

## **FOI 0297/2025 Response**

**Dear Birmingham and Solihull Mental Health NHS Foundation Trust**

**We would very much appreciate your help with our national survey of Violence against staff policy by answering these two questions.**

***1: Does your organisation provide support to staff who have experienced violence from service users or their carers?***

The Trust's Corporate Psychology Team and HR Team (People and Culture) are developing post incident support pathway that includes a toolkit for staff to access information and support.

This support includes access to Critical Incident team based support and debriefs offered by our Occupational Health providers.

For staff affected out of hours, the Trust has a Psychology on-call out of hours provision to guide immediate incident support that is also linked to 24/7 access to our Occupational Health provider.

In addition to this, the Trust's Local Security Management Specialist supports staff in matters relating to unacceptable behaviours and criminal offences committed against them by service users /carers, with the provision of advice, guidance and support about the criminal justice process and liaising with the police to support criminal investigations.

***2: Does your organisation have a policy in place, on how to support staff that have experienced violence from service users or their carers?***

The Trust's Management of Unacceptable Behaviour Policy contains advice on support routes for staff affected.

The Trust's Corporate Psychology team and HR Team (People and Culture) are developing post incident support pathway that includes a toolkit for staff to access information and support, with an associated policy also being developed.