

GREATER LONDON AUTHORITY

██████████
(By email)

Our Ref: **MGLA010519-1658**

23 May 2019

Dear ██████████

Thank you for your request for information, which the Greater London Authority (GLA) received on 30 April 2019. Your request has been handled under the Freedom of Information Act 2000 and we can today provide you with our response to your questions.

You requested:

██████████ *Violence at work Fol 2019 questions*

Note: For the purposes of this Fol 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)***
Yes
2. ***Are these policies built into the commissioning process for organisations delivering outsourced services? (Yes/No)***
Yes

Part 2 - Violent incidents and monitoring

3. ***Do you collect data on violent incidents? (Yes/No)***
Yes
4. ***If so, how many violent incidents did you record in the following years: These figures include verbal abuse and relate to cases brought against GLA staff by other GLA staff. Additionally, our data is recorded by calendar year:***

2019	2
2018	7
2017	4
2016	9
2015	1

Part 3 – Staff training and support

5. Are risk assessments conducted for:

- . ***Public facing staff (Yes/No)***

Yes

- . ***Lone working staff (Yes/No)***

Yes

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

Yes

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

- . ***Advice (Yes/No)***

Yes

- . ***Support (Yes/No)***

Yes

- . ***Counselling (Yes/No)***

Yes

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA010519-1658

Yours sincerely

[Redacted Signature]

Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>