



15 May 2019

FREEDOM OF INFORMATION REQUEST – 590/19

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request / Response:

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)

Answer:
A relevant policy is currently in draft.

2. Are these policies built into the commissioning process for organisations delivering outsourced services? (Yes/No)

Answer:
This is to be determined.

Part 2 - Violent incidents and monitoring

3. Do you collect data on violent incidents? (Yes/No)

Answer:
Yes. This data has been collected since August 2016.

4. If so, how many violent incidents did you record in the following years:

Answer:

2018/19	*
2017/18	0
2016/17 (from August 2016)	0
2015/16	Data not available



* In accordance with the Freedom of Information Act 2000 this email message acts as a Refusal Notice.

We can confirm that we hold the information however we are unable to supply it as we consider this information to be exempt due to the low number of individuals identified.

The Council is relying on Section 40(2) – personal information in that it believes the exemption applies because the information is personal information and we believe that disclosure would not be fair or lawful because it would breach the first data protection principle as outlined in Part 4, Chapter 2 of the Data Protection Act 2018. We consider that these individuals would have a reasonable expectation of privacy.

Part 3 – Staff training and support

5. Are risk assessments conducted for:

* Public facing staff (Yes/No)

Answer:

Yes

* Lone working staff (Yes/No)

Answer:

Yes

6. Do staff receive training to ensure they are aware of the appropriate way to deal with threatening situations? (Yes/No)

Answer:

Yes, subject to need, as identified by a risk assessment.

7. Is advice, support, or counselling available for staff who are victims of violence at work?

* Advice (Yes/No)

Answer:

Yes

* Support (Yes/No)

Answer:

Yes

* Counselling (Yes/No)

Answer:

Yes

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The Information Commissioner's Office
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Yours faithfully

FOI Administrator
Business Support Team
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