

Ref. No: 2166
Date: 12/11/25
Subject: Staff Violence and Aggression Statistics

REQUEST

I am writing under the **Freedom of Information Act 2000** to request information relating to your Trust's data, policies, and training provision concerning violence and aggression towards staff, as monitored under NHS England, the Care Quality Commission (CQC), and the **Violence Prevention and Reduction (VPR)** standards.

The information requested is as follows:

Section 1 – Violence and Aggression Statistics

1. Please provide the **most recent staff survey results** or internal reporting data relating to **violence and aggression incidents** against staff, in line with NHS England, CQC, and VPR reporting frameworks.
2. If available, please provide **comparative data** or trends over the past three years (e.g., 2022–2025).
3. Please specify whether this information is collected through your Trust's internal systems, ESR, Datix, or another platform.

Section 2 – Staff Training (Violence Prevention and Reduction / Conflict Resolution)

4. Please confirm what **levels of conflict resolution conflict management Physical intervention Breakaway training** (e.g., Level 1, 2, or 3) are provided to **clinical staff**.

Do you have Security In house or Outside Agencies and the level of their Training

5. Please indicate:

- Whether this training is **mandatory**;
- The **frequency/renewal period** of the training (e.g., annually, every three years); and
- Whether this is in line with **Trust policy** and **NHS England VPR standards**.

Section 3 – Training Compliance and Internal Standards

6. Please provide the **current compliance rate (%)** for each training level (1, 2, and 3) for the most recent reporting year.
7. Please confirm whether this level of compliance meets your Trust's **internal training standards or targets**, and if not, what actions are in place to improve compliance.

Section 4 – Training Delivery and Trainers

8. Please confirm **who delivers** the conflict management and physical intervention training (e.g., Trust-employed security trainers, external providers, or clinical educators).

RESPONSE

Staff survey information is published and freely available to the public here <https://www.nhsstaffsurveys.com/results/local-results/>

Section 1 – Violence and Aggression Statistics

MWL/ STHK/ S&O Combined		Total
2022/23	Q1	233
	Q2	215
	Q3	202
	Q4	206
	Total	856
2023/24	Q1	227
	Q2	213
	Q3	222
	Q4	219
	Total	881
2024/25	Q1	312
	Q2	309
	Q3	281
	Q4	236
	Total	1138

This information is collected through internal reporting system InPhase/Ideagen. This has been in use since March 2025. Prior to the creation of Mersey and West Lancashire teaching Hospitals in July 2023, which saw the merger of two Trusts, each respective Trust utilised Datix as their internal reporting system.

Section 2- Staff Training

The Trust provide mandatory level 1 Conflict Resolution via E-Learning to all staff and is renewed every 3 years. Compliance is collated through ESR.

Security services (all contracted) are required to completed E-Learning as well as conflict resolution as part of their Security Industry Authority training.

Section 3- Training Compliance

Current compliance rate for Conflict Resolution Mandatory Training is 89.6%. This meets the training target of 85%.

Section 4- Training Delivery

Mandatory training is delivered via E-Learning through the Trusts Learning Management System.