

Ref: 2024/002
Date of Request: 01/05/2024
Date of Response: 21/05/2024

Freedom of Information (Scotland) Act 2002

Subject: Violence and Aggression in the Workplace

Request:

For the time period 1st April 2023 to 31st March 2024 (or your nearest 12-month period), please provide the following:

1. total number of violent incidents on your staff broken down by job title/category of worker
2. a breakdown of the nature of the violent incident e.g., verbal, physical, threatening behaviour
3. how many violent incidents have been reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences) Regulations, with a breakdown by job title/category of worker

Please could you break this information down into incidents involving female staff / male staff.

Violent incidents can include verbal abuse or threats including face to face; online and via telephone; physical attacks; threatening behaviour; racial abuse and sexual harassment/violence.

Response:

1. Total number of violent incidents on your staff broken down by job title / category of worker.

Our response: 1 x manager; and 4 x front of office.

2. A breakdown of the nature of the violent incident e.g., verbal, physical, threatening behaviour

Our response: 3 x verbal abuse; 1 x aggressive behaviour; and 1 x actual physical assault.

3. How many violent incidents have been reported under RIDDOR Regulations, with a breakdown by job title / category of worker.

Our response: 0.

4. Please could you break this information down into incidents involving female staff / male staff.

Our response: 4 x female; and 1 x male.