

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: FOI-17-1802 - Attacks on Workers
Date: 22 December 2017 13:09:24
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED],

Thank you for your information request of 27 November 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

1. How many of the local authority workers have been subject to attacks while at work over the past five years

Corporate Governance-Revenues and Benefits

5 instances reported

Communities, Housing and Infrastructure

319 – Please note, CHI only have computer records from July 2013 so all figures shown are for the period from July 2013 to November 2017.

Education and Children's Services

To answer this request would take an admin assistant going through old paper files from 2013 onward (none held prior to this) and reading through each one to see if it was an attack (as opposed to a different type of injury or near miss), and then separating by names, and making sure there were no duplicates before being able to count them. Once our service started using the YourHR online reporting system, from Jan 2015, these were input online, and these statistics would require running reports and filtering them by name and then getting rid of duplicate individual names in order to get a count of actual workers affected.

An average year has approximately 700 forms. If each paper form from 2013 and 2014 took 3 minutes each, this would be 4200 minutes, or 70 hours. For the electronically held records this would still take filtering and scanning which would easily take 30 minutes per year, for 2015, 2016, and 2017. This works out at 1.5 hours.

ACC is unable to provide you with information on **How many of the local authority workers have been subject to attacks while at work over the past five years for Education and Children's Services** as the cost of providing it has been calculated as being in excess of the statutory maximum (£600). This has been calculated at 71.5 hours, at the cost of £755.04 in total.

In order to comply with its obligations under the terms of Section 16 of the FOISA, ACC hereby give notice that we are refusing your request under the terms of Section 12 - Excessive Cost of Compliance - of the FOISA.

ACC would be happy to discuss ways in which you may refine your request, so we can provide some information of interest to you within the maximum cost limits. Please do contact the Information Compliance team, who will be happy to advise you, if this is something you would like to pursue.

It may also be helpful to look at a similar previous response, FOI-17-0403 – Violence Against Staff:
<https://www.aberdeencity.gov.uk/sites/aberdeencity-cms/files/FOI-17-0403%20-%20Violence%20Against%20Staff.pdf>

Social Work

Electronic records date back to July 2013. Previous to that incidents were collated manually on a paper based system however these records are no longer held and as such cannot be provided. Since July 2013 we have had 277 attacks on members of staff within Adult Social Care and Children's Social Work.

2.Can I ask whether this can be broken down into instances of physical and verbal abuse

Corporate Governance-Revenues and Benefits

4 inappropriate language

1 vandalism

Communities, Housing and Infrastructure

Threatening Behaviour/Physical Assault – 125

Inappropriate Communication – 194

Education and Children's Services

Please see excessive cost exemption above.

Social Work

Service	Incident Type	No of Incidents
Adult Social Care	Physical Assault	88
Adult Social Care	Verbal Abuse	23
Children's Social Work	Physical Assault	113
Children's Social Work	Verbal Abuse	53
Total		277

3.Can this information be broken down by the services the workers were employed by

CG-RB

All employees were employed by the Revenues and Benefits service.

CHI

Service	Physical Assault	Threatening Behaviour	Inappropriate Communication
Communities & Housing	3	100	169
Land & Property Assets	5	6	11
Planning & Sustainable Development	3	2	2
Public Infrastructure & Environment	4	2	12
Total	15	110	194

Education and Children's Services

Please see excessive cost exemption above.

Corporate Governance – Customer Service

2014 – Children's Social Work

2015 – Registrars

Social Work

Please see the table under Q2 above.

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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