

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: FOI-17-1093 - Violence at Work
Date: 29 August 2017 15:14:21
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED],

Thank you for your information request of 31 July 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

Please note this information is not held accurately in a central record. As such, I have gone to each Service to confirm their figures. Please see the information below, separated by Service. Where Services have provided a nil response to all questions, they have not been included.

1 What is the total number of assaults on your employees during the past year? (I am not so much concerned by whether the period is the last calendar year, financial year or other dates, as long as it is the last 12 month period for which you hold figures.)

897.

2 Please provide a breakdown of the nature of the assault, e.g. verbal, physical, threatening behaviour.

Education & Children's Services – Assault on Employees 1 Aug 2016 – 31 July 2017		
VIOLENCE (including Anti-Social behaviour, verbal, and physical abuse, physical violence, threatening or menacing behaviour, including threat with a weapon and damage to personal property)	INAPPROPRIATE COMMUNICATION/ABUSE (including verbal abuse, religious and racial abuse, inappropriate gestures, and physical contact)	PHYSICAL ASSAULT *
224	36	520

* all incidents reported under this category have been included, no matter how minor.

3 Please provide a breakdown of the category of worker involved, e.g. social care worker, parking attendant, teaching or non-teaching staff.

Corporate Governance – Human Resources & Customer Service

Total – 12

Physical assault -2

Verbal assault – 1

Threatening behaviour – 6

Disruptive behaviour – 1

Inappropriate communication – 2

Customer service adviser – 8

Security guard – 4

Social Care

Total number of assaults were 43

Physical Assault – 6

Another Kind of Incident – 3

Disruptive Behaviour – 5

Threatening Behaviour – 23

Verbal Abuse – 6

Support Worker – 40

Social Worker – 3

COMMUNITIES, HOUSING & INFRASTRUCTURE 1 AUGUST 2016 - 31 JULY 2017				
JOB TITLE	TYPE OF ASSAULT			TOTAL
	INAPPROPRIATE COMMUNICATION / VERBAL ABUSE	VIOLENCE	ANIMAL	
ACCOMODATION UNIT OFFICER	2			2
ASB INVESTIGATION OFFICER	1	3		4
ASSISTANT CASE OFFICER	1			1
ASSISTANT HOUSING OFFICER	2			2
AUTHORISED OFFICER	1			1
CITY WARDEN	19	10		29
CLEANING CHARGEHAND	1			1
CLEANING KEYHOLDER	1			1
ENERGY SURVEYOR		1		1
ENVIRONMENTAL HEALTH OFFICER	1			1
ENVIRONMENTAL OPERATIVE			1	1
ESCORT		2		2
GROUNDSPERSON		1		1
HOUSING OFFICER	3	2		5
INSPECTOR	1			1
JANITOR	1	1		2
PLANNING APPLICATION SUPPORT TEAM	1			1
REFUGEE SUPPORT OFFICER		2		2
SUPPORT OFFICER	2			2
TEAM LEADER GAS			1	1
VOIDS CONTROL OFFICER		1		1
TOTAL	37	23	2	62

Education

Type of staff	VIOLENCE	INAPPROPRIATE COMMUNICATION/ABUSE	PHYSICAL ASSAULTS *	TOTALS
Library Staff	0	9	0	9
Support and Non-Teaching Staff	127	3	394	524

Teaching Staff	97	24	126	247
Grand Total	224	36	520	780

* all incidents reported under this category have been included, no matter how minor.

4 Please give figures for assaults on non-teaching staff in schools.

COMMUNITIES, HOUSING & INFRASTRUCTURE 1 AUGUST 2016 - 31 JULY 2017				
JOB TITLE	TYPE OF ASSAULT			TOTAL
	INAPPROPRIATE COMMUNICATION / VERBAL ABUSE	VIOLENCE	ANIMAL	
CLEANING CHARGEHAND	1			1
CLEANING KEYHOLDER	1			1
GROUNDSPERSON		1		1
JANITOR	1	1		2
TOTAL	3	2		5

Education

Type of Incident	TOTALS
INAPPROPRIATE COMMUNICATION/ABUSE	3
VIOLENCE	122
PHYSICAL ASSAULT *	393
Grand Total	518

* all incidents reported under this category have been included, no matter how minor.

5 Please give figures for assaults on housing staff.

COMMUNITIES, HOUSING & INFRASTRUCTURE 1 AUGUST 2016 - 31 JULY 2017				
JOB TITLE	TYPE OF ASSAULT			TOTAL
	INAPPROPRIATE COMMUNICATION / VERBAL ABUSE	VIOLENCE	ANIMAL	
ACCOMODATION UNIT OFFICER	2			2
ASSISTANT CASE OFFICER	1			1
ASSISTANT HOUSING OFFICER	2			2
HOUSING OFFICER	3	2		5
REFUGEE SUPPORT OFFICER		2		2
SUPPORT OFFICER	2			2
VOIDS CONTROL OFFICER		1		1
TOTAL	10	5		15

6 Please break down social care staff as outlined above, if available.

Staff in Residential Care for Adults – 28

Staff in Adult Learning Disability Day Care – 11

Social Worker - 3

Other Social Care Staff – 1

7 What system/s do you use to enable staff to record incidents? What changes or improvements have you made to these in recent years?

Corporately we have an Accident/Injury and Incident/Near Miss Investigation Process which includes an electronic recording system. This is reviewed and improved on an ongoing basis. The near miss report forms have been amended to highlight primary and secondary root causes in conjunction with the related Services / Directorates.

Social Care

Initially the recording of incidents were paper based forms which were collated manually but now everything has been streamlined to be inputted on an electronic system which everyone has access to. Staff are encouraged to record all incidents on this system and where access is limited, staff can still complete a paper copy which can be inputted electronically by their Line Manager.

Education

- Improved violent Incident recording procedures
- Staff encouraged to complete these to provide data
- Recording is now done electronically to enable the data to be interrogated
- Information shared with Quality Improvement Officers
- Person Centred Risk Assessment process devised to enable robust planning to prevent incidents
- Currently undertaking benchmarking exercise with other authorities on the definition, reporting and recording of incidents

8 What processes do you have to support staff who have been victims of assaults? What changes or improvements have you made to these in recent years?

Corporately we have an Employee Assistance Service which provides free 24/7 confidential counselling to employees. This currently being rebranded prior to issue to colleagues. Each case would be considered on its own and appropriate support offered. Staff would be reminded of the various support services offered through the Council

Social Care

The service has a number of corporate processes and initiatives in place to support staff.

- All incidents involving staff in physical assault, threats/menacing behaviour or Anti a social/disruptive behaviour must be reported.
- Where employees are subject to violence/threat of violence or aggression they will be provided with appropriate personal support.
- Staff have direct support from their Line Manager and full investigation / de-brief meeting will take place after any incident
- Staff also have continual monthly support in the form of 1 – to – 1 meetings with their Line Manager to discuss any issues
- Aberdeen City Council provides confidential, 24-hour counselling service, 365 days a year. All staff have access to Counselling Service / 'Time to Talk Counselling' through a variety of mediums, telephone, face to face or via the web.
- Staff are well trained in a variety of courses including de-escalation techniques and these training courses and their effectiveness are continually reviewed and updated as required.
- All residential workers are trained in how to deal with Physical Assaults and are therefore receive Strategies for Crisis Intervention and Prevention Training (PROACT SCIPr (UK) ®) and violence and aggression training.

- Also as a preventative measure, regular meetings take place at establishments to discuss what further measures may be required in order to reduce the potential for physical assault from clients.

Education

- School based responses led by Head Teacher / other establishments by line manager
- Time to Talk – counselling provision
- Engagement in Person Centred Risk Assessment process is now encouraged
- Training in de-escalation strategies

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

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