

Date: **19 September 2019**

Our reference: **FOIRQ5412**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your requests for information below:

### **Your Request**

1.) How many **racist** a.) verbal b.) physical incidents have been **reported by NHS employees** involving patients or visitors in each of the following years: 2013, 2014, 2015, 2016, 2017, 2018 and 2019?

2.) How many **racist** a.) verbal b.) physical incidents have been **reported by NHS employees** involving fellow NHS employees in each of the following years: 2013, 2014, 2015, 2016, 2017, 2018 and 2019?

### **Our Response**

Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust') is a single site, specialist tertiary paediatric trust. The Trust does not centrally record information in the format specified in both questions (1) and (2) of your request for information. All incidents are recorded under the available categories of Aggressive Behaviour and Violence, Abuse and Harassment, which is approximately a total of 600 recorded incidents; but there is no category, or sub-category, detailing whether the incident was racist or contained a racial element; nor whether it relates to verbal or physical reported incidents.

**Please note:** The approximate total of 600 recorded incidents is not indicative in itself of how many incidents occurred that were racist or contained a racial element.

We have estimated to conduct a search of one of the available categories holding over 290 reported incidents (since 01/01/2013) would exceed the 18 hour cost limit, which is the limit stipulated for processing a request for information under Section 12 (Cost Limit) of the Freedom of information Act (FOIA) 2000. We have calculated that to conduct a search and cross-check each record would take between 5-10 minutes, which means to repeat the same search for 290 records would require in excess of 50 hours to complete the amount of work required. Your request is therefore exempt under Section 12(1) of the FOIA.

Section 12(1) of the FOIA allows the Trust to refuse a request where the cost of compliance is estimated to exceed the appropriate limit. The appropriate limit for Section 12 purposes is defined by The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 - SI 2004 No. 3244 ('Fees Regulation').

Under regulation 3 of the Fees Regulation the appropriate cost limit for the Trust is £450. The Fees Regulation also states that all authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour. This means that the appropriate limit will be exceeded, if it would require more than 18 hours' work for the Trust to carry out the following activities in complying with the request:

- determining whether the information is held
- locating the information, or a document containing it;
- retrieving the information, or a document containing it; and
- extracting the information from a document containing it.

Please note:

The information you have been provided under the Freedom of Information Act 2000 is the information held on the date of the Trust receiving your request for information.

We trust the information provided is sufficient and helpful in answering any issues, concerns or questions. Should you have any queries in relation to this request for information, please do not hesitate to contact the FOI Team and quote the above reference number on any correspondence to your request.

Re-use of information

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Yours sincerely

**Freedom of Information team**

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: [foiteam@gosh.nhs.uk](mailto:foiteam@gosh.nhs.uk)

**[Enclosed – Your Rights – See next page]**

**Your Rights**

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety Team  
Great Ormond Street Hospital  
LONDON  
WC1N 3JH

If, however, you remain dissatisfied with your response, you have the right to appeal the Information Commissioner as the final stage of the process. You can contact the Information Commissioner's Office at the following address:

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