

25 September 2019

Information Rights & Compliance Team
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Our Ref: FOI/03396

Thank you for your request concerning complaints received at our Mental Health (MH) Inpatient Units.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

I would like the data for each year from 2010 including the most recent data available for 2019 for Inpatient Mental Health Units (up to and including 31 July 2019).

1. Total number of staff

	Substantive Staff Numbers for Acute Mental Health Inpatient Units	Agency Staff Numbers For Acute Mental Health Inpatient Units
2010	91	We are unable to provide you with the number of agency staff that worked specifically at our Acute Mental Health Inpatient Units in any one year because our system only allows for us to provide overall numbers which would include all our services i.e. CAMHS, Learning Disability, Older People community and inpatient.
2011	93	
2012	90	
2013	94	
2014	156	
2015	153	
2016	160	
2017	149	
2018	155	
Up to 31 July 2019	156	To provide this information would require a monthly run of reports and data validation which would invoke Section 12 ¹ . Data prior to 2014 is no longer available as we changed our system and this data is no longer available. To provide the data would involve running in excess of 60 reports to extract the data just for Acute Inpatient (Community and In-patient because these cannot be split). It is estimated it would take 30 minutes to per report i.e. 30 hours @ £25ph = £750.00

¹ Section 12 - Cost of compliance exceeds the appropriate limit of 18 hours and £450.00

2. Total number of complaints about staff that year

Please see below the total number of complaints received for our Acute MH Inpatient Units and the number of staff named in the complaints.

	Number of Complaints for Acute Mental Health Inpatient Units	Number of Named Staff * For Acute Mental Health Inpatient Units
2010	40	19
2011	31	11
2012	35	18
2013	38	20
2014	35	10
2015	52	25
2016	50	12
2017	26	9
2018	39	8
Up to 31 July 2019	27	5

* Please note that several complainants named more than one member of staff.

3. Total number of complaints about NHS staff that year

4. Total number of complaints about agency staff that year

We are unable to provide you with the breakdown of substantive staff and agency staff because this is not recorded.

Should you require further clarification or like to discuss payment, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

