



Ref No: IR2112

Date: 30 August 2022

Dear 

## **FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 – RELEASE OF INFORMATION**

Thank you for your request for information received **17 August 2022** where you asked for:

“For the time period 31st March 2021 to 31st March 2022 please provide the following:

1. total number of violent incidents on your staff broken down by job title/category of worker
2. a breakdown of the nature of the violent incident e.g., verbal, physical, threatening behaviour
3. how many violent incidents have been reported under RIDDOR Regulations, with a breakdown by job title/category of worker”

Your request for information has been processed under the terms of the Freedom of Information (Scotland) Act 2002. The information requested is provided below.

1. 2 incidents reported: both Support Workers
2. First incident tenant pushed workers hand away when they served meal to them and also shouted; second incident tenant was upset and shouting at worker and their family.
3. 0

Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.

### **Your Right to Seek a Review**

If you have made a request and are unhappy with the response from us (or have not had a response), you have the right to request a review from us.

You can do this by writing to:

Date & Information Officer  
Eildon Housing  
Dunsdale Road  
Selkirk  
TD7 5EB

or email: [InfoRequests@Eildon.org.uk](mailto:InfoRequests@Eildon.org.uk)

Please note:

- Your request must be in writing
- You have 40 working days upon receipt of this letter to ask for a review
- You will receive a full response to your review request within 20 working days of its receipt
- Please quote the reference number above in any future communications.

### **Appealing to the Commissioner**

If you have already been through the two steps of making your request and requesting a review and are still not happy, you can appeal to the Scottish Information Commissioner (SIC). You must submit your complaint to the SIC within 6 months of receiving our review response.

You can request an appeal by accessing the **Online Appeal Service** on the SIC's website. This is the best way to make an appeal, it provides help in real time and collects exactly what the SIC needs so they can investigate your case quickly. The SIC's website is:

[www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal)

If you don't wish to appeal online, you can contact the SIC. Your appeal must be in a format that can be kept for future use e.g. in writing, by email, or a recording on an audio or video tape.

### **Send your appeal by email**

You should send your email to: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

### **Send your appeal by post**

Office of the Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

If you need help making an appeal you can contact the Commissioner's Office:

E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Telephone: 01334 464610

You can find further information on making an appeal on the Commissioner's website:

[www.itspublicknowledge.info](http://www.itspublicknowledge.info)

Further information about your rights and accessing information is available on our website here  
**<https://www.eildon.org.uk/access-to-information/>**

Yours sincerely,

Gill Bain  
Business Support Officer