

Ref: REQ5306
Date: 08.06.2020

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 30th April 2020.

I can confirm the following.

1. **Do you offer Conflict Management training?** Yes
 - a. **What is the average duration of these sessions?** Initial 3.5 hours, refresh 2 hours
 - b. **Are these sessions provided in-house, or are they contracted?** Contracted
 - c. **Which model of training do you deliver for this (e.g. GSA, NFPS)?** We follow the outcomes in the Core Skills Training Framework
 - d. **Which staff groups receive this training?** All staff can attend the training, but it is aimed mainly at staff with face to face patient contact
 - e. **How many staff are trained annually for this course?** Approx. 560 per year
 - f. **How much is charged per head for this course?** The sessions are run to a maximum capacity of 40 delegates for which we pay a flat fee. This is charged at £650 plus vat.
2. **Do you offer Breakaway training?** Yes (Frontline staff)
3. **Do you offer Physical Intervention training?** Yes, through Break-away training
4. **Do you offer Soft Restraint training?** Yes (Security team)

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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