



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 20 August 2021

**Re: Freedom of Information Request**  
**Ref: 218-2021**

Thank you for your email dated the 26<sup>th</sup> July 2021, requesting information in relation to Security Officers.

The information that you require is as follows:

- 1. Does the NHS Trust contract a private security company to provide Security Officers to work onsite, or employ an 'in house' team of Security Officers, or both?**

**Both - At our Clatterbridge Cancer Centre Wirral (CCCW) site and our Clatterbridge Cancer Centre Aintree (CCCA) site, our security officers are provided by in-house NHS services via Service Level Agreements (SLA). At The Clatterbridge Cancer Centre Liverpool (CCC-L) we outsource to a private security company called ISS.**

- 2. Please provide a copy of the most recent 'training needs analysis' conducted at the Trust for a Security Officer role or, explain why there isn't one.**

**As we do not employ security staff directly, any training required would be decided and provided by ISS and the in-house NHS services providing our security officers via our SLA's.**

- 3. Do Security Officers have autonomy to remove people from the Trust's premises i.e. without seeking advice from clinical staff as to whether or not the person to be removed requires medical advice, treatment or care?**

**Within our main reception areas Security Officers do have the autonomy to remove people from the Trust's premises. If elsewhere within our hospitals, they will be called upon by clinical staff.**

**4. Are Security Officer training deficiencies that are known to exist listed on the NHS Trust's Risk Register?**

**There are no entries on the Trusts risk register with regards to security officer training deficiencies.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

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

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

**<https://www.surveymonkey.co.uk/r/H39RFMM>**