



10 February 2017

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Ref: 018-2016/17

Dear Mr Jaffray

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request received by Yorkshire Ambulance Service NHS Trust (the Trust) on 12 January 2017. Please find our responses below.

#### **Your request**

For the year 2016 can you confirm how many frontline ambulance personnel have:

1. Been attacked, physically or verbally, by a member of members of the public whilst carrying out their duties.
2. How many staff have received assistance from YAS following an attack.
3. What assistance do YAS offer to staff following an attack.
4. What policy and procedures are in place to assist staff following an attack.
5. With the NHS having a zero policy on violence towards staff, how many attackers have been charged, prosecuted and their punishment during 2016.
6. How many staff have YAS assisted with this process in 2016.

#### **Trust response**

We can confirm that the Trust holds the information requested.

1. In 2016 there were 75 recorded incidents of frontline staff being physically or verbally attacked.
2. Out of these cases 35 are recorded as receiving post incident care. As outlined below, processes are in place to ensure all staff are offered assistance.

Under the post- incident care process, which is triggered following the reporting of an incident, staff are contacted by a line manager and are offered the opportunity to utilise our Employee Assistance Programme (24/7 confidential phone line where staff can talk to a counsellor), and/or access our psychological support services, where they can access up to six sessions of counselling, Cognitive Behavioural Therapy or Eye Movement Desensitisation and Reprocessing.

In addition, the Trusts' Security Specialist and Legal team may offer support in terms of advising about legal proceeds and process, dependant on the circumstances.

3. The Trust have the following policies and procedures in place for assisting staff who have been attacked.

- Safety and Security Policy
  - Violence and Aggression Policy
  - Incident and Serious Incident Management Policy
  - Investigations and Learning Policy
  - YAS 247 Datix Incident Reporting Line
  - Employee Wellbeing: Supporting staff involved in an incident, complaint or claim policy.
  - PAM Assist – Occupational Health provider.
  - Freedom to Speak Up process (and policy/route map)
  - Post-Incident Care Process
  - Emergency Operations Centre – Data Flag Procedure
  - Sanctions, Recovery and Redress Policy.
4. There have been less than five prosecutions recorded against patients or members of the public in 2016. Due to the low figures we are unable to confirm the exact figure as this would be potentially personally identifiable and exempt under Section 40(2) of the FOI Act.
  5. All staff are assisted/supported following an attack. The Trust also supports any member of staff who has to give evidence for the purposes of a police investigation and/or prosecution. .

If you have any queries about the information we have provided then please contact the FOI team via email: [foi@yas.nhs.uk](mailto:foi@yas.nhs.uk) Please remember to quote the reference number above in any future communications.

We hope this response meets your requirements but if you are unhappy with the way your request for information has been handled. You can request an internal review by contacting the Yorkshire Ambulance Service FOI team: email: [foi@yas.nhs.uk](mailto:foi@yas.nhs.uk); postal address: Springhill 2, Brindley Way, Wakefield 41 Business Park, Wakefield, WF2 0XQ

We will only consider requests for Internal Reviews, which are received within two months of the date of response. This is in line with ICO guidance <https://ico.org.uk/for-the-public/official-information/>

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner. More information about how to appeal is available on the Information Commissioner's website at [www.ico.org.uk/concerns/getting/](http://www.ico.org.uk/concerns/getting/)

There is no charge for making an appeal.

Response issued by:

### **Legal Services Department**

Email: [foi@yas.nhs.uk](mailto:foi@yas.nhs.uk)

Tel: 01924 584116

