



Date: 24th May 2013

Email to: [REDACTED]

Customer and Workforce Services

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Dear [REDACTED]

Freedom of Information Act 2000

Thank you for your Freedom of Information request, which the Council received on 25th April 2013, and for which further clarification was received on 21st May 2013.

Your request has been considered under the Freedom of Information Act 2000. You have requested the following information:

1. How many assaults have been reported against Coventry Council's housing staff in each of the last four calendar years – 2009, 2010, 2011, 2012 and also in the first quarter of 2013
2. For each of these years, how many of these assaults were verbal
3. For each of these years, how many of these assaults were physical

Response:

Figures below are provided for Service Users and Members of the Public for frontline staff and care facilities as per your further clarification received on 21st May below:

"I meant anyone who comes into direct contact with frontline staff, so that includes both service users and members of the public that get in contact with staff, which includes people claiming housing benefit"

Please note that Coventry Council housing stock transferred to Whitefriars Housing prior to 2009 so we would not hold information in relation to Whitefriars housing staff.

Year	Number of verbal assaults	Number of physical assaults
2009	46	81
2010	44	77
2011	36	74
2012	23	82
2013 (January to March)	6	17

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I hope you feel that our response meets your request. However, you have a right to make representations about the outcome or handling of your request – in the first instance this must be made in writing within 40 working days of the date of this letter, to the Council's Information Governance Team at:

Council House, Room 21a
Lower Ground Floor
Earl Street, Coventry.
CV1 5RR
infogov@coventry.gov.uk

If after doing the above you are still dissatisfied, you then 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
Yours sincerely

Jane Waterhouse
Performance & Policy Officer