



18 November 2016

**FREEDOM OF INFORMATION REQUEST**

**Request No:** AD-IG-01(2)-2016-127  
**Key Word:** Physical Attacks on Staff  
**Subject:** Physical Attacks on Staff

**Request:**           **Date Received:**           09/10/2016  
                          **Date of Monitoring:**       10/10/2016  
                          **Date of Response:**       18/11/2016

Thank you for your request for information received on 9 October 2016 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below for your attention.

The Trust would further apologise for the delay in the provision of the information and for your patience with this.

**Question 1**

Incidences of physical Violence to front line ambulance personnel broken down in the years of 2012, 2013, 2014 and 2015

**Answer 1**

The information provided below is based on information sourced from the Trust’s Untoward Incident reporting system and is based on notifications which have been reported by frontline staff relating to physical violence. The information provided is based on calendar years as requested

<b><u>Physical Violence: Source - Untoward Incident Reports</u></b>	
<b><u>Year</u></b>	<b><u>No. of Physical Assaults</u></b>
2012	76
2013	138
2014	150
2015	139

**Question 2**

What current procedures are in place to protect staff from physical violence?

**Answer 2**

All frontline staff receive Care and Responsibility training in relation to the management of physical aggression along with de-escalation techniques. The Trust also has in place a Lone Workers Policy, Management of Aggression Policy, Management of Aggression Procedures, Risk Management Strategy, Risk Management Policy etc.



There is also CCTV in ambulances, hand held radios are provided to staff along with mobile phones etc so that staff can make contact with Emergency Ambulance Control or PSNI to report such incidents or call for assistance.

**Question 3**

Do you supply stab resistant vests to staff?

**Answer 3**

No, not at this time. However, we can confirm that an assessment of same has been carried out by management and staffside and at this time, they are not being introduced.

**Question 4**

How many sick days/hospital days in the years 2014 and 2015 as a result of physical attacks on staff.

**Answer 4**

The Trust does not hold information in this format. A staff member may go off absence immediately after an incident or a number of days later. Data is not held in this format ie sickness records do not cross reference with attacks on staff.

I hope the above fully assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare pPark, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Website:** [ni@ico.org.uk](mailto:ni@ico.org.uk)  
**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF  
**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion. Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>.

Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.