

# Freedom Of Information Request Response

<b>Ref No.</b>	FOISA 2025-5
<b>Date Received</b>	22/08/2025
<b>Date Responded</b>	22/09/2025
<b>Title</b>	Violent incidents involving staff

<b>Request</b>	<p>Freedom of Information Request - Violence at Work</p> <p>Dear FOI Officer,</p> <p>For the time period 1st April 2024 to 31st March 2025 (or your nearest 12-month period), please provide the following:</p> <ol style="list-style-type: none"><li>1. total number of violent incidents on your staff broken down by job title/category of worker</li><li>2. a breakdown of the nature of the violent incident e.g., verbal, physical, threatening behaviour</li><li>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</li></ol> <p>Please could you break this information down into incidents involving female staff / male staff.</p> <p>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.</p> <p>As you will be aware the requirements of the Freedom of Information (Scotland) Act 2002 are that public bodies should provide requested information within 20 working days. We look forward to receiving your response.</p>
<b>Response</b>	<p>Hello,</p> <p>We acknowledge your request for information under the Freedom of Information Scotland Act (FOISA), made on 26 August 2025 where you requested information regarding violent incidents on our staff.</p>

Riverside Scotland can confirm that it holds information relating to your request and provides the following in response:

**Date Range: 01/04/2024 - 31/03/2025**

**Number of Incidents: 8**

<u>Date of Incident</u>	<u>Nature of Incident</u>	<u>Male/Female Staff</u>	<u>Job Title of Staff Member</u>
18/07/2024	Verbal Abuse in Person	Female	Housing Officer
24/07/2024	Verbal Abuse in Person	Female	Housing Officer
19/08/2024	Verbal Abuse in Person	Female	Housing Officer
22/08/2024	Verbal Abuse in Person	Female	Housing Officer
02/09/2024	Verbal Abuse Over the Phone	Female	Housing Officer
18/10/2024	Verbal Abuse in Person	Male	Housing Officer
21/11/2024	Verbal Abuse in Person	Female	Housing Officer
22/01/2025	Threats of Violence in Person	Female	Housing Officer

**Incidents Reported under RIDDOR: Zero**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of your original response and should be forwarded to:

[foi@riverside.org.uk](mailto:foi@riverside.org.uk)

However, if you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision via the following details:

**Email**

[enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

**Post**

Scottish Information Commissioner  
Kinburn Castle

	<p>Doubledykes Road St Andrews Fife KY16 9DS <b>Telephone</b> 01334 464610</p> <p>Kind regards,</p> <p>FOI Team The Riverside Group</p>
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