

FOI Reference Number: FOI/041/1920

Date: 29 May 2019

Request:

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)

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	
2017/18	
2016/17	
2015/16	

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)

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 30 April 2019.

Please find below and attached Mid and East Antrim Borough Council's response to the information you requested in relation to work-related violence.

Part 1 - Your violence at work policies

1. Do you have a policy/policies in place to protect employees from violence at work? **YES**
2. Are these policies built into the commissioning process for organisations delivering outsourced services? **NO, however, on a case by case basis we may amend our specification requirements as necessary if particularly relevant to the procurement exercise.**

Part 2 - Violent incidents and monitoring

3. Do you collect data on violent incidents? **YES**
4. If so, how many violent incidents did you record in the following years:

2018/19	4
2017/18	1
2016/17	1
2015/16	No Data

Part 3 - Staff training and support

5. Are risk assessments conducted for:
 - Public facing staff **YES**
 - Lone working staff **YES**
6. Do staff receive training to ensure they are aware of the appropriate way to deal with threatening situations? **YES**

7. Is advice, support, or counselling available for staff who are victims of violence at work?
- Advice **YES**
 - Support **YES**
 - Counselling **YES**

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/041/1920 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeastantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.