



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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Date: 10 April 2019

Re: Freedom of Information Request
Ref: 79- 2019

Thank you for your email dated 15th March 2019 requesting information regarding the physical and non-physical assaults against NHS Staff.

The information that you require is as follows:

1) The total number of physical assaults on staff for the following time periods:

- 2017-2018 = 7
- 2018-2019 = 9

By physical assaults on staff I refer to the definition used in the NHS Protect 2016 Guidance: “the intentional application of force against the person without lawful justification resulting in physical injury or personal discomfort. Spitting is included in the definition of a physical assault.”

If available, please also release the relevant data sets for these time periods.

2. The total number of non-physical assaults on staff for the following time periods:

- 2017-2018 = 52
- 2018-2019 = 108

By non-physical assaults on staff I refer to the definition used in the NHS Protect 2016 Guidance: “the use of inappropriate words or

behaviour causing distress and/or constituting harassment. Non-physical assault includes: offensive or obscene language; verbal abuse and swearing; brandishing weapons, or objects which could be used as weapons; attempted assaults; offensive gestures; threats; intimidation; harassment or stalking; damage to buildings equipment or vehicles which causes fear for personal safety; offensive language or behaviour related to a person's, race, gender, nationality, religion, disability, age or sexual orientation; inappropriate sexual language or behaviour.”

If available, please also release the relevant data sets for these time periods.

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>