The table below summarises reported serious incidents involving Council employees and Council Contractors during 2020/21.

| **Date** | **Incident Type**  **(ie physical assault, verbal abuse, threat** | **Injury** | **Role** | **Follow-up action** |
| --- | --- | --- | --- | --- |
| **06/09/2020** | Verbal abuse by customer | N/A | Librarian | Customer spoken to afterwards by senior staff member. |
| **04/10/2020** | Confrontation between group at the night market | N/A | Guardians / Watchdog Contractor | Incident resolved onsite with WatchDog and Safe City Guardians escorting parties out of the market |
| **08/10/2020** | Verbal abuse from Political Party member after asked to stop promoting at the Market | N/A | Market Staff | Debrief with staff that day |
| **16/11/2020** | Verbally aggressive when told food / drink not permitted | N/A | Library Staff / Security | Advised regular customer their actions would not be tolerated again if wanted to continue using library. |
| **28/11/2020** | Verbal abuse and inappropriate comments | N/A | i-SITE staff members | Guardians removed person from site. |
| **21/01/2021** | Inappropriate comments | N/A | Librarian | Customer received two week suspension and was asked to only speak to staff re library-related queries or trespass notice would be issued. |
| **11/02/2021** | Verbal abuse towards security at the market | N/A | VR Security | Dealt with by City Guardians and Security staff. |
| **17/03/2021** | Verbal threats | N/A | WatchDog Contractor | Complaint made to police  Patroller stood down for the remainder of the day  Review conducted on procedures and lessons learnt |
| **19/03/2021** | Verbal abuse of staff member as entering building | N/A | Museum staff member | Meeting held with staff and Police, to discuss procedures to put in place |
| **10/04/2021** | Disruptive group/ verbal abuse | N/A | Library staff Guardians WatchDog Contractors | Debrief and procedural review. |
| **22/04/2021** | Verbal abuse and racial comment towards a staff member by intoxicated person at market | N/A | Market staff member | Market security contacted. |
| **14/06/2021** | Injury to staff member assisting Guardians and Police arrest an offender fighting in public | Back injury | Animal Control staff member | Staff member sent to Lakes Prime Care for assessment. |
| **14/06/2021** | Injury to staff member assisting Guardians and Police arrest an offender fighting in public (same incident as above) | N/A | Guardian | Sent to Lakes Prime Care for assessment. |
| **28/06/2021** | Verbal abuse from a customer. | N/A | Library Staff | Security guard responded and customer informed their behaviour will not be tolerated |
| **11/08/2021** | Aggressive behaviour from agitated library customer | N/A | Library Staff  WatchDog | Debrief with staff |
| **17/08/2021** | Threatening phone call to animal control staff member. | N/A | Customer Centre | Matter reported to the police. |
| **20/09/2021** | Phonecall from a member of public threatening a staff member | N/A | Animal Control Staff member | Police informed as well as Watchdog and a priority alert was placed on Smart Track for the staff member as safety precaution. |