



East London
NHS Foundation Trust
Information Governance
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3 October 2025

Our reference: FOI DA6229

I am responding to your request for information received 29 August 2025. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Request: 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.

Incident / risk management system

Question 1a: 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.

Answer: Ideagen Inphase.

Question 1b: If more than one system is used by different services (e.g. mental health vs acute), list each system and which services use it.

Answer: Not applicable.

Violence prevention lead / security manager

Question 2a: Who is the Trust’s designated Violence Prevention Lead and/or Security Manager? Please supply name and job title.

Answer: Richard Harwin, Health, Safety, Security and Emergency Planning Manager.

Question 2b: If the Trust does not have a designated single lead, please state the department or team responsible.

Answer: Not applicable.

Contact email

Question 3a: 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).

Answer: Email: richard.harwin@nhs.net

Question 3b: If personal data prevents disclosure of an individual’s email address, please provide an appropriate alternative contact (team mailbox is preferable).

Answer: Not applicable.

Reporting categories

Question 4a: Within your incident reporting system, what exact subcategories are used under the main “violence and aggression” (V&A) category? Please



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give the verbatim list of subcategory labels used (for example: “Verbal abuse”, “Physical assault”, “Threatening behaviour”, “Sexual assault”, “Hate incident”, etc.).

Answer: Please see Appendix 1 attached.

Question 4b: If categories changed during the period below, provide the date(s) of change and both old and new category lists.

Answer: Not applicable, categories have not changed in the period: 2020/21 – 2025/26.

Total incidents — quarterly counts

Question 5: 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.

Answer: Please see table below:

Financial Year	Financial Quarter	Total number of reported V&A incidents against staff
2020/21	Q1	1041
	Q2	1191
	Q3	1171
	Q4	1256
2021/22	Q1	1091
	Q2	1081
	Q3	1047
	Q4	952
2022/23	Q1	1044
	Q2	998
	Q3	1019
	Q4	960
2023/24	Q1	924
	Q2	954
	Q3	710
	Q4	688
2024/25	Q1	716
	Q2	847
	Q3	853
	Q4	873
2025-26	Q1	657



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Incident breakdown by subcategory — quarterly

Question 6: 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:

Answer: Please see attached Appendix 1.

Staffing numbers (total)

Question 7: 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).

Answer: Please see table below:

Staff Group	Trust total headcount (as of 8 September 2025)
Substantive	7744
Bank	1753
Honorary	1342

Operational / clinical staff numbers

Question 8: 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.

Answer: Please see table below:

Number of clinical or front-line operational Trust staff as of 8 September 2025.	
Staff Group	Headcount
Substantive	6189
Bank	1419
Honorary	1263

Board minutes

Question 9: 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.

Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.



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The information requested is accessible here:

[https://www.elft.nhs.uk/sites/default/files/2025-07/TBD-2025-07-24%20%20PUBLIC%20Combined%20Papers%20v002%20\(Quality%20Report%20updated\)%20Compressed.pdf](https://www.elft.nhs.uk/sites/default/files/2025-07/TBD-2025-07-24%20%20PUBLIC%20Combined%20Papers%20v002%20(Quality%20Report%20updated)%20Compressed.pdf)



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