

10 January 2020

Information Rights & Compliance Team  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

Tel: 01727 804954  
Email: [Hpkt.foi@nhs.net](mailto:Hpkt.foi@nhs.net)

Our Ref: FOI/03526

Thank you for your request concerning CMHT Discharges Due To Verbal Aggression.

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

- 1. I would like to make a freedom of information request to how many CMHT service users have been told they cannot support them because of aggressive verbal outbursts either in their homes or at the centre at Waverly Road St Albans.**

We are unable to provide the specific information you are requesting within the legal time limit because verbal aggression is not a reportable discharge category<sup>1</sup>.

In 2019/20 there were 413 service users discharged from our CMHT services. In order to provide the number of service users specifically discharged because of verbal aggression will involve us manually scrutinising each of the above records to establish the discharge reason.

It is estimated that it would take 5 minutes to extract the data i.e. 34.41 hours @ £25 = £860.25.

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](#).



<sup>1</sup> Section 12 - Cost of compliance exceeds the appropriate limit has been applied