department for the following periods:

- 1st January 2017 - 31st December 2017

- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

[Please see attached.](#)

Q4: Number of Security incidents (i.e. theft, damage, fire etc) by type for the following periods:

- 1st January 2017 - 31st December 2017
- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

[Please see attached.](#)

Q5: Does the trust use in-house or contracted security services for security officers/guards?

[Please see attached.](#)

Q6: If contract security services used, when did the trust start using contracted services? (Month/year)

[Please see attached.](#)

Q7: If contacted security services are used for security officers/guards what companies have provided these services in the following periods?

- 1st January 2017 - 31st December 2017
- 1st January 2018- 31st December 2018
- 1st January 2019 - 31st December 2019
- 1st January 2020- 31st December 2020
- 1st January 2021 - 31st December 2021

[Please see attached.](#)

Q8: If in-house, what are the pay bands for the following roles?

- Security Manager/ Head of Security
- Local Security Management Specialist (LSMS) / Accredited Security Management Specialist (ASMS)
- Security Advisor roles
- Security Team Leaders/ Supervisors
- Security Officers
- Security Support Staff (i.e. Control room operators, receptionist, car park operatives) (only those directly working within security departments)

[Please see attached.](#)

Q9: If contracted services are the pay and conditions associated with the contracted services aligned to Agenda for Change (AFC) pay and conditions?

[Please see attached.](#)

Q10: If Contracted services pay conditions are NOT aligned to Agenda for Changes (AFC) please confirm the hourly pay rates for the following roles:

- Security Advisor roles
- Security Team Leaders/ Supervisors
- Security Officers
- Security Support Staff (i.e. Control Room Operators, Receptionist, Car Park Operatives) (only include those directly working within security departments/services)

[Please see attached.](#)

Q11: Please confirm the number of staff by position within the trust security team/staffing complement. (i.e. number supervisors, Officers/guards)

[Please see attached.](#)

Q12: What is the annual staff turnover by percentage in the trust security team/service (all roles)

[Please see attached.](#)

Q13: Does or has the trust ever used mechanical restraints for use on patients that present violent or aggressive behaviour (including handcuffs, velcro or plastic restraints)?

Please see attached.

Q14: Does or has the trust ever used mechanical restraints for use on non-patients that present violent or aggressive behaviour (including handcuffs, velcro or plastic restraints)?

Please see attached.

Q15: If yes, are these mechanical restraints used by the Trust Security Team?

Please see attached.

Q16: What staff groups are provided physical restraint training by department? (i.e Security, A&E, etc)

Please see attached.

Q17: What training is provided to those staff groups who use physical restraint?

Please see attached.

Q18: What is the name of the restraint training provider?

Please see attached.

Q19: Does the trust delivery mandated conflict resolution training to all staff?

Please see attached.

Q20: Is the conflict resolution training provided by a contractor?

Please see attached.

Q21: If the conflict resolution training is provided by a contractor, please provide the contact company name.

Please see attached.

Q22: What is the Trust annual security budget? (Excluding cyber and IT) Please include contracted services, personnel, training, security systems-cctv, access control etc.

Please see attached.

Please see our response above in [blue](#).

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All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain

circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 5412 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information