

Request for Information

Ref: 000108
FOI

Freedom of Information (Scotland) Act 2002

Questions

A request was received regarding the time period 1st April 2024 to 31st March 2025 (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

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.

SBHA response was:

1. *Total number of violent incidents by Job title/Category of worker*

Response:

Advisors	46
Officers	9
Managers	2
Trades	8

This is broken down as Male 43 and Female 22

2. *A breakdown of the nature of the violent incident*

Response:

Verbal threat in person	18	(Male 13, Female 5)
Verbal threat in text or email	1	(Male 1)
Excess contact/abusive contact	46	(Male 28, Female 17)

3. *How many violent incidents have been reported under RIDDOR Regulations by Job title/category of worker*

Response: Nil

	Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.
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