

Our Ref: NG/RM/25399
Date: 8th December 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 11th November 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Under the Freedom of Information Act 2000 I hereby request the information set out from your Trust. I am conducting research into the prevalence of violence and aggression (V&A) towards all levels of NHS staff and researching the increase since the COVID-19 pandemic. Please provide the information for the time periods specified unless otherwise stated.

Definition / scope:

For clarity, by "violence and aggression" I mean incidents reported as directed against staff (including physical assault, verbal threats/abuse, threatening behaviour, sexual assault, hate incidents, antisocial behaviour, security etc.). Please include incidents occurring across all NHS-funded services delivered by the Trust (acute, ambulance, mental health, community, etc.). If any item cannot be provided for legal, commercial, or personal data reasons, please state the exemption relied upon.

Information requested (please number responses to match)

1. Incident / risk management system
 - a. Which integrated incident/risk management system does the Trust currently use (e.g. Datix, Ulysses, Radar, InPhase, other)? Please give the product name and vendor. **Safeguard, Ulysses**
 - b. If more than one system is used by different services (e.g. mental health vs acute), list each system and which services use it. **N/A**
2. Violence prevention lead / security manager
 - a. Who is the Trust's designated Violence Prevention Lead and/or Security Manager? Please supply name and job title. **N/A**

- b. If the Trust does not have a designated single lead, please state the department or team responsible. **Patient and Organisational Safety Team.**

3. Contact email

- a. Please provide the official work email address for the person named in (2) or the generic team email for the role (e.g. security@trust.nhs.uk).
safety@combined.nhs.uk
- b. If personal data prevents disclosure of an individual's email address, please provide an appropriate alternative contact (team mailbox is preferable). **N/A**

4. Reporting categories

- a. Within your incident reporting system, what exact subcategories are used under the main "violence and aggression" (V&A) category? Please give the verbatim list of subcategory labels used (for example: "Verbal abuse", "Physical assault", "Threatening behaviour", "Sexual assault", "Hate incident", etc.).
- b. If categories changed during the period below, provide the date(s) of change and both old and new category lists.

Please see Appendix 1 attached.

5. Total incidents — quarterly counts

For the following periods, provide the total number of reported V&A incidents against staff for each quarter (broken down by quarter). Use financial-quarter ordering where Q1 = Apr–Jun, Q2 = Jul–Sep, Q3 = Oct–Dec, Q4 = Jan–Mar. Periods required:

- Financial year **2020/21** (Apr 1, 2020 – Mar 31, 2021) — give counts for each quarter.
- Financial year **2021/22** (Apr 1, 2021 – Mar 31, 2022) — give counts for each quarter.
- Financial year **2022/23** (Apr 1, 2022 – Mar 31, 2023) — give counts for each quarter.
- Financial year **2023/24** (Apr 1, 2023 – Mar 31, 2024) — give counts for each quarter.
- Financial year **2024/25** (Apr 1, 2024 – Mar 31, 2025) — give counts for each quarter.
- Quarter 1 2025/26 (Apr 1, 2025 – Jun 30, 2025) — give count for this quarter.

Please see Appendix 1 attached.

6. Incident breakdown by subcategory — quarterly

For the same periods as (5), provide the number of incidents by each subcategory listed in item (5) for each quarter (i.e., a table showing, for each quarter, counts for

“Verbal abuse”, “Physical assault”, etc.). If exact subcategories differ between services, provide a crosswalk or note. I have included a sample table below, if additional columns are necessary, please include them:

Please see Appendix 2 attached.

7. Staffing numbers (total)

- a. What is the total current number of staff employed by the Trust? Please state whether this is headcount or Full-Time Equivalent (FTE) and give the date the figure applies to (e.g. headcount / FTE as at 31 March 2025 or as at date of FOI response). **2101 Headcount as at 10th November 2025**

8. Operational / clinical staff numbers

- a. Of the total in (7), how many are clinical or front-line operational staff? Please define the metric used (headcount or FTE) and the date. **1837 Headcount as at 10th November 2025**

9. Board minutes

- a. Please provide a copy of the most recent publicly available board meeting minutes (or relevant pages) in which violence, aggression, staff security incidents, or staff safety pertaining to violence and aggression were discussed. If these minutes are published online, please provide the link and the meeting date.

Data requested can be found in the Health and Safety Annual Report in the September Board meeting held on 11th September 2025, enclosure 7. Which can be found here [Board meetings - North Staffordshire Combined Healthcare NHS Trust](#)

Data format & delivery

- Please use the tables provided unless they are incompatible, in which case
- Preferred format: machine-readable (CSV or Excel).
- I am happy to receive multi-media response to account for the questions and then the data tables,

Administrative / additional points

- If any element of this request is refused or withheld, please cite the specific FOIA exemption or data-protection reason and provide any available public-interest test explanation.
- I would be grateful for a response within 20 working days as required by the Act. If you need to clarify any part of this request or if any item is unclear, please contact me at the email address below.

Thank you for your assistance. Please note I have sent this email from a personal email account from where I am doing this research in addition to my role with the Association of Ambulance Chief Executives as National Ambulance Violence Prevention Lead.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted

Chair: Janet Dawson

Chief Executive: Dr Buki Adeyemo

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within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal 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.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance

Q4 Reporting Categories

Violence	Hate Crime	Hate Crime - Disability - 3rd Party To 3rd Party
Violence	Hate Crime	Hate Crime - Disability - 3rd Party To Pt
Violence	Hate Crime	Hate Crime - Disability - 3rd Party To St
Violence	Hate Crime	Hate Crime - Disability - Pt To 3rd Party
Violence	Hate Crime	Hate Crime - Disability - Pt To Pt
Violence	Hate Crime	Hate Crime - Disability - Pt To St
Violence	Hate Crime	Hate Crime - Disability - St To 3rd Party
Violence	Hate Crime	Hate Crime - Disability - St To Pt
Violence	Hate Crime	Hate Crime - Disability - St To St
Violence	Hate Crime	Hate Crime - Race - 3rd Party To 3rd Party
Violence	Hate Crime	Hate Crime - Race - 3rd Party To Pt
Violence	Hate Crime	Hate Crime - Race - 3rd Party To St
Violence	Hate Crime	Hate Crime - Race - Pt To 3rd Party
Violence	Hate Crime	Hate Crime - Race - Pt To Pt
Violence	Hate Crime	Hate Crime - Race - Pt To St
Violence	Hate Crime	Hate Crime - Race - St To 3rd Party
Violence	Hate Crime	Hate Crime - Race - St To Pt
Violence	Hate Crime	Hate Crime - Race - St To St
Violence	Hate Crime	Hate Crime - Religion - 3rd Party To 3rd Party
Violence	Hate Crime	Hate Crime - Religion - 3rd Party To Pt
Violence	Hate Crime	Hate Crime - Religion - 3rd Party To Staff
Violence	Hate Crime	Hate Crime - Religion - Pt To 3rd Party
Violence	Hate Crime	Hate Crime - Religion - Pt To Pt
Violence	Hate Crime	Hate Crime - Religion - Pt To St
Violence	Hate Crime	Hate Crime - Religion - St To 3rd Party
Violence	Hate Crime	Hate Crime - Religion - St To St
Violence	Hate Crime	Hate Crime - Religion - St Top Pt
Violence	Hate Crime	Hate Crime - Sexual Orientation - 3rd Party To 3rd Party
Violence	Hate Crime	Hate Crime - Sexual Orientation - 3rd Party To Pt
Violence	Hate Crime	Hate Crime - Sexual Orientation - 3rd Party To St
Violence	Hate Crime	Hate Crime - Sexual Orientation - Pt To 3rd Party
Violence	Hate Crime	Hate Crime - Sexual Orientation - Pt To Pt
Violence	Hate Crime	Hate Crime - Sexual Orientation - Pt To St
Violence	Hate Crime	Hate Crime - Sexual Orientation - St To 3rd Party
Violence	Hate Crime	Hate Crime - Sexual Orientation - St To Pt
Violence	Hate Crime	Hate Crime - Sexual Orientation - St To St
Violence	Hate Crime	Hate Crime - Transgender Identity - 3rd Party To 3rd Party
Violence	Hate Crime	Hate Crime - Transgender Identity - 3rd Party To Pt
Violence	Hate Crime	Hate Crime - Transgender Identity - 3rd Party To St
Violence	Hate Crime	Hate Crime - Transgender Identity - Pt To 3rd Party
Violence	Hate Crime	Hate Crime - Transgender Identity - Pt To Pt
Violence	Hate Crime	Hate Crime - Transgender Identity - Pt To St
Violence	Hate Crime	Hate Crime - Transgender Identity - St To 3rd Party
Violence	Hate Crime	Hate Crime - Transgender Identity - St To Pt
Violence	Hate Crime	Hate Crime - Transgender Identity - St To St
Violence	Violence/Assault	Abuse Via Social Media 3rd Party On 3rd Party
Violence	Violence/Assault	Abuse Via Social Media 3rd Party On Pt
Violence	Violence/Assault	Abuse Via Social Media 3rd Party On St
Violence	Violence/Assault	Abuse Via Social Media Pt On 3rd Party
Violence	Violence/Assault	Abuse Via Social Media Pt On Pt
Violence	Violence/Assault	Abuse Via Social Media Pt On St
Violence	Violence/Assault	Abuse Via Social Media St On 3rd Party
Violence	Violence/Assault	Abuse Via Social Media St On Pt
Violence	Violence/Assault	Abuse Via Social Media St On St
Violence	Violence/Assault	Attempted Assault 3rd Party To 3rd Party
Violence	Violence/Assault	Attempted Assault 3rd Party To Pt
Violence	Violence/Assault	Attempted Assault 3rd Party To St
Violence	Violence/Assault	Attempted Assault Pt To 3rd Party
Violence	Violence/Assault	Attempted Assault Pt To Pt
Violence	Violence/Assault	Attempted Assault Pt To St
Violence	Violence/Assault	Attempted Assault St To 3rd Party
Violence	Violence/Assault	Attempted Assault St To Pt
Violence	Violence/Assault	Attempted Assault St To St
Violence	Violence/Assault	Discrimination (Unintentional)
Violence	Violence/Assault	Disruptive Behaviour/General Outburst
Violence	Violence/Assault	Homophobic Abuse

Q5 Total Incidents- Quarterly Count

2020/21	Q1	426
	Q2	441
	Q3	385
	Q4	426
2021/22	Q1	527
	Q2	388
	Q3	447
	Q4	423
2022/23	Q1	564
	Q2	486
	Q3	346
	Q4	565
2023/24	Q1	612
	Q2	396
	Q3	334
	Q4	513
2024/25	Q1	433
	Q2	429
	Q3	471
	Q4	390
2026-26	Q1	456

Violence	Violence/Assault	Intimidation Or Threats
Violence	Violence/Assault	Lack Of Police Response To Protocol
Violence	Violence/Assault	Nuisance Calls
Violence	Violence/Assault	Physical - Assault (Injury) 3rd Party On 3rd Party
Violence	Violence/Assault	Physical - Assault (Injury) 3rd Party On Pt
Violence	Violence/Assault	Physical - Assault (Injury) 3rd Party On St
Violence	Violence/Assault	Physical - Assault (Injury) Pt On 3rd Party
Violence	Violence/Assault	Physical - Assault (Injury) Pt On Pt
Violence	Violence/Assault	Physical - Assault (Injury) Pt On St
Violence	Violence/Assault	Physical - Assault (Injury) St On 3rd Party
Violence	Violence/Assault	Physical - Assault (Injury) St On Pt
Violence	Violence/Assault	Physical - Assault (Injury) St On St
Violence	Violence/Assault	Physical - Assault (No Injury) 3rd Party On 3rd Party
Violence	Violence/Assault	Physical - Assault (No Injury) 3rd Party On Pt
Violence	Violence/Assault	Physical - Assault (No Injury) 3rd Party On St
Violence	Violence/Assault	Physical - Assault (No Injury) Pt On 3rd Party
Violence	Violence/Assault	Physical - Assault (No Injury) Pt On Pt
Violence	Violence/Assault	Physical - Assault (No Injury) Pt On St
Violence	Violence/Assault	Physical - Assault (No Injury) St On 3rd Party
Violence	Violence/Assault	Physical - Assault (No Injury) St On Pt
Violence	Violence/Assault	Physical - Assault (No Injury) St On St
Violence	Violence/Assault	Racial - Abuse 3rd Party On 3rd Party
Violence	Violence/Assault	Racial - Abuse 3rd Party On Pt
Violence	Violence/Assault	Racial - Abuse 3rd Party On St
Violence	Violence/Assault	Racial - Abuse Pt On 3rd Party
Violence	Violence/Assault	Racial - Abuse Pt On Pt
Violence	Violence/Assault	Racial - Abuse Pt On St
Violence	Violence/Assault	Racial - Abuse St On 3rd Party
Violence	Violence/Assault	Racial - Abuse St On Pt
Violence	Violence/Assault	Racial - Abuse St On St
Violence	Violence/Assault	Sexual - Abuse 3rd Party On 3rd Party
Violence	Violence/Assault	Sexual - Abuse 3rd Party On Pt
Violence	Violence/Assault	Sexual - Abuse 3rd Party On St
Violence	Violence/Assault	Sexual - Abuse Pt On 3rd Party
Violence	Violence/Assault	Sexual - Abuse Pt On Pt
Violence	Violence/Assault	Sexual - Abuse Pt On St
Violence	Violence/Assault	Sexual - Abuse St On 3rd Party
Violence	Violence/Assault	Sexual - Abuse St On Pt
Violence	Violence/Assault	Sexual - Abuse St On St
Violence	Violence/Assault	Sexual Abuse (Attempted) Pt To St
Violence	Violence/Assault	Smoking Related Aggression/agitation
Violence	Violence/Assault	Spitting - 3rd Party On 3rd Party
Violence	Violence/Assault	Spitting - 3rd Party On Pt
Violence	Violence/Assault	Spitting - 3rd Party On Staff
Violence	Violence/Assault	Spitting - Pt On 3rd Party
Violence	Violence/Assault	Spitting - Pt On Pt
Violence	Violence/Assault	Spitting - Pt On Staff
Violence	Violence/Assault	Spitting - St On 3rd Party
Violence	Violence/Assault	Spitting - St On Pt
Violence	Violence/Assault	Spitting - St On St
Violence	Violence/Assault	Verbal - Abuse 3rd Party On 3rd Party
Violence	Violence/Assault	Verbal - Abuse 3rd Party On Pt
Violence	Violence/Assault	Verbal - Abuse 3rd Party On St
Violence	Violence/Assault	Verbal - Abuse Pt On 3rd Party
Violence	Violence/Assault	Verbal - Abuse Pt On Pt
Violence	Violence/Assault	Verbal - Abuse Pt On St
Violence	Violence/Assault	Verbal - Abuse St On 3rd Party
Violence	Violence/Assault	Verbal - Abuse St On Pt
Violence	Violence/Assault	Verbal - Abuse St On St
Violence	Violence/Assault	Verbal - Disruptive Behaviour - Pt To Pt

	2020			2021			2022			2023			2024			2025						
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Total
Row Labels																						
Abuse Via Social Media 3rd Party On Pt												1		1			1					3
Abuse Via Social Media 3rd Party On St																				1		1
Abuse Via Social Media Pt On 3rd Party	1							1							1			1				4
Abuse Via Social Media Pt On Pt														1	1	1	1			1		4
Abuse Via Social Media Pt On St	1	3		1	1	1	1				1		1	1		1				3	1	16
Attempted Assault 3rd Party To Pt										1						1	2	1				5
Attempted Assault 3rd Party To St			1																	1		2
Attempted Assault Pt To 3rd Party					1			1	1	2		1	1	1	2		13	1	1	3	3	31
Attempted Assault Pt To Pt	5	4	8	14	3	10	9	13	8	7	2	10	10		4	2	12	10	4	7	8	150
Attempted Assault Pt To St	38	29	42	49	42	38	41	30	28	49	22	34	36	34	39	40	82	71	54	68	35	901
Attempted Assault St To Pt													2	1			1					4
Attempted Assault St To St													1									1
Damage To Trust Property	1																					1
Discrimination (Unintentional)						1												1	1			3
Disruptive Behaviour/General Outburst	143	182	140	172	143	128	139	211	147	136	111	225	203	110	84	154	109	97	153	155	103	3045
Hate Crime - Disability - Pt To Pt																						0
Hate Crime - Disability - Pt To St																			1	1		2
Hate Crime - Race - 3rd Party To 3rd Party																						0
Hate Crime - Race - 3rd Party To Pt																				1		2
Hate Crime - Race - 3rd Party To St																1	1					2
Hate Crime - Race - Pt To 3rd Party																				1		1
Hate Crime - Race - Pt To Pt																1	2	1	4	5		13
Hate Crime - Race - Pt To St																5	9	25	43	7		89
Hate Crime - Religion - Pt To 3rd Party																				37	20	57
Hate Crime - Sexual Orientation - Pt To Pt																					1	1
Hate Crime - Sexual Orientation - Pt To St																			2		1	3
Hate Crime - Transgender Identity - Pt To Pt																	1				1	2
Hate Crime - Transgender Identity - Pt To St																			2			2
Homophobic Abuse	2	3		1	2	3	3	1	2	1	3	2		1			1	1				26
Intimidation Or Threats	16	27	14	27	25	27	40	40	21	33	28	57	35	50	34	44	44	42	40	33	56	733
Lack Of Police Response To Protocol				1				2	1	1				1	1	3	1	1				12
Nuisance Calls						2	1	1	4	3	3	3	34	16	11	24	10	24	10	5	6	157
Physical - Assault (Injury) 3rd Party On 3rd Party												1	1			1	1			1		6
Physical - Assault (Injury) 3rd Party On Pt	1		1	2			1	1	1	2	1	3	2		3	3		2		2	1	26
Physical - Assault (Injury) 3rd Party On St	1																					1
Physical - Assault (Injury) Pt On 3rd Party	3	1	1		1	2	1	5		3	3	3	2	2	6	1	8			2	3	47
Physical - Assault (Injury) Pt On Pt	6	11	4	12	8	12	9	7	9	14	6	13	10	6	6	9	4	3	8	5	6	168
Physical - Assault (Injury) Pt On St	66	53	67	84	90	65	75	79	91	81	48	88	80	68	34	44	79	48	55	42	57	1394
Physical - Assault (Injury) St On 3rd Party									1					1								2
Physical - Assault (Injury) St On Pt				1																		1
Physical - Assault (No Injury) 3rd Party On 3rd Pa															1			1		1		3
Physical - Assault (No Injury) 3rd Party On Pt								1	1	1	1	3	2	3		1		1				14
Physical - Assault (No Injury) 3rd Party On St									1						1	2				1		5
Physical - Assault (No Injury) Pt On 3rd Party	3	2		1	2		1	1	1	2	1	3	3			2	2			4		28
Physical - Assault (No Injury) Pt On Pt	16	19	15	25	17	13	21	21	13	14	9	14	24	7	11	8	18	7	11	13	12	308
Physical - Assault (No Injury) Pt On St	64	38	34	90	37	38	36	54	46	73	42	81	47	39	36	39	51	54	59	49	45	1052
Physical - Assault (No Injury) St On Pt												1							1			2
Racial - Abuse 3rd Party On 3rd Party															1							1
Racial - Abuse 3rd Party On Pt												1										1
Racial - Abuse 3rd Party On St			1							1												2
Racial - Abuse Pt On 3rd Party								1				1				1	1					5
Racial - Abuse Pt On Pt	1	2			2	2			2	3	4		1		2	1	1					21
Racial - Abuse Pt On St	22	20	16	6	16	12	27	37	15	13	23	18	19	9	14	2	9	3	7			288
Sexual - Abuse 3rd Party On 3rd Party												1										1
Sexual - Abuse 3rd Party On Pt	1			1				1	1		1	3	1		2	1	1	2	2	1	1	19
Sexual - Abuse Pt On 3rd Party										2				1	1							4
Sexual - Abuse Pt On Pt		2	4	1			3	1	1	1					2	2		2		1	2	22
Sexual - Abuse Pt On St	2	5	7	3	4	1	3	2	6	7	3	2	1	3		4	5	5	2	1		66
Sexual Abuse (Attempted) Pt To St			1	1	1	1		2	1						2	1		3		1		15
Smoking Related Aggression/agitation	5	5	4	4	4	1		5	2	2	2	4	2	2		3	2		1	1	1	50

Spitting - Pt On 3rd Party												1								1	1	3
Spitting - Pt On Pt		2			4		1	1		1		1			1	1		1				13
Spitting - Pt On Staff	2	2	2		4	1	4	10	3	7	9	3	17	4	1	2	1	7	2	4	6	91
Verbal - Abuse 3rd Party On 3rd Party										1								1				2
Verbal - Abuse 3rd Party On Pt						1	1	1			1			2		1		1		1	2	11
Verbal - Abuse 3rd Party On St	5	1	1	6	2	3	1	1	1	6		5	3	10	5	5	6	9	7	2	3	82
Verbal - Abuse Pt On 3rd Party	1	1		1		1	1		2	2	2		1	2	4	3	2	1	3	1		28
Verbal - Abuse Pt On Pt	1	4	4	2	4	8	8	13	4	2	2	4	6	2	4	3	7	4	6	8	8	104
Verbal - Abuse Pt On St	18	22	19	22	13	17	19	19	9	13	16	23	20	16	14	20	36	23	40	39	30	448
Verbal - Abuse St On 3rd Party																	1					1
Verbal - Abuse St On Pt											1											1
Verbal - Abuse St On St							1								2	1	2		1			7
Verbal - Disruptive Behaviour - Pt To Pt	1	1						1		1		2	1	2	1	2	1	2	1			16
Grand Total	426	441	385	527	426	388	447	564	423	486	346	612	565	396	334	439	526	457	524	507	413	9632