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 policePatroller stood down for the remainder of the dayReview 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. |