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The Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk TD7 5EB
Telephone: 03000 200 217 Email: inforequests@eildon.org.uk
www.eildon.org.uk



Ref No: IR2371

9 July 2026

Dear [REDACTED]

Freedom of Information (Scotland) Act 2002 – Release of Information

Subject: Violence at work (VAW26)

Thank you for your request for information dated 30 June 2026 which was received on 30 June 2026 where you asked for:

For the time period 1st April 2025 to 31st March 2026 (or your nearest 12-month period), 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 (Reporting of Injuries, Diseases and Dangerous Occurrences) Regulations, with a breakdown by job title/category of worker

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

Role	Number	Breakdown
Support Worker	48 Total Incidents	41 Verbal 7 Violent (physical) 37 Female 11 Male
Contractor	1 Total Incident	Aggressive (threatening behaviour) Male
	1 Total Incident	RIDDOR

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 our Data Protection and Information Officer:

Email: Inforequests@Eildon.org.uk

Postal: The Weaving Shed,
Ettrick Mill
Dunsdale Road
Selkirk
TD7 5EB

Please note:

- If your request for review is being processed under the terms of the Freedom of Information (Scotland) Act 2002 your request must be in a recordable format (email, letter, audio tape etc.) and should state that you are asking for a review of this decision and why you are unhappy with the decision made.
- 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.

You must submit your complaint to the Commissioner within 6 months of receiving our review response.

You can request an appeal by writing to or emailing the Commissioner. The Commissioner recommends that a person uses the Commissioner's application form to submit an appeal (although this is not mandatory) as this will provide the Commissioner with the information they require to investigate the case quickly. The application form can be found at <https://www.foi.scot/appeal> and can be completed and returned to the Commissioner.

If the application form is not used 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

If you want to send your appeal by email, you should send your email to enquiries@foi.scot

Send your appeal by post

If you want to send your appeal by post, you should send your letter to:
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@foi.scot [mailto:](#)

Telephone: 01334 464610

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

<https://www.foi.scot/appeal>

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

Yours sincerely,

Emma Craig

Emma Craig
Business Support Officer