

Response to Request for Information

Reference FOI 003528
Date 30 April 2019

Violence at work

Request:

I am writing to make a formal request under the Freedom of Information Act 2000.

Note: For the purposes of this FoI please use the Health and Safety Executive (HSE) definition of work-related violence (violent incidents): "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work"

Part 1 - Your violence at work policies

1. Do you have a policy/policies in place to protect employees from violence at work? (Yes/No).
2. Are these policies built into the commissioning process for organisations delivering outsourced services? (Yes/No). **Not routinely.**

Part 2 - Violent incidents and monitoring

3. Do you collect data on violent incidents? (Yes/No)
4. If so, how many violent incidents did you record in the following years:

2018/19	234
2017/18	268
2016/17	289
2015/16	313

Part 3 – Staff training and support

5. Are risk assessments conducted for:
 - Public facing staff (Yes/No)
 - Lone working staff (Yes/No)
6. Do staff receive training to ensure they are aware of the appropriate way to deal with threatening situations? (Yes/No)
7. Is advice, support, or counselling available for staff who are victims of violence at work?
 - Advice (Yes/No)
 - Support (Yes/No)
 - Counselling (Yes/No)