It's not part of the job



Violence at work report

Health & Safety Conference
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UNISON Scotland

Violence at Work Report 2026 – Violence is Not Part of the Job!

Introduction

Our 2026 Violence at Work report, as in previous years, continues to show violence and aggression at work to be a real and consistent problem in our public services in Scotland. Employers have a legal duty to protect their staff, and UNISON aims to raise awareness and encourage best practice in tackling violence at work in public services. We want to put an end to it being seen as either a routine or normal part of the job. **Violence at work is not part of the job!**

We cannot separate rising levels of aggression from the wider pressures facing our public services, 'violence, abuse and aggression are not part of the job for any of our members providing public services. The fact that many workers have come to expect this as part of their working lives does not make it acceptable. No worker should be expected to tolerate behaviour that places their health, safety or dignity at risk.

Of course, we know that workplace violence is not just physical. Abuse, threats and intimidation are all part of the picture too, reflecting the Health and Safety Executive's broad definition of violence at work. Aggression can take many forms. It can involve verbal abuse, online harassment, racial abuse, sexual harassment or any other behaviour used to create fear and distress. UNISON's evidence gathering consistently finds worrying levels of violence and aggression across public services.

Too often, our members tell us incidents are not reported. When they are reported, they are not followed up. Risk assessments are inadequate. Staffing concerns are ignored. Workers are expected to accept behaviour that would never be tolerated in any other setting.

Our survey cannot of course give a complete picture of the incidents of violence experienced by workers delivering public services in Scotland. We know many incidents that workers experience are never formally reported or recorded. Reports from across different sectors can often be less detailed than others and there are many different recording systems in terms of the types and natures of incidents that are recorded used by employers. We rely heavily on public service organisations providing information in a usable form. This year's survey has seen a marked increase in employers applying some level of exemption on areas of information It is, as in previous reports, apparent from this year's responses that public bodies lack a shared understanding of GDPR. Where there are small numbers some organisations do not disclose either the total number of incidents, or breakdown incident type, job role or sex on the grounds that individuals may be identifiable, while other organisations are willing to disclose. The threshold for this also varies widely between different public bodies, although many do have very detailed recording systems in terms of the types and nature of incidents.

However, from the information we have been able to obtain through the FOI process, violence and aggression continue to affect public service workers daily and is an ongoing and persistent issue. Our message is clear - every worker deserves to be treated with dignity and respect, and every worker deserves to carry out their role free from fear, intimidation and return home safely at the end of the day.

Methodology

The survey is carried out by means of a Freedom of Information (FOI) request being sent to all Local Authorities and Health Boards in Scotland, as well as to employers in the other public services who are also subject to the FOI legislation. For the 5th year since the extension of FOI legislation to this sector, this years' report also includes information received from Registered Social Landlords (Housing Associations).

The FOI requests ask for details on the number of "total violent incidents" during the preceding 12-month period from our previous years' UNISON Scotland Violence at Work Report. The exact questions are set out in Appendix 1.

Violence in the Workplace as a Health & Safety issue

Violence in the workplace is not part of the job and employers have a duty to protect their staff from abuse, threats, and assaults. The Health and Safety Executive (HSE), defines violence at work as "any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work." Any definition must include incidents of major injury (requiring medical assistance) and minor injury (requiring first aid or no medical aid). But it is equally important to include threats and verbal abuse even if no physical injury occurs. Such abuse can lead to physical violence and will contribute to the levels of stress experienced by staff. According to the HSE, physical attacks are "obviously dangerous, but serious or persistent verbal abuse or threats can also damage employees' health through anxiety or stress."

Repeated verbal abuse can also lead to work related ill health, reduced morale, and increased sickness absence. It is also important to remember that work-related violence is not limited to the actual workplace and can take place in the community, to and from work, in isolated areas or even at the home of the worker.

Urgent action needed

Employers and the Scottish government need to take swift and strong action to ensure that all staff are safe at work. Public bodies must also meet their legal obligations under Freedom of Information legislation. It is not acceptable to avoid scrutiny by delaying or not responding to requests for information – particularly in areas as important as violence against public service staff.

Employers must:

• Ensure that reporting systems are fit for purpose, consistent and that all staff are report all incidents of violence and aggression they experience in the course of their work.
• Use the reporting systems and the data collated on violence and aggression at work to design and implement strong policies and procedures to protect staff support their health and wellbeing whist at work and to promote a zero-tolerance approach to violence and aggression in the workplace.
• Ensure that data relating to violence and aggression targeted on protected characteristics (Equality Act 2010) is accurately collated to ensure that public bodies are meeting their obligations under the Public Sector Equality Duty and take action to protect staff from abuse related to any protected characteristic.

The Scottish Government must:

• Ensure bodies and organisations delivering public services are recording incidents, promoting a zero-tolerance approach, and protecting all staff from violence and aggression at work.

The Information Commissioner should:

• Remind bodies of the legal obligations under FOI legislation.

Public service workers experiencing violence at work should:

• immediately report it to their line manager/record on reporting systems, follow organisational reporting policies and procedures. UNISON advocates for a zero-tolerance approach, encourages reporting to reduce further incidents.

Why it is important to report

• **Early Intervention:** Reporting incidents, even minor ones, helps prevent future escalations.
• **Data Collection:** Reporting helps gather data that demonstrates the scale of the problem and informs strategies to improve safety.
• **Employer Accountability**: Reporting encourages employers to act, understand their responsibilities, and invest in preventative measures.

UNISON encourages public service workers to ask their employers to sign up to our **UNISON-Violence-at-Work-Charter** which outlines a commitment to tackling violence at work and encourages employers to implement policies, conduct risk assessments, provide training, and ensure adequate staffing to prevent incidents.

RIDDOR Reporting

RIDDOR, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, is the legal framework that requires employers to notify the Health and Safety Executive when a workplace incident results in a specified injury, over-seven-day absence from work, or another serious health and safety event. In the context of violence at work, a RIDDOR report is an important indicator that an incident has gone beyond unacceptable behaviour and has resulted in harm serious enough to meet a legal reporting threshold.

From UNISON Scotland's perspective, RIDDOR figures represent only the tip of the iceberg. Thousands of workers experience assaults, threats, intimidation and abuse every year, but only a small proportion result in a RIDDOR report because many incidents do not meet the statutory threshold despite still having a profound impact on workers' physical and mental wellbeing, and many more are never reported at all. That is why RIDDOR data should be used not simply as a measure of injury, but as a warning sign that employers must act to prevent violence before workers are harmed. Every RIDDOR report represents a failure of prevention and highlights the need for better staffing levels, robust risk assessments, improved reporting systems, effective training, and greater investment in workplace safety to ensure no worker is injured simply for doing their job.

2026 - Report Summary

Headlines:

- The survey registered a total of 94,987 incidents of violence (260 per day) against public service staff in the year to 31 March 2026
- The total number of incidents was 26 % higher than recorded in our 2025 report, for the proceeding 12-month period, with an additional 19,576 incidents reported
- Around 6 in 10 of all incidents in our 2026 report (60 %) involves violence against local authority staff
- Health Boards (Territorial and Special Boards) account for almost 31% of violent incidents
- Schools, nurseries and other educational establishments continue to account for most incidents that were reported in the FOI data we received
- 11 out of the 12 groups of public bodies/public services responding to our FOI survey showed an increase in reported incidents from 2025

Change in number of violent incidents reported by sector, 2023 - 2026.

	2026	**2025**	**2024**	**2023**	**%Change 2025-2026**
Local Government	57,038	47,249	40,306	35,470	+20%
NHS Territorial Health Boards	26,461	18,579	16.793	10,984	+42%
NHS Special Health Boards	2,997	2,024	1,585	1,340	+48%
Fire & Rescue	77	59	-	80	+30%
Police Scotland	6471	5,776	5565	5822	+12%
Scottish Government	8	11	4		-27%
Scottish Water	11	10	6	3	+10%
NDPBs	42	38	36	19	+10.5%
Leisure Trusts	157	101	169	120	+55%
HE Universities	103	38	43	65	+171%
FE Colleges	86	64	70	54	+34%
Housing Associations	1,546	1,462	1296	727	+6%
TOTAL	**94,987**	**75,411**	**65,875**	**54,684**	**+26%**

	Total number of violent incidents reported 1 April 2025 - 31 March 2026	% of share of all incidents reported 1 April 2025 to 31 March 2026
Local Government	57,038	60%
NHS Territorial Health Boards	26,461	28%
NHS Special Health Boards	2,997	3%
Fire & Rescue	77	-
Police Scotland	6,471	7%
Scottish Government	8	-
Scottish Water	11	-
NDPBs	42	-
Leisure Trusts	157	-
HE Universities	103	-
FE Colleges	86	-
Housing Associations	1,546	1.6%
TOTAL	94,987	

The 2026 UNISON Scotland Violence at Work Report records FOI responses on incidents of violence and aggression at work from a wide range of Scottish public sector employers, including, local authorities, NHS boards, colleges, universities, leisure trusts, NDPBs, Police Scotland, the Scottish Government; Scottish Water and housing associations.
The survey covered incidents between 1 April 2025 and 31 March 2026.

Headline findings

- Responses were received from 250 of 251 organisations contacted.
- A total of **94,987 incidents of violence and aggression** were reported across all sectors.
- The largest numbers were reported by:
    - Local Authorities: **57,038 incidents**
    - NHS/Health: **29,458 incidents**
    - Police Scotland: **6,471 incidents**
    - Housing Associations: **1,546 incidents**

Key themes

Physical violence and assault were the most reported forms of violence in Local Authorities and NHS organisations, particularly in education, social care, healthcare and support services.

Verbal abuse, threats and intimidation were prevalent across all sectors and were especially common in housing, customer-facing services, colleges, universities, leisure facilities and call-handling environments.
Many organisations also reported incidents of:

- Sexual harassment
- Racial abuse
- Property damage
- Online/email abuse
- Stalking and intimidation
- Aggressive behaviour involving weapons or animals.

Local Authorities

- Local Authorities recorded **57,038 incidents**, by far the largest sector total.
- Incidents were concentrated in:
    - Education and schools
    - Additional support needs services
    - Social care
    - Early years services
    - Housing and customer-facing roles.
- Large numbers of physical abuse/assaults were reported by councils including Glasgow City, Fife, Edinburgh, North Lanarkshire, Aberdeen City and North Ayrshire.

NHS and Health

- NHS Territorial Boards **26,461** and Special Health Boards **2,997** recorded incidents
- Nursing and midwifery staff were the occupational groups most frequently affected.
- Common incident types included:
    - Physical assaults by patients
    - Verbal abuse
    - Threats of violence
    - Challenging and aggressive behaviour
    - Sexual harassment and assault.
- Particularly high numbers were reported by NHS Fife, NHS Greater Glasgow and Clyde, NHS Highland, NHS Lanarkshire and NHS Forth Valley.

Further and Higher Education

- FE colleges reported **86 incidents** and universities reported **103 incidents**.
- Most incidents involved verbal abuse, threatening behaviour and harassment directed at lecturers, support staff, security staff and professional services staff.
- Several institutions also reported sexual harassment and physical assaults.

Leisure Trusts and NDPBs

- Leisure Trusts reported **157 incidents**, mainly verbal abuse and threatening behaviour directed at customer-facing employees.
- NDPBs reported **42 incidents**, again predominantly verbal aggression and intimidation.

Police, Fire, Scottish Government and Scottish Water

- Police Scotland reported **6,471 incidents** affecting police officers, staff and special constables.
- Scottish Fire and Rescue Service reported **77 incidents**, including verbal abuse, physical assaults and attacks on property/equipment.
- Scottish Government reported **8 incidents** involving verbal abuse, aggressive behaviour, intimidation and threatening communications.
- Scottish Water reported **11 incidents**, mainly verbal abuse and threatening behaviour towards frontline operational staff.

Housing Associations

- Housing Associations reported **1,546 incidents** in total.
- The majority involved housing officers, customer service staff, support workers, maintenance staff and estates workers.
- Most incidents were verbal abuse and threatening behaviour, though several organisations reported physical assaults and sexual harassment.
- Significant numbers were reported by organisations such as Wheatley Housing Group (589 incidents), Hillcrest Homes (183), Hanover (82), Trust Housing (59) and Loreburn Housing (49).

The responses show that violence and aggression remain a significant workplace issue across Scotland's public services. Education, health and social care settings account for most incidents, with physical violence particularly common in schools, care services and healthcare environments. Across all sectors, verbal abuse, threats and intimidation are routine experiences for staff, indicating the continuing need for stronger prevention measures, reporting systems and employer support.

Public Sector - Total Incidents

Local Authorities

Based on the responses received by Scottish Councils, a total of 57,038 incidents of violence and aggression, accounting for 60% of all incidents recorded in this year's report. This marking a 20 % increase in the figure reported the previous year. As with last year's report, several local authorities applied FOI exemptions to parts or all the information we requested.

Breakdown by incident type and by job role

Each year we highlight the problem that there is no consistent classification system in use for recording incidents of violence against staff. Some councils have developed very detailed categories and sub categories. Others continue to use basic categories of physical violence, verbal abuse, and threats of violence.

Physical abuse incidents

Where councils provided physical abuse. /Assault categories, there were **at least 30,000+ physical abuse incidents** recorded across responding Scottish local authorities. Major contributors included: Glasgow City Council, Fife Council, Moray Council, Aberdeenshire Council, North Ayrshire Council, East Ayrshire Council, West Lothian Council, East Lothian Council, Shetland Islands Council and Stirling Council. Physical abuse and assaults were by far the most commonly reported type of violent incident.

Other incident types reported

The most common non-physical incidents were:

Incident type	Examples	
Verbal abuse	Reported by virtually every authority. Examples: Glasgow (1,010), Fife (1,109) most reported intimidating behaviour	Examples: North Ayrshire (370), Moray (800), Dumfries & Galloway (112).
Verbal and physical combined incidents	Examples: Glasgow (1,840), Angus (249), West Lothian (126).	
Property damage/vandalism	Examples: Renfrewshire (178 property damage), Clackmannanshire (11), Aberdeenshire (34 vandalism).	
Throwing objects	Examples: Renfrewshire (388).	
Use of weapons	Examples Renfrewshire (81), Stirling (9 offensive weapon incidents), Highland (5 weapon-related incidents).	
Cyber/social media abuse	Examples: Clackmannanshire and Highland reported cyber incidents.	
Racial abuse/discrimination	Reported by Aberdeenshire, Renfrewshire and Stirling.	
Sexual harassment/assault	Examples: Dumfries & Galloway (6), Renfrewshire (21), Stirling (<5).	

Animal attacks	Clackmannanshire and Highland reported incidents involving animals.

Jobs most frequently involved

The overwhelming majority of reported incidents involved **education staff with** education settings account for the majority of violence-at-work reports.

Most affected occupational groups included:

- Teachers
- Pupil Support / Learning Assistants / ASN staff
- Early Years staff
- School support staff
- Social care workers
- Care assistants'/home carers

RIDDOR reports

Among authorities that supplied figures, reported RIDDOR incidents were relatively low compared with overall incident numbers. Despite tens of thousands of violent incidents, only a small proportion were reported under RIDDOR.

. Notable examples:

- City of Edinburgh Council: **26**
- Glasgow City Council: **24**
- Fife Council: **22**
- North Lanarkshire Council: **10** [

Council	2026 Total	2025	2024
Aberdeen City Council	1932	1337	947
Aberdeenshire Council	2311	2095	1067
Angus Council	1638	2056	471
Argyll and Bute Council	1181	137	109
City of Edinburgh Council	5413	4981	3767
Clackmannanshire Council	653	1086	668
Comhairle nan Eilean Sar	626	399	380
Dumfries and Galloway	1826	1814	1610
Dundee City Council	293	225	96
East Ayrshire Council	1583	1,483	1685
East Dunbartonshire Council	491	521	584
East Lothian Council	1303	-	952
East Renfrewshire Council	1427	819	1078
Falkirk Council	1447	1363	1441
Fife Council	6260	5552	7202
Glasgow City Council	7352	7707	7144

Highland Council	110	63	39
Inverclyde Council	500	427	404
Midlothian Council	1498	1286	5<
Moray Council	4186	-	24
North Ayrshire Council	2339	1671	1229
North Lanarkshire Council	2396	2607	1644
Orkney Islands Council	* FOI Exemption applied by Council	*	43
Perth and Kinross Council	1239	1303	10
Renfrewshire Council	1422	1550	1112
Scottish Borders Council	1195	931	985
Shetland Islands Council	1021	1227	1106
South Ayrshire Council	215	137	827
South Lanarkshire Council	* FOI Exemption applied by Council	943	1883
Stirling Council	959	995	954
West Dunbartonshire Council	2434	402	845
West Lothian Council	1789	2132	2124
TOTAL	**57,039**	**47,249**	**40,306**

Staff Voice Spotlight - Violence and Aggression in Scottish Schools and Nurseries: A Growing Crisis for staff

As in outlined in our previous year's reports, schools, nurseries and other education establishments continue to account for the vast majority of incidents reported by councils in the information provided to us. A majority of violent incidents have been recorded in education for as long as UNISON has conducted its annual violence at work survey and addressing this has been a priority campaign for UNISON both at a Scottish government and local council level.

The data shows that physical violence has become a routine workplace hazard for many education workers. Behind every statistic is a worker who has experienced violence, intimidation or abuse while trying to support Scotland's children and young people.
Staff report being:
- Kicked, punched, bitten and spat at.
- Subjected to verbal abuse, threats and intimidation.
- Injured during violent incidents requiring medical treatment.
- Left anxious, stressed or fearful about returning to work.

Many incidents result in sickness absence, loss of confidence, recruitment difficulties and increased pressure on already stretched education services.

UNISON Scotland recognises that many violent incidents arise in the context of supporting children and young people with additional support needs. However, understanding the causes of behaviour must never mean accepting violence as an inevitable part of the job.

Education workers require:
- Appropriate staffing levels.
- Specialist support services.
- High-quality training.
- Safe working environments.
- Consistent reporting and follow-up procedures.

Some other key issues include:

• Non-reporting: UNISON is aware that a substantial number of incidents are not reported by education staff. This is for many reasons, including, a general misunderstanding that violent incidents are 'part of the job', a feeling that it is pointless to make reports as previous reports have been ignored or not satisfactorily addressed, or there is no awareness that violent incidents should be reported or how to report them.

• Non-recording of reported incidents: UNISON also believes that there are instances where our members report violent incidents but find their report goes no further than a manager's desk, due to factors such as, management time restraints, a local dismissal of the event or a lack of clear understanding of the procedure for reporting upwards. Non-recording may, potentially, also reflect managers' concerns about a high record of reported incidents at their premises/establishment.

• "Invisibility" of recording categories: councils do not always categorise reported incidents in a way that allows violent incidents in educational establishments to be identified. In this year's survey many councils were unable to provide a breakdown of recorded incidents by department/service, or by job role. The resultant 'lumping together' of reported incidents makes the true extent of violence in schools unclear.

UNISON Scotland believes that local authorities and the Scottish Government must take urgent action to:
- Ensure every violent incident is reported and investigated.
- Improve workforce planning and staffing levels.
- Increase investment in ASN support services.
- Provide dedicated training and support for staff.
- Ensure injured staff receive appropriate occupational health and wellbeing support.
- Strengthen risk assessment and incident recording procedures.
- Work in partnership with trade unions to develop effective prevention strategies.

The scale of violence and aggression in Scotland's schools, nurseries and other educational establishments is unacceptable. The FOI evidence we receive demonstrates year on year that thousands of education workers, particularly pupil support staff, teachers and nursery workers, are experiencing physical and verbal assaults on a daily basis. These workers play a vital role in supporting Scotland's children and young people and deserve safe, respectful workplaces. UNISON Scotland is calling for decisive action from employers and government to prevent violence, support staff and ensure that no education worker suffers abuse as part of their job.

NHS Territorial Health Boards

The 14 territorial NHS boards that provided data reported 26,461incidents of **violence and aggression**. Violence is overwhelmingly concentrated in clinical settings, particularly affecting nursing and midwifery staff, although staff from all occupational groups were affected. It should be noted that across the NHS Boards the way incidents of violence and aggression were reported and categorised were varied. There were also several boards whose FOI response this year was in an increasingly detailed format than the previous years' response, which is a positive sign, though should be borne in mind if comparing to previous year's total figures.

Most common incident types

Physical violence

Physical assault was the most frequently reported category across the NHS boards. Examples include:

- NHS Greater Glasgow and Clyde: 4,365 patient physical assaults on staff and 35 physical assaults by others.
- NHS Lothian: 1,382 incidents of physical violence.
- NHS Forth Valley: 805 physical assaults (789 by patients and 16 by others).
- NHS Highland: 651 physical incidents.
- NHS Fife: 620 physical assaults.
- NHS Lanarkshire: 758 assault incidents (634 staff assaulted by patients plus 124 other assaults by patients).
- NHS Borders: 305 incidents of physical aggression.

Verbal abuse

Verbal abuse was the second most common category. Examples include:

- NHS Greater Glasgow and Clyde: 1,000 verbal abuse incidents.
- NHS Lothian: 550 verbal violence incidents.
- NHS Tayside: 426 verbal aggression incidents.
- NHS Fife: 254 verbal assaults.
- NHS Highland: 201 verbal incidents.
- NHS Borders: 307 verbal aggression incidents.
- NHS Dumfries and Galloway: 82 verbal abuse incidents.

Other forms of violence and aggression

Reports also included: recorded incidents of;

- Threats of physical violence.
- Intimidation and harassment.
- Challenging and unreasonable behaviour.
- Bullying and harassment.
- Sexual assault and sexual harassment.
- Racist abuse and discrimination.
- Damage to property.

- Weapon-related incidents.
- Stalking.

For example:

- NHS Forth Valley recorded 1,554 incidents of challenging or unreasonable behaviour and 141 incidents involving abusive or threatening behaviour.
- NHS Greater Glasgow and Clyde reported 1,355 threats of physical violence and 402 incidents categorised as inappropriate behaviour.
- NHS Ayrshire and Arran recorded 162 threats of physical violence and 24 incidents involving bullying or harassment. [

Staff groups most affected

The clearest finding across the boards is that **nursing and midwifery staff experience most incidents.** Other frequently affected staff groups included:

- Healthcare Support Workers.
- Allied Health Professionals.
- Medical and dental staff.
- Administrative and reception staff.
- Support service staff.
- Security staff. [

RIDDOR reporting

Where the Boards provided detail at least 105 RIDDOR-reportable incidents in the 12-month period. As highlighted previously, this is relatively low compared with overall incident numbers Where boards supplied a breakdown, most RIDDOR reports involved nursing staff: For Example:

- NHS Ayrshire and Arran: all 25 involved nursing and midwifery staff.
- NHS Forth Valley: 4 staff nurses and 4 nursing assistants.
- NHS Tayside: all 7 involved nursing staff.
- NHS Highland: 4 nursing and midwifery staff and 1 health science services employee.
- NHS Borders: 5 healthcare support workers.

The territorial NHS board responses show that violence and aggression is a widespread occupational hazard across Scotland's NHS. Physical assault is the most common form of violence; verbal abuse is experienced on a very large scale.

NHS Board	2026	2025	2024
NHS Ayrshire and Arran	1065	1379	1184
NHS Borders	738	725	528
NHS Dumfries and Galloway	394	187	209
NHS Fife	3111	1321	1536
NHS Forth Valley	2829	1460	1600
NHS Grampian	5104*	888	2314
NHS Greater Glasgow & Clyde	7722	7188	4884
NHS Highland	1228	1028	1603

NHS Lanarkshire	1439	968	980
NHS Lothian	1923	1773	1608
NHS Orkney	30	63	41
NHS Shetland	16	-	17
NHS Tayside	804	1535	105
NHS Western Isles	58	64	184
TOTAL	**26,461**	**18,579**	**16,793**

***2026 FOI response from Grampian Health in detailed format different to 2025 response.**

NHS Special Health Boards

From the FOI responses we received, NHS Special Health Boards reported a total of 2997 incidents of violence and aggression on staff in the 12- month period data was requested. Of the 4 boards we received data for in the previous year's report, all recorded an increase in incidents, a total rise of 36%.

Off the 386 total incidents reported by Scottish Ambulance Service 209 were reported as physical, 177 verbal abuse incidents. The service did not provide a full job-role as FOI exemptions were applied to information provided but identified affected staff groups as: Paramedics, Technicians; Ambulance Care Assistants. 7 incidents were reported under RIDDOR.

NHS 24 reported **323**, total incidents: all categorised as "abusive caller" incidents, no physical assault category reported in the data we received. Staff most impacted included Call Handlers, Psychological Wellbeing Practitioners (106) Clinical Supervisors/Nurse Practitioners and Breathing Space Advisors

Recorded behaviours included:

- Shouting and abusive language
- Abusive swearing
- Talking over staff
- Not listening
- Refusing instructions/decisions
- Questioning staff competence:

Threatening and abusive behaviour included:

- Threatening manner:
- Bullying/intimidation:
- Direct confrontation or threats:
- Sexual references:
- Racial references:

A total of 2238 incidents were reported in the data received from the State Hospital. 17 incidents were RIDDOR reportable. A breakdown of some incidents included:

- Assaults by patients on staff: **97**
- Attempted assaults: **242**
- Total assault-related incidents: **339**.

- Verbal aggression towards staff: **220**.
- Threatening and intimidating behaviour: **366**
- Attempted sexual assault: fewer than 5 (FOI exemption applied – total number cannot be provided)
- Sexual assault: fewer than 5. (FOI exemption applied – total number cannot be provided)

Staff groups most affected included:

- Staff Nurses: **1,016**
- Nursing Assistants: **671**
- Charge Nurses: **371**
- Senior Charge Nurses: **46**.

Of the 50 incidents reported in response from NHS Golden Jubilee. 12 were reported as physical contact assaults and 2 as physical threats (without contact). 28 verbal abuse incidents were recorded, as well as 7 incidents of psychological abuse/bullying and harassment and 1 sexual incident (including harassment and indecent exposure) 2 specific incidents were reported under RIDDOR.

NHS Board	2026	2025	2024
NHS Education for Scotland (now part of PSD)	*	0	0
NHS Public Service Delivery Scotland (PSD)	0	-	-
Public Health Scotland	-	-	-
Golden Jubilee	50	32	27
NHS 24	323	295	278
Scottish Ambulance Service	386	367	333
State Hospital	2238	1507	947
NHS National Services (Now part of PSD	*	3	-
Healthcare Improvement Scotland	0	0	0
TOTAL	**2,997**	**2,204**	**1,585**

*** or - Change in organisation/ Nil response**

Health – Staff Voice Spotlight

In February 2026, UNISON conducted a survey of members asking them their views on the issues impacting them most at work over the last 12 months. Responses were received from staff from

all occupational groups working across all Scottish health boards and the Scottish Ambulance Service. The survey results paint a picture of a workforce under significant strain. Workloads, staff shortages, and the physical condition of workplaces are key issues. Stress levels remain extremely high, with limited access to support. Experiences of violence and harassment continue to be widespread, and employer responses often fall short. From the viewpoint of staff, patient care is impacted across multiple areas.

The results of the survey show the Scottish NHS workforce is experiencing:

- **High stress**
- **Rising workloads & staffing shortages**
- **Significant violence and harassment**
- **Poor employer responses**
- **Deteriorating conditions in buildings**
- **Low morale & worry about patient safety**

Violence at Work

22% report personally experienced violence at work in the past year and
Over 1 in 3 experienced it more than five times.
Common forms that staff report to have experienced:
Verbal abuse – 90%
Threats – 48%
32% felt completely unsupported by employer following incident.
51% say no effective action was taken to prevent recurrence.

The findings show a system under intense strain, where **unsafe staffing levels, deteriorating workplace conditions, high stress, and rising violence** are impacting both staff wellbeing and patient care. Support for staff is inconsistent and often absent. Workforce morale is low, and many indicators suggest pressure is increasing rather than stabilising.

Scottish Fire & Rescue Service

Of the total incidents reported by the Scottish Fire & Rescue Service, 71 involved firefighters and 6 involved support staff. There were 41 incidents of verbal abuse, 16 incidents of physical abuse and 20 incidents involving attacks against property/equipment. No incidents were reported under RIDDOR.

Fire and Rescue	Total 2026	Total 2025	Total 2024
	77	59	-

Police Scotland

A total of 6471 incidents were reported for the 12- month period covered by the FOI request. Of the total incidents 6471 involved officers, 126 Police staff and 7 police constables. Over the period there were 31 RIDDOR reportable incidents involving police officers and 3 involving police staff.

Police Scotland	Total 2026	Total 2025	Total 2024
	6471	5776	5565

Scottish Government

There were 8 formally reported incidents, relating to violence and aggression. There were no RIDDOR Reportable incidents involving violence and aggression during the period outlined in the FOI request. The incidents included verbal abuse in person, aggression over the phone and email and incidents of aggressive behaviour and intimidation.

Scottish Government	Total 2026	Total 2025	Total 2024
	8	11	4

Scottish Water

Of the 11 incidents reported, 1 incident involved aggressive driving,4 involved threatening behaviour and 6 incidents involved verbal abuse. The majority of the incidents impacted water and waste water operatives. No incidents were RIDDOR reportable.

Scottish Water	Total 2026	Total 2025	Total 2024
	11	10	6

Universities

A total of 103 incidents were recorded across Universities in Scotland. Several institutions applied FOI exemptions to data provided for the purpose of this year's report and it is therefore difficult to gauge an accurate picture of the true level. Only 1 incident was reported under RIDDOR. Incidents impacted a wide range of staff including, security staff, hall and warden teams, campus services, academic staff, clerical staff, security staff, student support officer and technical staff. A wide range of incidents. Incidents reported included acts of aggressive behaviour, verbal abuse, threats, intimidating behaviour, being sprayed with unknown substances and an incident of a vehicle being driven towards staff. Of the total incidents 19 involved Physical abuse and 15 involved sexual harassment.

University	Total 2026	Total 2025	Total 2024
Aberdeen	0	0	*
Abertay	0	0	0
Dundee	9	-	0
Napier	0	<5	*
Edinburgh	58	24	11
Glasgow Caledonian	5	2	0
Glasgow School of Art	5	<5	0
Glasgow	11	3	16
Heriot Watt	<5	*	*
Queen Margaret	0	0	0
Robert Gordon	1	0	0
Royal Conservatoire	0	0	0
St Andrews	4	7	8
Stirling	<5	0	0
Strathclyde	3	0	7

UHI	-	-	0
West of Scotland	5	-	0
SRUC	-	0	1
TOTAL	**103**	**38**	**43**

*** or - Change in organisation/ Nil response <5 etc – FOI Exemption applied, counted as 1 incident as exact numbers not reported**

Further Education

Scottish Colleges reported varying incidents of verbal aggression and abuse impacting both lecturing and support staff. A number of institutions applied FOI exemptions to data provided from some colleges or we did not receive a response. The range of incidents reported primarily involved verbal abuse or threatening behaviour both in person and online or over the phone. Of the total incidents there were 13 incidents of physical abuse,4 incidents of sexual harassment and 2 incidents of sexual assault reported.

College	2026	2025	2024
Ayrshire College	13	4	5
Borders College	2	0	4
City of Glasgow College	11	10	2
Dumfries & Galloway College	-	-	-
Dundee & Angus College	11	8	4
Edinburgh College	<5	<5	2
Fife College	4	6	3
Fort Valley College	13	-	7
Glasgow Clyde College	7	8	10
Glasgow Kelvin College	9	10	13
Inverness College UHI	<10	<10	0
Lewis Castle College UHI	-	-	-
Moray College UHI	8	8	5

Newbattle Abbey College	0	0	1
New College Lanarkshire	1	5	8
North East Scotland	-	0	0
Orkney College UHI	-	-	-
Perth College UHI	0	0	0
Sabhal Mor Ostaig UHI	0	0	-
Shetland College UHI	0	0	-
South Lanarkshire	0	0	0
West College	0	1	1
UHI North, West & Hebridees	<5	2	4
West Lothian College	0	0	1
Total	86	64	70

*** or - Change in organisation/ Nil response <5 etc – FOI Exemption applied, counted as 1 incident as exact numbers not reported**

NDPBs

Non – Departmental Bodies reported a number of incidents impacting a wide range of staff roles involving verbal abuse, physically threatening behaviour, road rage, and incidents involving property damage.

NDPB	2026	2025	2024
Highlands & Islands Enterprise	*	0	0
Loch Lomond & Trossachs National Park Authority	14	8	10
Scottish Children's Reporter Administration	2	3	1
Scottish Enterprise	*	1	-
Scottish Environmental Protection Agency	8	9	9
Qualifications Scotland	*	0	0
Scottish Social Services Council	0	1	2
Skills Development Scotland	13	7	6
Care Inspectorate	5	7	9
SIC	0	2	1
TOTAL	**42**	**38**	**36**

*** or - Change in organisation/ Nil response <5 etc – FOI Exemption applied, counted as 1 incident as exact numbers not reported**

Leisure Trusts

Leisure Trusts in Scotland reported ongoing levels of verbal aggression and abuse from members of the public impacting a varying range of staff including swimming instructors, lifeguards, library staff, reception teams, sports staff, Active-schools co-ordinators, cleaning and support staff.

Incidents took place across Museums, cultural venues, libraries and community and sport facilities. A number of responses received this year, in an encouraging sign were more detailed in categorisation of recording of incidents, Of the FOI responses received from Leisure Trusts in Scotland incidents reported included verbal abuse, threats of violence inappropriate suggestions, staff being sprayed with unknown substances, vehicle being driven toward staff

and spitting. Of the responses received there were 10 reported incidents of physical violence and 1 incident of sexual harassment.

Leisure Trust	2026	2025	2024
Highland Life	5	5	11
South Lanarkshire	22	25	10
Perth & Kinross (Live Active)	6	11	10
East Dunbartonshire	6	6	9
Angus	4	13	19
Scottish Borders (Live Borders)	1	2	0
East Renfrewshire (Enjoy)	11	-	11
Dundee	<20	10	13
Ayrshire 360	19	24	15
Argyll & Bute	10	3	-
Glasgow Life	72	2	71
TOTAL	**157**	**101**	**169**

*** or - Change in organisation/ Nil response <5 etc – FOI Exemption applied, counted as 1 incident as exact numbers not reported**

Housing Associations

Violence at work in the community and housing association sectors, is a fundamental problem. It is consistently raised by UNISON members as one of their greatest concerns. Recording practices of incidents vary widely across the sector. But in a positive development, this year saw a marked increase in the number of Housing Associations responding to our FOI requests. Some Housing Associations responded for the first time, which may be responsible in some part for the increase in total incidents.

Housing Associations reported a total of **1,546 incidents** across Scotland**.** The overwhelming majority of incidents reported by housing associations involved: Verbal abuse; Threatening or intimidating behaviour; Physical assault; Harassment or discrimination and Property damage and aggressive behaviour.

From associations that provided a breakdown, there were **at least 190 physical abuse incidents** reported. The actual total is likely higher as some organisations recorded incidents in combined categories such as "verbal/physical/threatening" and others did not separate incident types. Categories of verbal abuse were by far the most common form of violence reported, frequently reported incidents alongside verbal abuse included threatening and intimidating behaviour.

Reported less frequently but noteworthy were a number of incidents including:

- Bullying and harassment
- Sexual harassment
- Racial abuse/discrimination
- Hate crime
- Property damage
- Aggressive dogs/animal attacks
- Challenging/agitated behaviour

The most frequently affected occupations included support and care roles and also property and maintenance staff.

- Housing Officer
- Housing Services Officer
- Neighbourhood Officer
- Housing Assistant
- Housing Manager
- Customer Services Advisor
- Customer Experience Officer
- Grounds Maintenance Operatives
- Joiners
- Trades Operatives
- Estate Caretaking Staff
- Maintenance Officers
- Property Services Officers

These job titles appear repeatedly across many of the Housings Association’s returns.

Housing Association	2026	2025	2024
Abertay HA	5	7	5
Abronhill HA	-	-	0
Albyn Housing	14	9	9
Almond HA Ltd	1		
Angus HA	16	1	0
Ardlen	-	-	0
Ark HA	4	-	0
Argyle Community Housing Association	2	-	0
Ayrshire Housing	2	4	6
Berwickshire HA Ltd	4	-	-
Bield Housing and Care	19	8	17
Blackwood Homes & Care	22	-	20
Blairmutnock HA	3	2	3
Bridgewater HA	0	-	-
Blue Triangle	-	-	211
Cadder Housing Association	3	6	3
Cassiltoun Housing Association	-	-	1
Castlehill Housing Association	-	-	2
Caledonia Housing Association	14	16	8
Calvay HA	1	-	1
Cairn HA	11	9	9
Cernach HA Ltd	1	-	-
Cloch HA Ltd	1	-	-
Clydebank HA	1	-	1
Clyde Valley Housing Association	4	1	1
Craigdale HA	-	-	0
Dunbritton Housing Association	-	-	0
Drumchapel Housing Co-op	-	-	0
Easthall Park HA	4	-	3
Eildon Housing	49	-	6
Elderpark Housing	1	1	11
Ferguslie Park Housing Association	4	-	3
Fife Housing Group	11	11	26

Forth Housing Association	1	2	1
Fyne Homes	1	-	0
Garedeen HA	-	-	0
Glasgow West HA	-	-	-
Glen HA	1	-	-
Glen Oaks Housing Association	10	13	3
Govanhill HA	15	-	35
Grampian HA Ltd	34		
Hanover HA Ltd	82		
Harbour Homes Scotland	7		
Hebridean HA	-	-	0
Hillcrest Homes	183	117	179 (141 incidents)
Home Group Scotland	2	-	-
Homes for life Housing	1	-	-
Horizon Housing Association	1	-	0
Irvine HA Ltd	10	-	-
Key HA	-	-	0
Kingdom	38	33	26
Knowes HA	2	-	Data not collected in required format – organisation operates "no lone register" – listing tenants who have been aggressive to staff and contractors
Lanarkshire HA	3	-	4
Langstane Housing Association	11	12	22

Larkfield Housing Association (Part of Link Group)	4	-	1
Link Housing Association	21	5	6 (3 incidents)
Linstone HA Ltd	5	-	-
Lochalsh and Skye Housing Association	1	1	1
Loretto HA Ltd	6	-	-
Loreburn HA	49	33	40
Lintel Trust Housing Association	-	-	0
Manor Estates Housing	-	2	0
Melville Housing Association	-	-	5
NG Homes	-	11	18
Newgorbals HA Ltd	11		
Maryhill HA Ltd	8	-	-
Melville HA ltd	4		
Muirhouse HA Ltd	4		
North Glasgow Housing Association Ltd	3	-	0
Oak Tree Housing	1	-	8
Ochilview Housing	1	20	9
Orkney HA Ltd	1	-	-
Osprey HA Ltd	11		
Partick HA Ltd	3	-	-
Paragon HA	4	2	0
Prospect Community Housing	2		
Provanhall HA	1	3	1
Paisley HA ltd	3	-	-
Pineview HA Ltd	3	-	-
Places for People Ltd	2	-	-
Queens Cross HA	41	-	-
River Clyde Homes	37	-	-
Riverside Housing	-	-	8
Rosehill Housing	-	-	2
Rural Stirling Housing Association	-	-	0
Rutherglen & Cambuslang HA		0	0
Sanctury HA Ltd	3		

Scottish Border Housing Association	15	83	65
Scottish Veterans	14	10	4
Shettleston	5	7	10
Southside HA	1	-	-
Thenue HA Ltd	8	-	-
Trafalgar HA	-	-	0
Trust HA	59	59	188
Tollcross HA	9		
Viewpoint	1	1	3
Waverly Housing Ltd	2	-	-
Wellhouse Housing Association	5	4	0
West of Scotland HA Ltd	2	-	-
West Granton Housing Co-op	-	-	0
West Whitlawburn Housing Coop	2	-	-
Wheatley Group (FOI response provided to include all subsidiaries and operational departments)	589	257	469
Williamsburg HA Ltd	3	-	-
Yoker HA	0	-	0
Yorkhill HA	9	2	0
TOTAL	**1546**	**1296**	**1462**

*** or - Change in organisation/ Nil response <5 etc – FOI Exemption applied, counted as 1 incident as exact numbers not reported**

Housing Associations – Staff Voice Spotlight

UNISON members working in housing in Scotland were recently surveyed on the impact of Violence at Work. The survey demonstrates that violence, abuse and harassment are significant concerns for housing workers in Scotland. Most respondents are worried about experiencing abuse or violence at work. While most employers appear to have violence-at-work policies in place, confidence in management responses is mixed and many respondents feel more preventative measures and stronger organisational support are required.

Key findings from the survey included:
- High levels of concern about violence among frontline staff.
- Verbal abuse, both face-to-face and by telephone, is commonplace.
- Some workers reported serious incidents including physical assaults, weapon-related threats, racial harassment and sexual harassment.
- Lone working remains a major concern.
- Many respondents want more consistent management action, improved reporting procedures and greater use of joint visits.

Concern About Violence at Work
When asked whether they were worried about abuse or violence in their job:
76% of respondents either agreed or strongly agreed that they worry about abuse or violence at work. This indicates that fear of abuse has become a routine aspect of work for many housing employees.

Reporting of Incidents
Responses indicate varying levels of reporting. Many respondents reported all incidents, but others reported only some or none. Common reasons implied in responses included:
- Belief that management would not act.
- Incidents being viewed as "part of the job".
- Lack of confidence in HR processes.
- Concerns regarding management behaviour itself.

Several respondents specifically highlighted concerns that complaints about managers were not handled independently.

Employer Response
When asked whether employers take concerns about violence and abuse seriously.
Among those expressing a view, more respondents answered **No** than **Yes**, suggesting significant dissatisfaction with employer responses.

Examples of support provided included:
- Counselling.
- Trauma therapy.
- Occupational support services.
- Debrief meetings.
- Mediation.
- Paid time off.
- Managerial supervision and welfare checks.

However, satisfaction with support was mixed. Several respondents felt:

- Employers focused on staff conduct rather than abusive behaviour.
- Follow-up support was insufficient.
- Dangerous individuals continued to receive services without adequate safeguards.

serious incidents were not always escalated appropriately.

Lone Working Concerns
One of the strongest themes throughout the survey was concern about lone working.
Respondents repeatedly called for:

- Two-person visits.
- Staff pairing for high-risk appointments.
- Reduced lone working.
- Additional staffing on night shifts.
- Better flagging of dangerous tenants.

Numerous respondents stated that housing officers should not be expected to visit tenants in their own neighbourhoods or attend potentially volatile situations alone.

Policies, Training and Prevention

Violence at Work Policies
Most respondents were aware of a violence-at-work policy. While a majority had received training, **almost 40% had not**, indicating a significant training gap.

Measures Being Used
Respondents reported a range of preventative measures, including:
- CCTV.
- Personal alarms.
- GPS tracking devices.
- Lone-worker systems.
- Security procedures.
- Two-person visit flags.
- Warning markers on tenant records.
- Secure interview rooms.
- Joint visits.
- Additional security arrangements.

Better Information Sharing
Respondents wanted:
- Better communication about high-risk tenants.
- Consistent warnings across teams.
- Improved access to risk information before visits.

Stronger Action Against Perpetrators
Many respondents called for:
- Zero-tolerance approaches.
- Faster action against abusive tenants.
- Legal consequences where abuse occurs.
- Restrictions on contact with abusive individuals.

Better Management Support
Common concerns included:
- Incidents being dismissed.
- Insufficient follow-up.
- Lack of visible managerial involvement.
- Poor workplace culture in some organisations.

Improved Training
Respondents requested:
- More de-escalation training.

- Scenario-based learning.
- Trauma-informed approaches.
- Refresher training.
- Support following incidents.

The survey demonstrates that violence and abuse remain major workplace issues for housing staff. More than three-quarters of respondents expressed concern about experiencing abuse in their role, and verbal abuse is now a routine experience for many workers. Serious incidents involving weapons, racial harassment and sexual harassment were also reported.

While most organisations have policies in place, respondents identified a need for stronger implementation, more consistent management support, greater protection for lone workers, improved reporting systems and tougher action against perpetrators.
The evidence suggests that staff safety remains a significant workplace issue requiring continued attention from employers, unions and regulators

10 Key Actions

Based on the findings from the 2026 Violence at Work survey, UNISON believes the following 10 actions are vital to tackling the issues of Violence at Work in public services in Scotland

1. Strengthen Prevention and Risk Assessment

- Employers should review and update violence and aggression risk assessments in all high-risk settings, particularly healthcare, education, housing, social care and customer-facing services.
- Risk assessments should include verbal abuse, threats, online abuse, harassment and physical violence, not just physical assaults.

2. Improve Reporting and Recording Systems

- Ensure all incidents are reported and recorded consistently across organisations.
- Encourage reporting of "lower level" abuse and threatening behaviour, which is often normalised despite its impact on staff wellbeing.

3. Address Violence in Education and Health Settings

- Specific focus on schools, additional support needs services, social care and healthcare settings, where the highest numbers of incidents occur.
- Review staffing levels, support arrangements and environmental controls to reduce risks to workers.

4. Improve Support for Affected Staff

- Ensure all employees experiencing violence or aggression receive appropriate support, including:
    - Debriefing following incidents
    - Access to counselling and wellbeing services
    - Occupational health support where required
    - Trade union representation throughout any follow-up process.

5. Strengthen Employer Policies

- Employers should have clear zero-tolerance policies covering violence, aggression, harassment, sexual harassment, discrimination and abusive behaviour.
- Policies should outline procedures for dealing with perpetrators and supporting affected staff.

6. Increase Training

- Provide regular training for managers and staff including
    - Conflict resolution
    - De-escalation techniques
    - Lone working
    - Personal safety
    - Reporting procedures.
- Training should be refreshed regularly and tailored to specific workplace risks.

7. Improve Data on RIDDOR Reporting

- Many organisations reported few or no incidents as RIDDOR reportable despite high volumes of violence and aggression incidents.
- Employers should review their understanding and application of RIDDOR requirements to ensure compliance and accurate reporting.

8. Focus on Gender-Based Violence and Harassment

- Responses included incidents involving sexual harassment, sexual assault, stalking and gender-related abuse.
- Employers should strengthen policies, training and reporting mechanisms relating to gender-based violence and harassment and ensure these incidents are recorded.

9. Improve National Data Collection

- Scottish public bodies should adopt a more consistent approach to recording violence and aggression incidents.
- Standard definitions and reporting categories would improve data quality and support national policy interventions.

10. Make Violence at Work a Strategic Priority

- Violence and aggression against workers should be recognised as a significant occupational health and safety issue.
- Employers should work with trade unions and health and safety representatives to develop prevention strategies, monitor trends and review workplace controls regularly.

Conclusion

This years' Violence at Work survey identified 94,987 **incidents of violence and aggression** across Scottish public services, with the highest levels reported in local authorities, healthcare and housing services. Physical violence, verbal abuse, intimidation and harassment remain widespread workplace hazards. But for the workers experiencing it, the impact of violence and aggression at work can be profound, regardless of whether physical injuries occur. The consequences extend far beyond the immediate incident. Workers often carry these with them long after the event itself. Some take time off work, leave their employer or leave their profession altogether.

A coordinated focus on prevention, reporting, staff support, training and stronger employer accountability is needed to reduce risks and ensure workers are protected from violence at work. Throughout all of this, health and safety representatives remain central to the solution. They help identify risks, ensure workers are heard, challenge poor practice and support staff when incidents occur.

The findings of this report must also be viewed in the wider context of the increasing pressures facing Scotland's public services. The Scottish government's current Programme for Government, rightly highlights the challenges of delivering public services during a period of significant financial constraint, rising demand and workforce pressures. However, these pressures are having real consequences for workers delivering public services across Scotland. We cannot separate rising levels of violence and aggression from the wider pressures facing our public services. Across local government, health, housing, education and other public services, employees are increasingly expected to do more with fewer resources. Staff shortages, vacant posts, growing workloads, longer waiting times and reduced access to services can create frustration among service users and members of the public. Too often that frustration is directed at frontline workers who have no control over the decisions, funding levels or policies that have created those circumstances.

The highest levels of incidents of violence and aggression towards workers across Scotland's public services. were found in sectors that have experienced sustained demand and workforce pressures, including local government, health and social care, housing and education. Staff reported experiencing verbal abuse, threats, intimidation, physical assaults, harassment and sexual harassment, simply while carrying out their duties.

At the same time, public sector employers continue to face budgetary pressures and proposals for workforce reductions. While employers and governments may present job cuts as efficiency measures, reducing staffing levels can increase risks for workers. Fewer staff means increased workloads, reduced opportunities for de-escalation, less capacity for lone-working safeguards, and diminished support for employees dealing with challenging situations. It can also result in longer delays for service users, further increasing tension and dissatisfaction.

UNISON believes that protecting workers from violence and aggression requires more than individual interventions. It requires investment in public services and the workforce that delivers them. Workers should not bear the consequences of decisions that leave services overstretched and understaffed. Addressing violence at work must therefore form part of a wider commitment to adequately funded public services, safe staffing levels and meaningful workforce planning.

If the Scottish Government is serious about improving public services and supporting economic and social wellbeing, tackling violence and aggression against public service workers must be recognised as a workforce issue, as well as a health and safety issue. Investment in staff,

alongside robust prevention measures and support systems, is essential to creating safer workplaces and delivering the high-quality public services that communities rely upon. **And violence at work is not part of the job!**

Appendix 1

VAW FOI QUESTIONS 2026:

The following questions were submitted to organisations as part of a Freedom of Information request:

For the time 1st April 2024 to 31st March 2025 (or your nearest 12-month period), please provide the following:

total number of violent incidents on your staff broken down by job title/category of worker.

a breakdown of the nature of the violent incident e.g., verbal, physical, threatening behaviour.

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.

Please 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.