

Report for Edinburgh City Council - Violence at Work Survey Results

UNISON City of Edinburgh - Key Observations:

Prevalence of Violence:

From the 750 respondents, the survey reveals a concerning prevalence of violence in the workplace, with high percentages of respondents experiencing or witnessing behaviors such as shouting, swearing, and physical aggression.

Reporting Rates:

Encouragingly, a significant portion (80.5%) of respondents reported incidents. However, there is room for improvement, as nearly 20% did not to report.

Awareness of Reporting Process:

While the majority (75.9%) were aware of the employer's process for reporting violent incidents, a quarter of respondents lacked awareness. This highlights a need for clearer communication regarding reporting procedures.

Feedback and Satisfaction:

A notable percentage (39.3%) received feedback after reporting incidents. However, the satisfaction rate (20.1%) suggests room for enhancement in the employer's response and resolution processes.

Perceived Employer Attitude:

More than half of the respondents (57.6%) feel their employer does not take violence at work complaints seriously. Addressing this perception is crucial for fostering a supportive and protective workplace culture.

Interest in UNISON Support:

A substantial proportion (72.6%) expressed interest in attending a UNISON briefing on violence at work. This indicates a desire for additional support, information and follow up.

Recommendations:**Enhanced Reporting Procedures:**

Streamline and promote reporting procedures to ensure that all employees are aware of how to report incidents.

Feedback Mechanisms:

Improve the feedback mechanism to acknowledge and update employees on the resolution status of reported incidents. Regular communication can enhance transparency and employee confidence.

Training and Awareness Programs:

Review and or implement training programs to educate employees about what constitutes violent behavior and the impact it can have. Increase awareness about available support services.

Cultural Shift:

Initiate campaigns to foster a culture of zero tolerance for workplace violence. CEC leadership should actively communicate the organisation's commitment to addressing and preventing violent incidents.

Regular Surveys and Feedback Sessions:

UNISON should conduct regular surveys and feedback sessions to gauge the effectiveness of implemented measures and identify emerging issues. This continuous feedback loop can inform ongoing improvements.

Promote UNISON Resources:

UNISON to produce additional resources, such as briefings and educational materials, to employees interested in further support and information.

Engage Leadership:

Ensure that CEC leadership, teaching unions and UNISON is actively involved in addressing workplace violence concerns. This includes visible support, participation in awareness campaigns, and leading by example in promoting a respectful work environment.

Review and Update Policies:

Review and update (where necessary) policies related to workplace violence, taking into account evolving employee needs and industry best practices.

By implementing these recommendations, UNISON and Edinburgh City Council can work towards creating a safer, more supportive, and respectful work environment, addressing the concerns raised by the survey data.

Advocacy for Easier Reporting: Raise it. Record it. Report it.

UNISON encourages members to report incidents, recognising the need for a more straightforward and efficient reporting system.

Calls for Urgent Action:

The report underscores the urgent need for substantial investment in school staff, including support teams, training, and support for those dealing with challenging behaviors.

Education and Children's Services:

In light of recent findings from the [Scottish government's research on behavior in schools](#), our survey on workplace violence among Edinburgh City Council workers gains added significance. The government's report, though not surprising to UNISON members, provides comprehensive insights into the challenges faced by school staff. This section highlights key points from the government report and draws connections to our survey.

Behavior in Schools Report Overview:

The government report focuses on the impact of behavioral challenges in schools, emphasizing that support staff, often with lower pay and training, bear the brunt. The survey includes surveys, interviews with head teachers and teachers, and focus groups with classroom-based support staff.

Key Findings from the Government Report:

1. Prevalence of Disruptive Behavior:

86% of staff encountered "low level" disruptive behavior daily.

Two-thirds experienced verbal abuse, and 59% faced physical aggression.

2. Impact on Support Staff:

Support staff were more likely to encounter serious disruptive behaviors.

They reported the highest instances of physical aggression and violence in the last 12 months.

3. Increase in Serious Disruptive Behaviors:

Serious disruptive behaviors, including sexist abuse, have increased since 2016.

Notably, the report does not extensively cover other protected characteristics.

4. Impact on Support Staff's Work Experience:

Support staff reported a more negative impact on their work experience due to disruptive behaviors compared to teachers.

5. Reporting Challenges:

Reporting systems are time-consuming and difficult, leading to underreporting of incidents.

Lack of feedback from previous reports and challenges in accessing training contribute to underreporting.

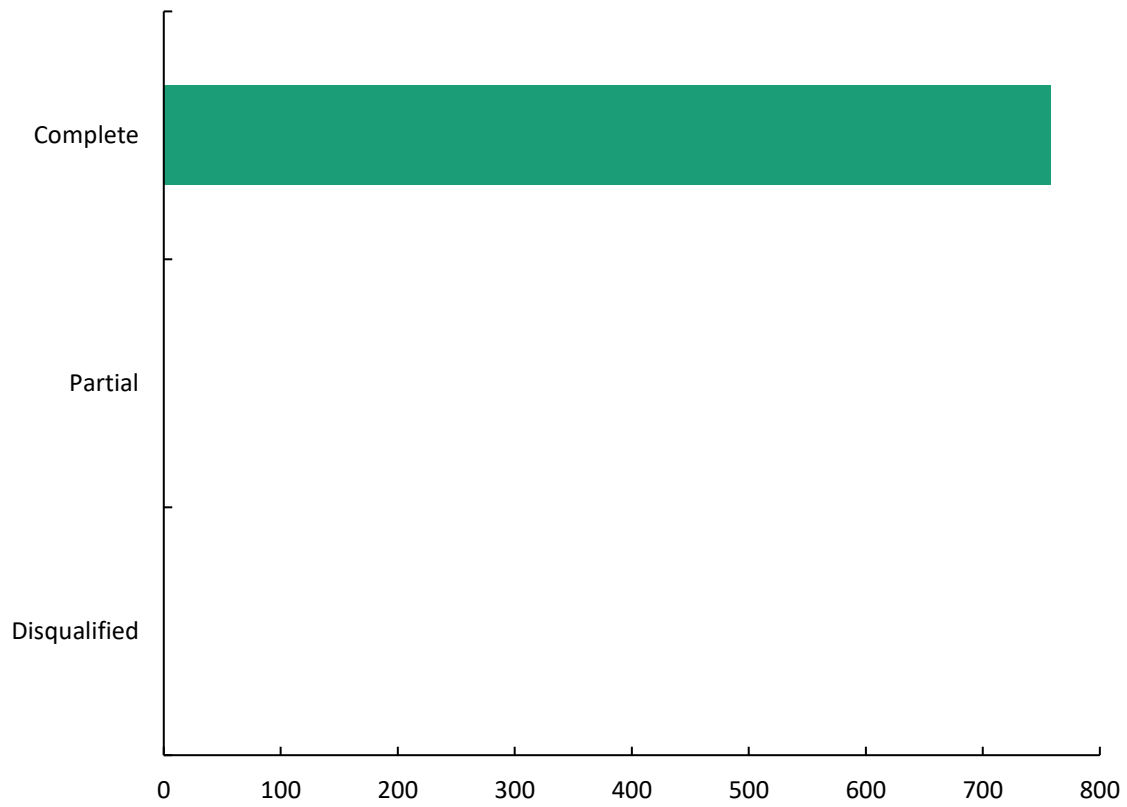
6. Implications for Our Survey:

The government report aligns with feedback from UNISON members, emphasising that support staff deal with the most challenging behaviors. The findings indicate an urgent need for comprehensive actions to address the growing problem of violence in schools.

Conclusion:

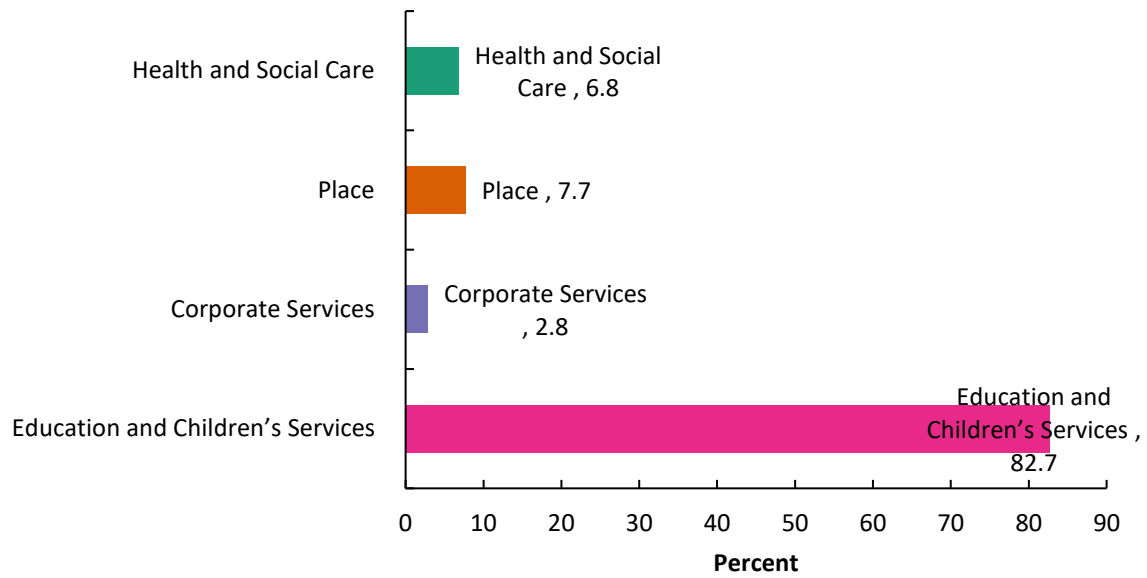
The government report reinforces the concerns raised by UNISON members. Urgent action is needed to protect both staff and pupils. UNISON continues to advocate for enhanced reporting, substantial investment, and comprehensive support for school staff.

Response Statistics



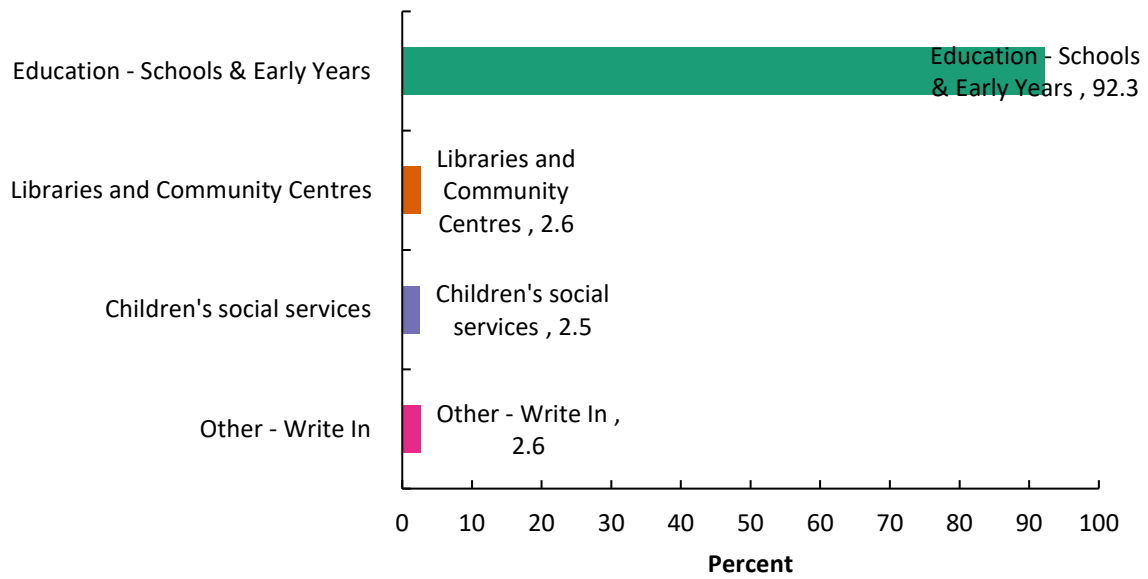
	Count	Percent
Complete	758	100
Partial	0	0
Disqualified	0	0
Totals	758	

1. Which council departmental area do you work in? (if you are unsure, you can find this information on the orb)



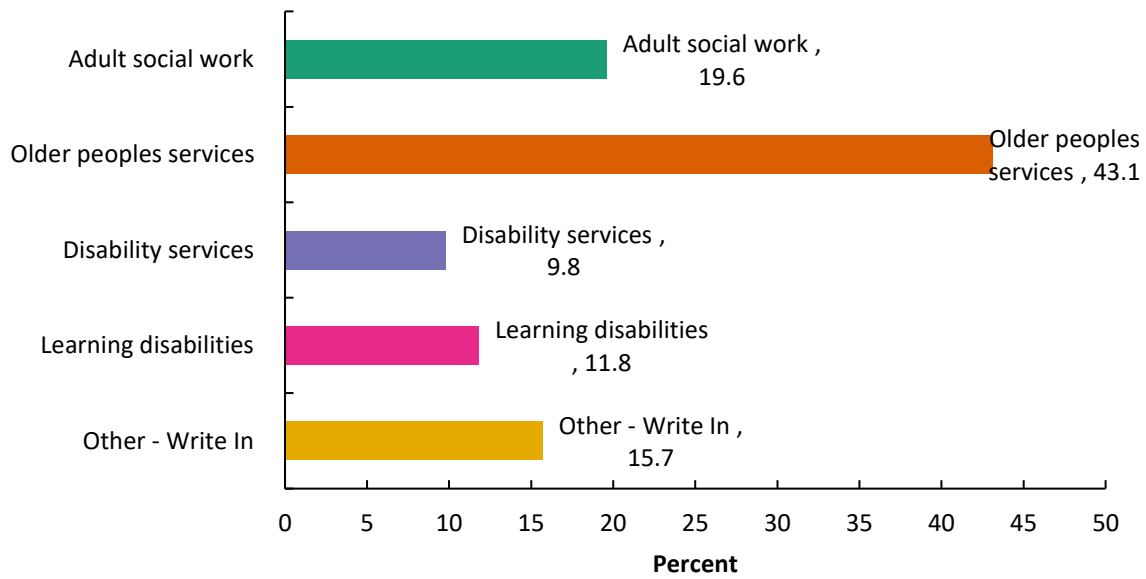
Value	Percent
Health and Social Care	6.8%
Place	7.7%
Corporate Services	2.8%
Education and Children's Services	82.7%

2.Education and Children’s Services - what area do you work in?



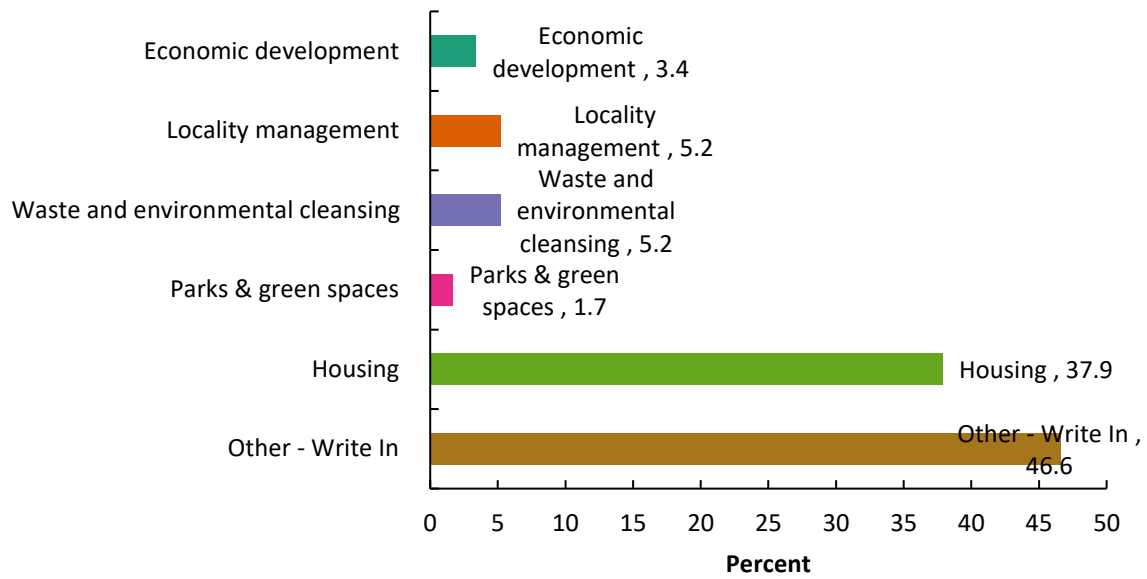
Value	Percent
Education - Schools & Early Years	92.3%
Libraries and Community Centres	2.6%
Children's social services	2.5%
Other - Write In	2.6%

3. Health & Social Care - What area do you work in?



Value	Percent
Adult social work	19.6%
Older peoples services	43.1%
Disability services	9.8%
Learning disabilities	11.8%
Other - Write In	15.7%

4.Place - What area do you work in?



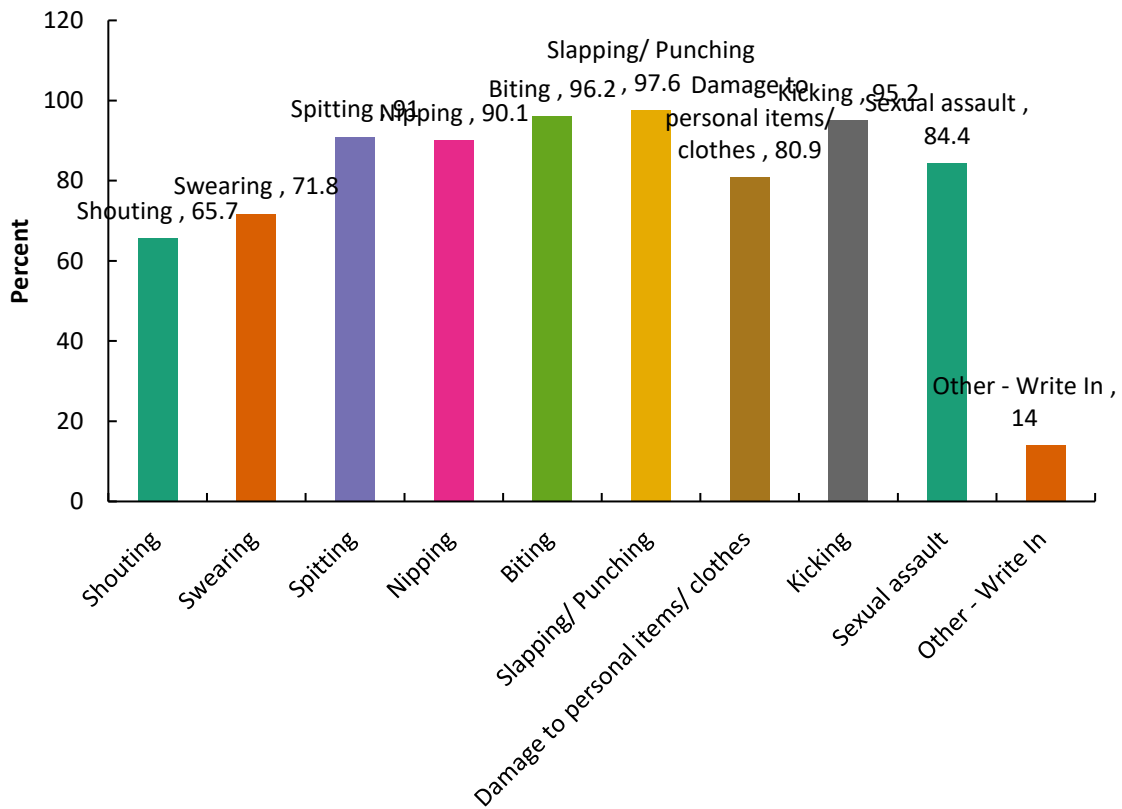
Value	Percent
Economic development	3.4%
Locality management	5.2%
Waste and environmental cleansing	5.2%
Parks & green spaces	1.7%
Housing	37.9%
Other - Write In	46.6%

5. Corporate services - What is your job title?

Statistics	
Total Responses	21.0
Write In	
Transactions Officer	
Admin assistant	
Administrator	
Business Support Administrator	
Business Support Officer	
City Officer	
Cleaner	
Cleaning Supervisor	
Customer Contact Advisor	
Customer Contact Officer	
Customer Service Advisor	
Customer contact advisor	
Driver	
HR Consultant	
Refuge	
Senior Administrator	
Transaction Administrator	

Transactions Administrator	
customer contact	
customer contact advisor	

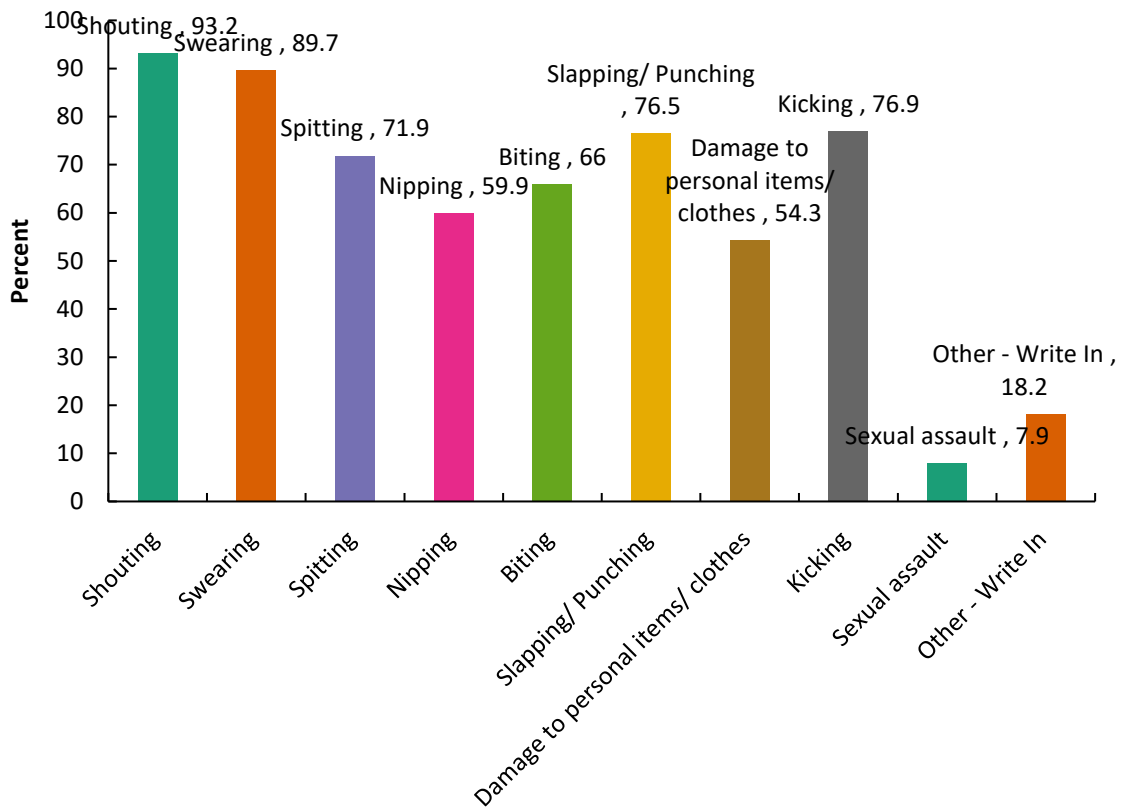
6.Which of the following do you consider violent behaviour? (tick all that apply)



Value	Percent	Count
Shouting	65.7%	496
Swearing	71.8%	542
Spitting	91.0%	687
Nipping	90.1%	680
Biting	96.2%	726
Slapping/ Punching	97.6%	737
Damage to personal items/ clothes	80.9%	611
Kicking	95.2%	719
Sexual assault	84.4%	637

Other - Write In	14.0%	106
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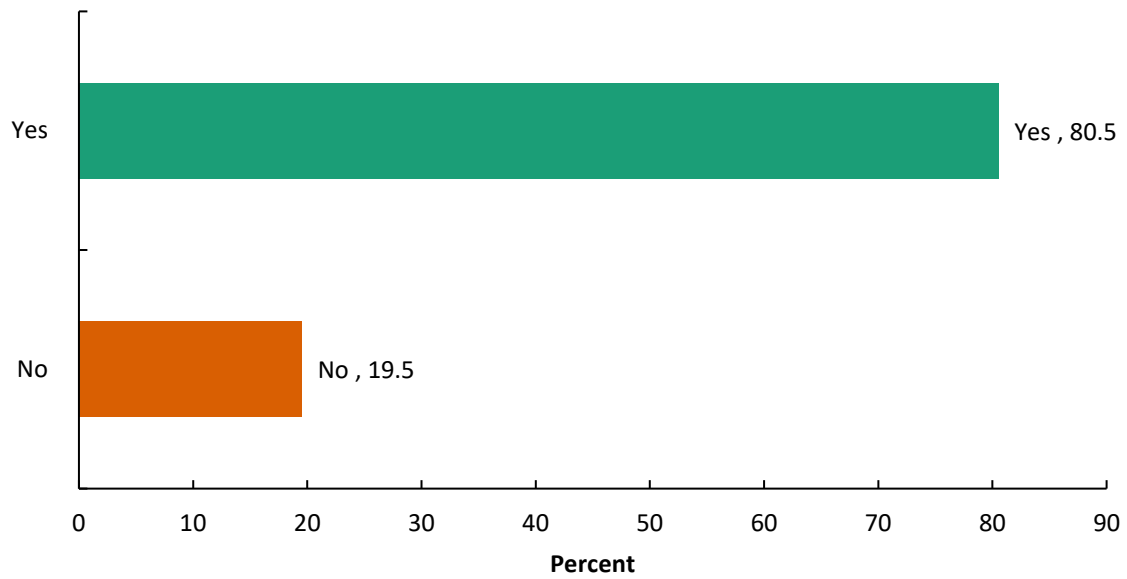
7. Which of the following have you experienced/ witnessed at work? (tick all that apply)



Value	Percent	Count
Shouting	93.2%	686
Swearing	89.7%	660
Spitting	71.9%	529
Nipping	59.9%	441
Biting	66.0%	486
Slapping/ Punching	76.5%	563
Damage to personal items/ clothes	54.3%	400
Kicking	76.9%	566
Sexual assault	7.9%	58

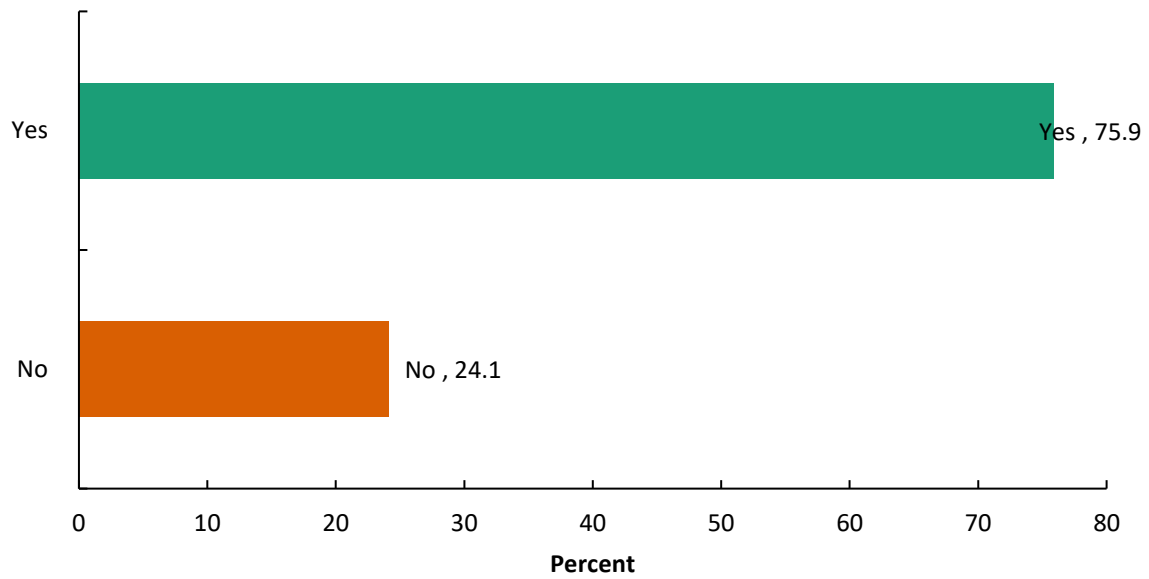
Other - Write In	18.2%	134
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8. Did you report the incident you experienced/ witnessed?



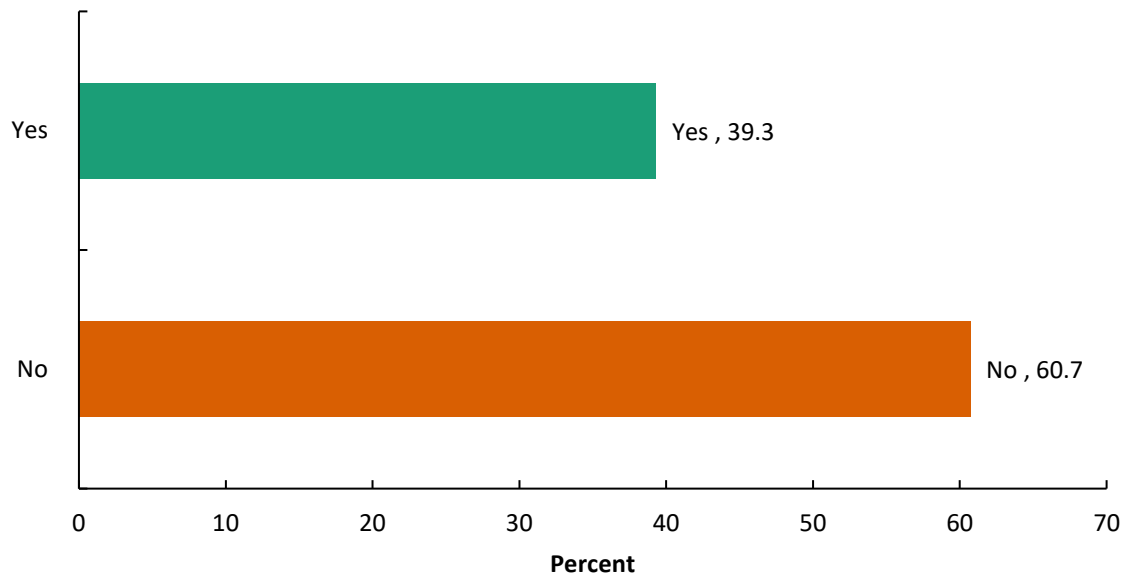
Value	Percent
Yes	80.5%
No	19.5%

9. Do you know the employer process for reporting a violent incident?



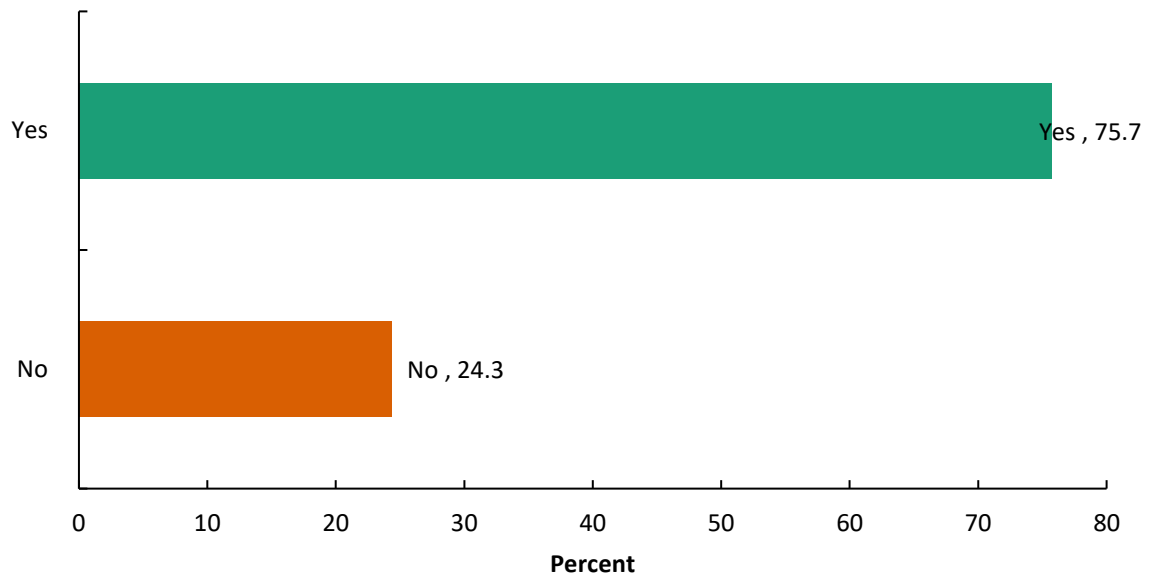
Value	Percent
Yes	75.9%
No	24.1%

10. Did the employer give you feedback after reporting the incident?



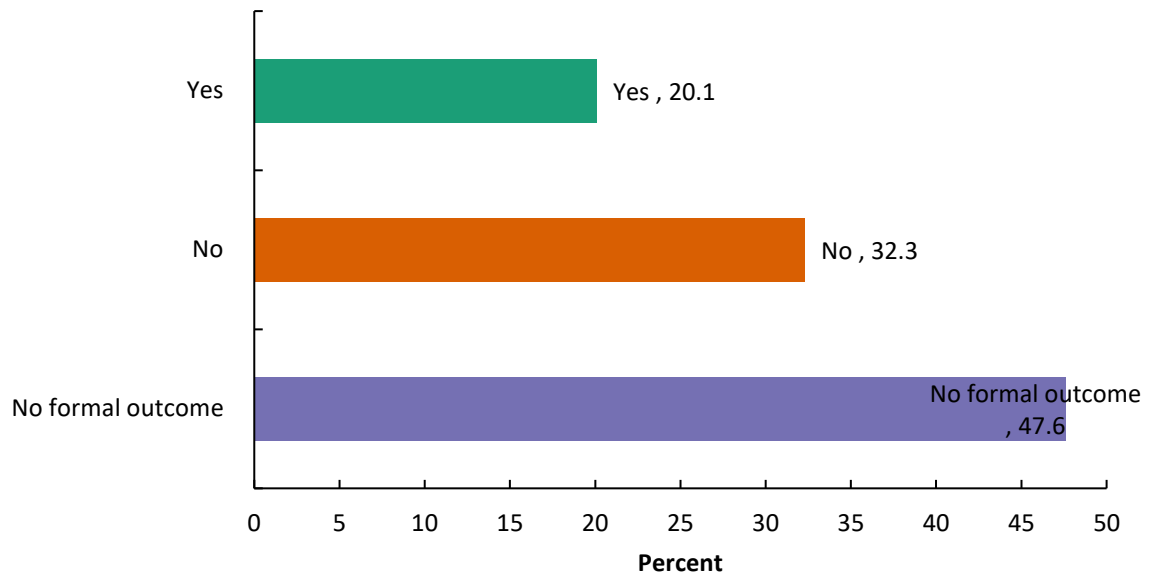
Value	Percent
Yes	39.3%
No	60.7%

11. Have you ever reported any violent incident?



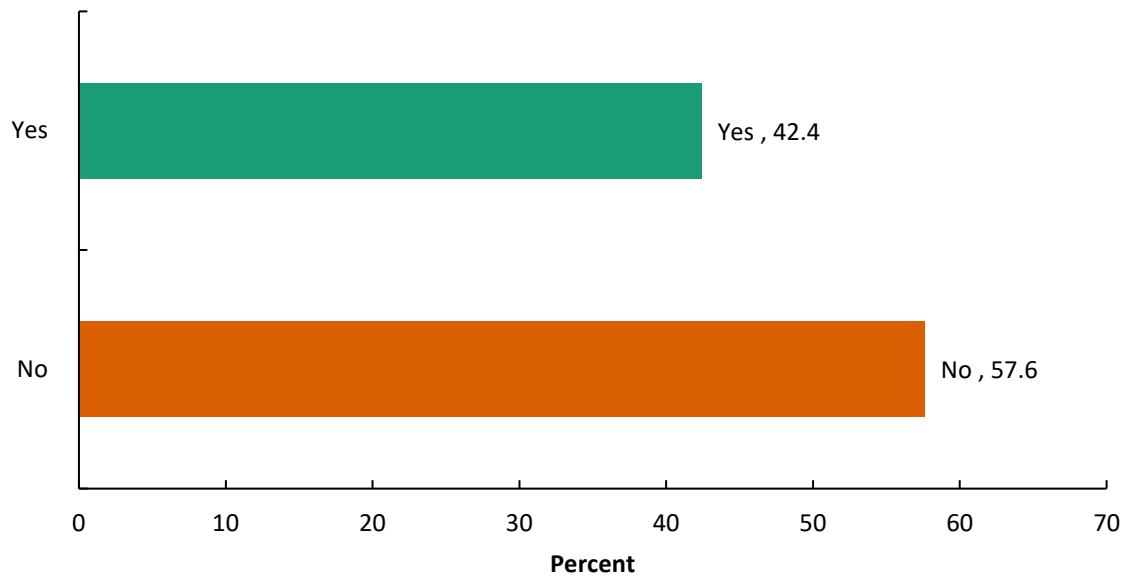
Value	Percent
Yes	75.7%
No	24.3%

12. Were you satisfied with the employer outcome after you reported an incident?



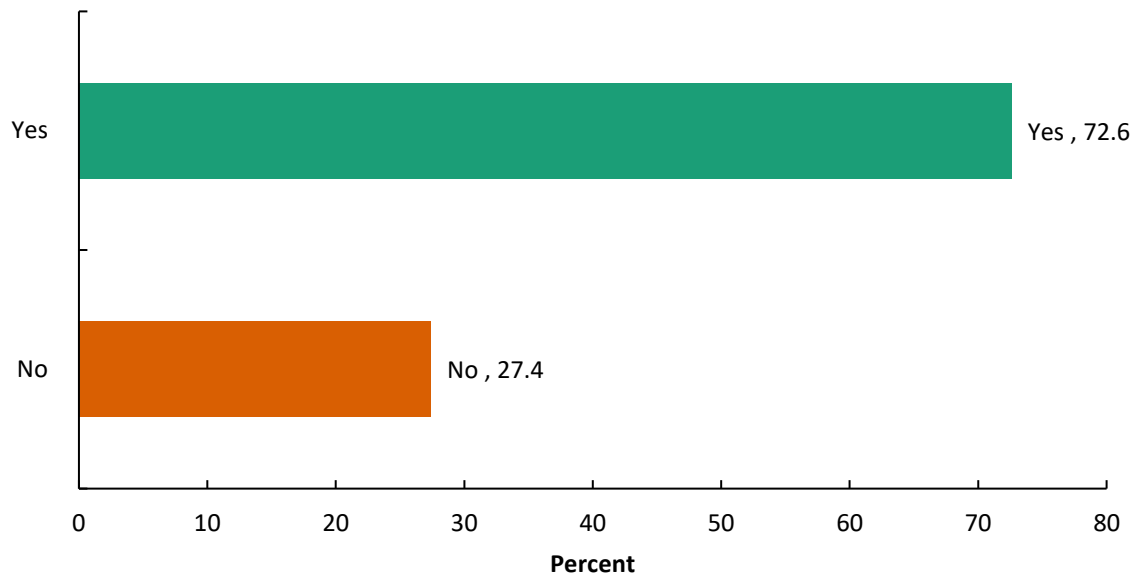
Value	Percent
Yes	20.1%
No	32.3%
No formal outcome	47.6%

13.Do you feel your employer takes violence at work complaints seriously?



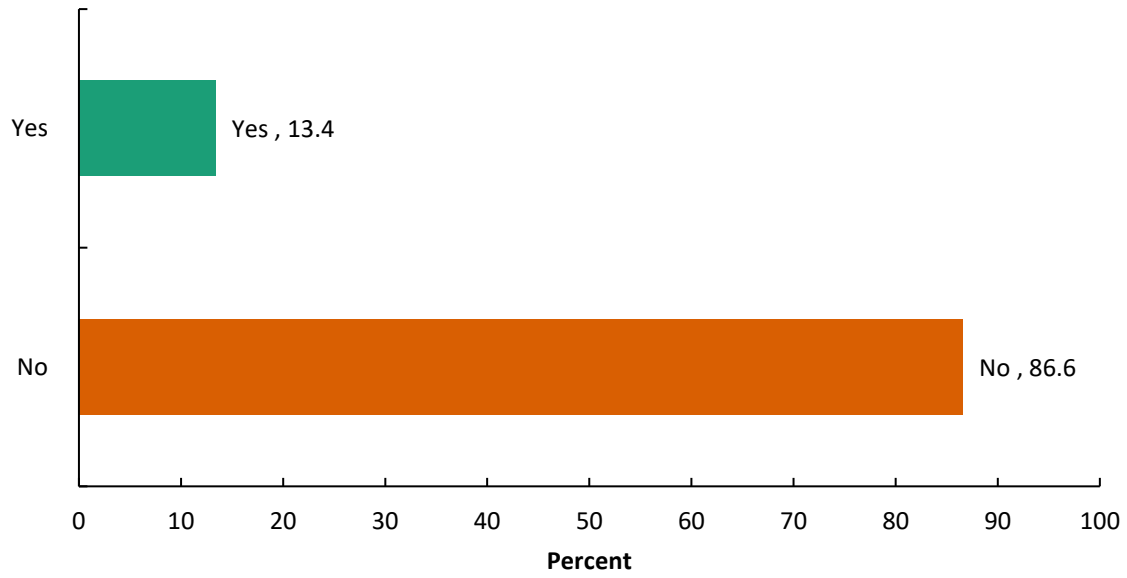
Value	Percent
Yes	42.4%
No	57.6%

14. Would you attend a UNISON briefing on violence at work?



Value	Percent
Yes	72.6%
No	27.4%

15. Would you like more information about becoming a steward and/or health & safety rep?



Value	Percent
Yes	13.4%
No	86.6%