

File reference	W17FOI092
Key words	Complaints about security guards
Date of release	09/03/2017
Attachments	Yes – L3

Freedom of Information Act Disclosure log - Reply Extract

You asked

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Please send me:

- i) **Who provides security at each of your hospital sites? Where security is supplied by multiple providers please breakdown this provision.**

Indigo

- ii) **How many complaints have been made to the trust in regards to hospital security guards in 2016?**

Five or fewer- Please refer to the legal notes below.

- iii) **For each complaint, please give a short description of the details (where available) and identify which security provider the security officer was employed by.**

The Trust cannot provide the information due to the biographically identifiable nature of the information - Please refer to the legal notes below.

- iv) **The number of times security guards have been used to restrain patients from January 2016 to the latest available figures? And the departments where the restraint took place?**

The Trust does not hold this information as a searchable term within our record management system.

- v) **Does the trust use security personnel to restrain patients with mental health problems or patients with dementia?**

If patients are presenting a risk to themselves or others, security personnel will take full instruction from clinical staff in these circumstances.

Legal notes

Plymouth Hospitals NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance with section 1(b) unless otherwise specified.

Please find the answers to your questions noting that we have redacted the data set where numbers are five or fewer. This avoids a breach of the first two Data Protection Act principles. This is in accordance with section 40.-(2)(a) and (b) by virtue of section 40.-(3)(a)(i), the personal information exemption as described in the Freedom of Information Act. A detailed rationale is provided in the attached document L3.