

<b>Reference:</b>	FOI.356.19
<b>Subject:</b>	Physical assaults on staff
<b>Date of Request:</b>	19 March 2019

**Requested**

1. If your trust runs one or more A&E departments, could you please provide the total number of physical assaults on staff for each of the following time periods: 2018-2019 (or up until the most recent month), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets for these time periods.
  2. If your trust runs one or more A&E departments, could you please provide the total number of non-physical assaults on staff for each of the following time periods: 2018-2019 (or up until the most recent month), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets.
- If available, please provide a breakdown of the data for your whole trust, for the total number of physical assaults on staff by their profession (see below)
3. for the following time periods: 2018-2019 (or until the most recent month available), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets.
  4. If recorded, please provide a breakdown of the data for your whole trust, of the total number of physical assaults on staff by aggravating factors (see below) for the following time periods: 2018-2019 (or until the most recent month available), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets.
  5. Could you please provide the amount of money spent on private security guards for each of the following years: 2018-2019 (or until the most recent month available), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets.
  6. Could you also provide the amount of money total money spent on security measures (including but not exclusive to body cameras, CCTV, re-designing clinical environments, security staff, campaigns) for each of the following years: 2017-2018, (or until the most recent month available), 2017-2018, 2016-2017, 2015-2016 and 2014-2015.

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with the number and details of assaults on staff between 1 April 2014 and 31 March 2015, the details surrounding the assaults (such as aggravating factors), and the details of those involved for the whole time period requested as it is estimated that the cost of answering your request would exceed the "appropriate level", as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The "appropriate level" represents the estimated cost of one person spending 18 hours or (2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the number of assaults on staff within Accident and Emergency (A&E) departments between 1 April 2015 and 31 March 2015 alone, the UHB would need to conduct a manual search of each of the records recorded within Datix, the UHB's incident reporting system.

Due to an upgrade in the system in April 2015, any information requested for incidents between 1 April 2014 and 31 March 2015 would require a manual search to identify the full details of the request.

Approximately 800 records @ 5 minutes per records = 66.5 hours  
66.5 hours @ £25 per hour = £1,662.50

Under section 16 of the Freedom of Information Act 2000, the UHB has an obligation to provide advice and assistance. The UHB has therefore provided the remainder of the easily accessible information requested below.

1. The table below provides the number of physical and non-physical assaults on staff within A&E departments between 1 April 2015 and 31 March 2019.

<b>Year</b>	<b>Physical</b>	<b>Non-physical</b>
<b>2015/16</b>	19	39
<b>2016/17</b>	11	36
<b>2017/18</b>	9	30
<b>2018/19</b>	20	31

2. Please see response to question 1.
5. For patients who are attending appointments via the Primary Care Violent Patient Scheme, the UHB engages with security staff from Guardwatch Security UK Ltd. The UHB is also able to engage security staff from the same provider for any of these 'risk' patients when attending clinics or outpatient appointments. However, there is no provision for patients who turn up unannounced at A&E. The UHB has utilised the services of Guardwatch since 2017, the costs incurred have been provided within the table below.

<b>Calendar Year</b>	<b>Costs</b>
<b>2017/18</b>	£576.00
<b>2018/19</b>	£17,160.00