



# Violence at work:

Findings from the 2005/06 and 2006/07  
British Crime Survey

Simon Webster<sup>1</sup>, Alison Patterson<sup>2</sup>, Jacqueline Hoare<sup>2</sup> and Alan O'Loughlin<sup>1</sup>

<sup>1</sup> Health and Safety Executive

<sup>2</sup> Home Office

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## **Summary**

This report presents findings from the 2005/06 and 2006/07 British Crime Survey (BCS) on violence at work. It provides an overview of the extent of violence at work in England and Wales and examines the nature of these incidents. It also looks at the level of worry among workers about becoming victims of workplace violence.

### **The extent of violence at work**

- The risk of being a victim of actual or threatened violence at work is low; the 2006/07 BCS indicates that 1.7 per cent of working adults were the victim of one or more violent incidents at work.
- Approximately 355,000 workers had experienced at least one incident of violence at work in the 2006/07 BCS, 40 per cent fewer than the peak of 592,000 in 1997.
- There were an estimated 684,000 incidents of violence at work according to the 2006/07 BCS, comprising 288,000 assaults and 397,000 threats.
- The number of incidents of violence at work has fallen by 51 per cent from the peak of 1,404,000 in 1995 to the current level.
- Respondents in the protective service occupations, for example police officers, were most at risk of violence at work, while science and technology professionals, and workers in textiles, printing and other skilled trades, were least at risk.

### **The nature of violence at work**

- In the majority of incidents at work (62%), the victim did not know the offender. In 15 per cent of cases the offender was a client or a member of public known through work, and in just six per cent of cases the offender was a workmate or colleague of the victim. Out of work incidents are more likely to involve young people from the local area or other known persons, including friends, neighbours or tradesmen.
- Victims of actual or threatened violence at work said that the offender was under the influence of alcohol in a third (35%) of incidents, and that the offender was under the influence of drugs in a sixth (15%) of incidents.

### **Consequences of violence at work**

- Overall levels of concern about violence at work are low. Among all adults in work, two per cent said they were very worried about being assaulted by a member of the public while at work (2005/06 BCS).
- Concern about violence at work varied considerably with occupation. Thirty-two per cent of workers in protective service occupations, such as police officers, who had contact with the public were very or fairly worried about assaults at work, compared with eight per cent of workers in business and public service associate professionals.

- Twenty-two per cent of workers who had contact with members of the public thought it very or fairly likely that they would be threatened at work in the next year. Nine per cent of workers with face-to-face contact with the public thought it very or fairly likely that they would be assaulted.

## 1 Introduction

The Health and Safety Executive (HSE) is publishing this report as part of its responsibility for developing and implementing policy on work-related violence. HSE has published a wide range of guidance on the prevention and management of work-related violence, and works in partnership with others (including the Home Office, other government departments, employers, trades unions and local authorities), to raise awareness of the issue and share good practice.

Employers have a legal duty to ensure the health, safety and welfare of their employees under the Health and Safety at Work etc Act 1974. In addition, the Management of Health and Safety at Work Regulations 1999 place specific requirements on employers to assess the risks to their employees, and to take appropriate measures to prevent or reduce the risks. These legal duties include protecting employees from exposure to reasonably foreseeable violence at work - both physical attacks and verbal abuse.

In order to develop strategies to reduce the risk of violence at work, the extent and nature of such violence need to be understood. This report updates previous data published in *Violence at Work: Findings from the British Crime Survey* (Budd 1999); *Violence at Work: New findings from the 2000 British Crime Survey* (Budd, 2001), and *Violence at work: Findings from the 2002/2003 British Crime Survey* (Upson, 2004), which was updated with supplementary tables from the 2003/2004 and 2004/2005 British Crime Survey.

### Definition of violence at work

The British Crime Survey (BCS) measures respondents' experiences of crime-related incidents and classifies these into offence types (including physical assaults and threats), and also collects detailed information about the nature of the victimisation. The BCS defines violence at work on the basis of type of offence (assaults or threats); what the victim was doing at the time of the incident (at work or working); and the relationship between victim and offender (domestic violence is excluded).

- Physical assaults include common assault, wounding and robbery<sup>1</sup>; threats include verbal threats made to or against the respondent<sup>2</sup>. The term violence is used in this report to refer to both assaults and threats. However, threats are not usually included in other BCS measures of violence.
- Respondents were asked what they were doing at the time the incident happened – included here are those incidents where the respondent said they were at work or working, including working at home.

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<sup>1</sup>The BCS classification of 'assaults' includes: serious wounding, other wounding, common assault, attempted assault, serious wounding with sexual motive, other wounding with sexual motive, robbery and attempted robbery. Since 2006/07 snatch theft is no longer included within the BCS violence category and therefore has been excluded from this analysis for consistency.

<sup>2</sup> The BCS classification of 'threats' includes: threat to kill/assault, sexual threat or other threat made against (but not necessarily to) the respondent and threats against others made to the respondent.

- Excluded are incidents in which there was a domestic relationship between the offender and victim (current or former partners, relatives or household members) as these cases are likely to be very different in nature from other experiences of violence at work.

Where stated, analysis is based on respondents of working age in employment. This includes women aged 16 - 59 years and men aged 16 - 64 years who said they were in paid work in the last seven days (either as an employee or self-employed).

### **Structure of the report**

- Chapter 2 reports on the extent of violence at work in England and Wales from 2005/06 and 2006/07 BCS interviews and investigates how the level of violence at work has changed over the last decade and a half. It also considers the relationship between the victim and offender and whether the offender was under the influence of alcohol or drugs.
- Chapter 3 addresses the consequences of violence at work, including the level of concern among workers about being victims of violence at work and their perception of the risk of violence.

### **The British Crime Survey (BCS)**

The BCS is a large, nationally representative, household survey that has been carried out since 1982. The main purpose of the survey is to measure the extent and nature of criminal victimisation against adults, aged 16 or over, living in private households in England and Wales. Respondents are also asked about their attitudes towards different crime-related issues.

The BCS has run continuously since 2001 with each annual dataset reporting on interviews conducted between April and March, covering incidents experienced by respondents in the 12 months prior to their interview. BMRB Social Research carries out the fieldwork for the BCS, which has a sample of around 47,000 respondents (47,796 in 2005/06, 47,203 in 2006/07). The response rate in both calendar years 2005 and 2006 was 75 per cent. Further details are contained in the BCS Technical Report (<http://www.homeoffice.gov.uk/rds/pdfs07/bcs0607tech1.pdf>).

Further information on the British Crime Survey and access to recent publications can be found at <http://www.homeoffice.gov.uk/rds/bcs1.html>.

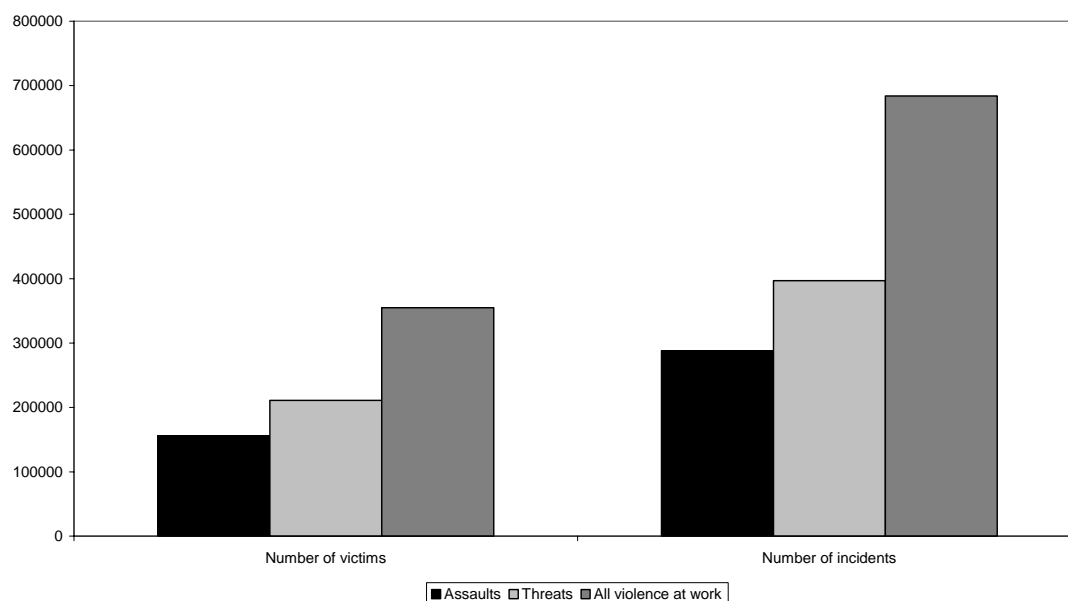
## 2 The extent of violence at work

In order to aid the development of policies to reduce violence at work it is necessary to assess how frequently incidents occur and the risk of victimisation. This chapter looks at the level of violence at work in England and Wales and examines how this has changed over the last decade. Two main measures of the extent of violence at work are presented – the number of victims and the number of incidents. The variation in risk of victimisation among different groups within the population is also examined.

### The level of violence at work

The estimated risk of a worker being a victim of an assault or threat of violence at work in a given year is quite low. The 2006/07 BCS estimated that 1.7 per cent of working adults were the victim of one or more violent incidents at work in the year before their interview; 0.7 per cent had been physically assaulted while they were working and 1.0 per cent had been threatened. This represents an estimated 355,000 workers who had experienced at least one incident of violence at work, 156,000 had been assaulted while they were working and 211,000 had been threatened (Figure 2.1). Note that the overall victimisation risk does not equal the sum of the risks of assaults and threats as some victims will have experienced both assaults and threats within the previous year.

Figure 2.1 Number of victims and incidents of violence at work, 2006/07 BCS interviews



- 1 Source 2006/07 BCS
- 2 Based on adults of working age, in employment

Figure 2.1 also shows the number of incidents of violence at work in the 2006/07 BCS. It is estimated that there were 684,000 incidents of violence at work in England and Wales, of which 288,000 were assaults and 397,000 were threats. The number of incidents is greater than the number of victims: a victim can experience more than one assault or threat in the year. These estimates are subject to sampling error and may differ from the true number of incidents and victims in England and Wales (for more information see Glossary in Nicholas *et al.*, 2007).

## Trends in violence at work

The trend in the number of victims of workplace violence since 1991 is shown in Table 2.2. Note that the figures differ from those published in previous BCS reports<sup>3</sup>.

Between 1991 and 1997, the estimated number of workers who had been a victim of violence at work rose by almost 44 per cent, from 440,000 to 592,000. The number of workers who had been a victim of assaults rose by a quarter (25%) over this period while the number who had been a victim of threats increased by two fifths (41%). The total number of victims does not equal the sum of the number of victims of assaults and threats as some victims will have experienced both offence types in a year.

Since 1997 the number of victims of violence at work has fallen by 40 per cent to 355,000. However the 2006/07 figure is marginally higher than in 2005/06, when the number of victims was 333,000.

Table 2.2 Number of victims of violence at work, 1991 to 2006/07 BCS interviews

<i>Number of victims (thousands)</i>	1991	1993	1995	1997	1999	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
Assaults	204	277	279	255	288	206	203	195	164	154	156
Threats	254	277	338	359	315	255	228	247	198	194	211
<b>All violence at work</b>	<b>440</b>	<b>518</b>	<b>549</b>	<b>592</b>	<b>571</b>	<b>425</b>	<b>407</b>	<b>413</b>	<b>342</b>	<b>333</b>	<b>355</b>

1 Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06 and 2006/07 BCS

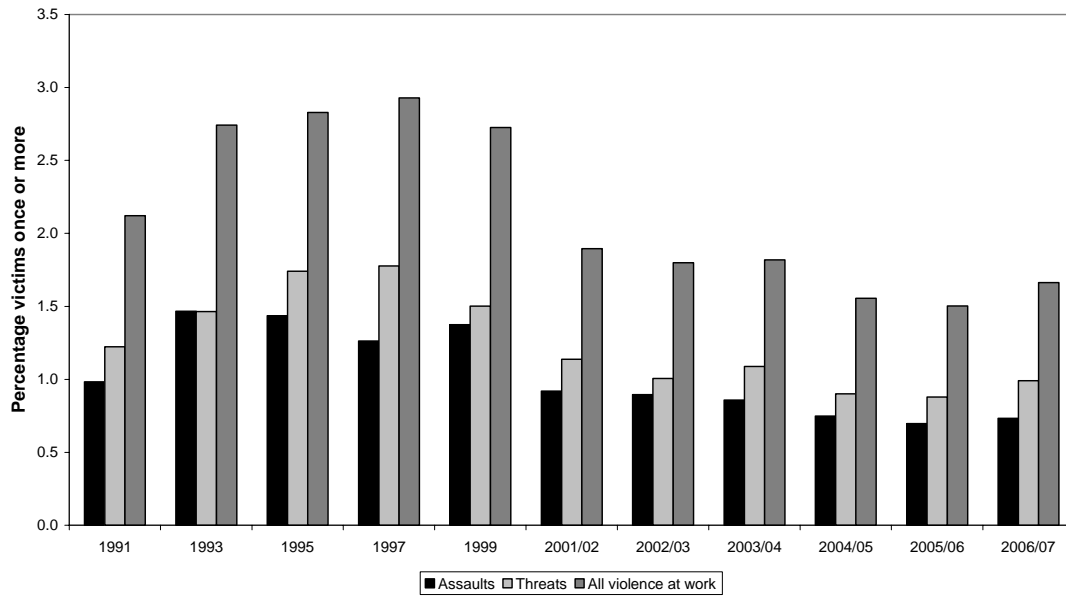
2 Based on adults of working age, in employment

Figure 2.3 shows the trend in the prevalence of workplace violence, that is, the percentage of workers who were victims of violence at work once or more during the year, since 1991 (see also Table A.2.1 in Appendix A). The trend in the risk of being a victim of violence at work follows the same pattern as the trend in the number of victims described above<sup>4</sup>.

<sup>3</sup> Figures have been revised to exclude snatch theft from the violence offence category and to only exclude incidents of domestic violence that may take place at work.

<sup>4</sup> The number of victims of workplace violence is estimated by multiplying the risk of being a victim by the population estimate for adults of working age in employment from the Labour Force Survey; 2005/06 BCS used 2005 estimates (autumn quarter), 2006/07 BCS used LFS 2006 estimates (July-September).

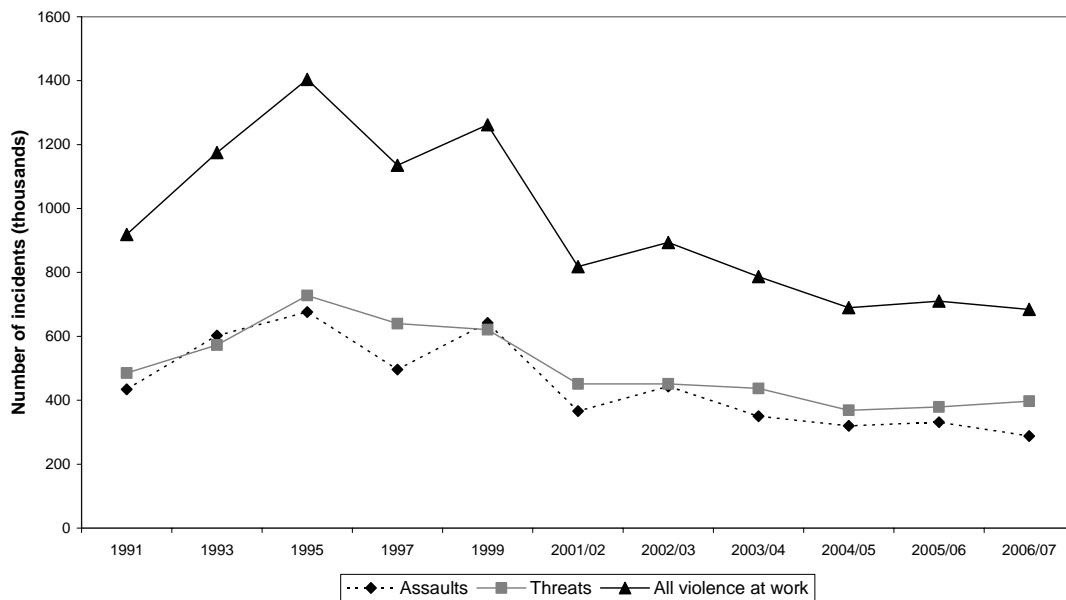
**Figure 2.3 Risk of violence at work, 1991 to 2006/07 BCS interviews**



- 1 Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06 and 2006/07 BCS
- 2 Based on adults of working age, in employment

Figure 2.4 shows the estimated number of incidents of actual or threatened violence at work between 1991 and 2006/07 (see also Table A.2.2 in Appendix A).

**Figure 2.4 Number of incidents of violence at work, 1991 to 2006/07 BCS interviews**



- 1 Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06 and 2006/07 BCS
- 2 Based on adults of working age, in employment

Between 1991 and 1995 the number of incidents of violence at work rose by 53 per cent, from 919,000 to 1,404,000 incidents. Following the peak in 1995, the number of incidents showed an overall downward trend, falling to a new low of 684,000 in the 2006/07 BCS.

The risk of victimisation, that is the percentage of workers that have experienced workplace violence once or more, has remained fairly stable since 2001/02, although the 2006/07 BCS figures are slightly higher than the previous two years (Figure 2.3). The total number of incidents has also remained stable over this period, with a small sustained drop in numbers since the 2004/05 BCS (Figure 2.4).

## **Who is at risk of violence at work?**

### **Age and sex**

Looking at who is at risk of violence at work, that is, the proportion of workers who were victims of violence at work once or more during the year, the 2006/07 BCS shows that 1.3 per cent of women and 1.9 per cent of men were victims. The difference in risk between men and women is statistically significant. With regard to age, for men the highest risk age groups are 25-34 and 35-44; 2.2 per cent of men in these age groups have been victims, which is significantly higher than the 1.2 per cent in the age group 55-64. For women, the age group with the highest estimate for risk is again 25-34; 1.7 per cent of women in this age group have been victims but this is not significantly higher than other age groups. See Table A2.3 in Appendix A.

### **Occupation**

National level estimates of violence at work mask variation in risk among workers with different occupational characteristics. Previous research has shown that not all workers share the same risk of violence at work (Mayhew *et al.*, 1989, Jones *et al.*, 1997, Budd, 1999 and 2001, Upton, 2004).

The BCS assigns a Standard Occupational Classification (SOC) code to the current occupation of all respondents, or if they were not in work in the week prior to the interview, their last main job (ONS, 2000). The individual SOC codes can be grouped into categories to allow analysis of occupational differences in risk. The analysis in this publication uses the 25 sub-major occupational groups; full details of the SOC occupations within each of these groups are given in Appendix B (for further details of the SOC classification, see ONS, 2000).

Only respondents who were working in the week prior to their interview are included in the analyses presented in this chapter. Respondents may not have been in employment for the entire 12 months over which the risks are measured, however the BCS does not ask respondents how long they had been in their current job. The inclusion of people who had not worked throughout the year may lead to an underestimation of the level of risk. Furthermore some respondents may have changed jobs during the year; the violent incident may have occurred in a previous occupation, details of which are not collected. It is not possible to identify these cases. However, the overall impact is likely to be small, particularly as many people who change jobs will remain in the same occupational group. The following results are based on combined 2005/06 and 2006/07 BCS datasets to improve the reliability of the findings.

The BCS shows that there is large variation in the risks of violence at work across occupational groups (Table A2.4 in Appendix A). People in protective service occupations, for example police officers, fire service officers and prison service officers, had the highest estimated risk, 6.4 per cent having experienced one or more incidents of actual or threatened violence while working during the year prior to their

interview. Full details of the occupations included in each of the occupational groups are given in Appendix B.

Tables 2.5 and 2.6 list the occupational groups most at risk of assaults or threats at work. Overall, respondents in protective service occupations (such as police officers) faced the highest risk of assaults while working, at 5.5 per cent – almost 20 times the average risk. The percentage experiencing threats is lower (0.9%), which could be partially due to the fact that potentially violent situations may be more likely to result in actual assaults for workers in the police and prison service because they are dealing with known offenders who may be more likely to resort to physical violence.

Other groups with high risk of assaults included leisure and other personal service occupations (1.1%) and culture, media and sports occupations (0.8%). Groups with a relatively high risk of threats included managers and proprietors in agriculture and services (1.6%), health professionals (1.4%) and customer service occupations (1.2%).

Table 2.5 Occupations most at risk of assaults at work, 2005/06 and 2006/07 BCS interviews

<i>Percentage victims once or more</i>	Assaults
Protective service occupations	5.5
Leisure and other personal service occupations	1.1
Culture, media and sports occupations	0.8
Health and social welfare associate professionals	0.5
Corporate managers	0.5
<b>All</b>	<b>0.3</b>

1. Source 2005/06 and 2006/07 BCS.
2. Based on adults of working age, in employment.
3. Full details of the SOC occupations within each of the groups are given in Appendix B.

Table 2.6 Occupations most at risk of threats at work, 2005/06 and 2006/07 BCS interviews

<i>Percentage victims once or more</i>	Threats
Managers and proprietors in agriculture and services	1.6
Health professionals	1.4
Customer service occupations	1.2
Protective service occupations	0.9
Sales occupations	0.9
Process, plant and machine operatives	0.9
<b>All</b>	<b>0.4</b>

1. Source 2005/06 and 2006/07 BCS.
2. Based on adults of working age, in employment.
3. Full details of the SOC occupations within each of the groups are given in Appendix B.

## Repeat Victimization

Some victims of violence at work experienced more than one incident during the year before interview. The BCS counts the number of times each individual has experienced an offence over the 12-month period (up to a maximum of six separate offences) and so can provide estimates of the level of repeat victimisation. The 2006/07 BCS estimated that over a third (37%) of all people assaulted or threatened at work were repeat victims, with almost a quarter (22%) experiencing three or more incidents of workplace violence during the year, and a further 14 per cent having experienced two incidents (Table 2.7).

Table 2.7 Repeat Victimization, 2006/07 BCS interviews

<i>Percentages</i>	Once	Twice	Three or more times	<i>Unweighted N</i>
<b>Assaults</b>				
At work	65	14	21	169
Not at work	79	14	6	562
<b>Threats</b>				
At work	64	14	22	238
Not at work	72	16	12	531
<b>All violence</b>				
At work	63	14	22	392
Not at work	72	17	11	1,034

1. Source 2006/07 BCS.

2. Based on adults of working age, in employment. Excludes don't knows.

3. Victims of the same type of offence within the survey period.

The level of repeat victimisation for violence at work was higher than for violence not at work. 22 per cent of victims of violence at work experienced three or more incidents, compared with 11 per cent of victims of non-work violence; a similar pattern was found in previous analysis of the BCS (Budd, 1999 and Upson, 2004).

Sample size limitations mean that it is not possible to estimate the level of repeat victimisation among different occupations. However, previous analysis of the BCS indicated that the level of repeat victimisation was higher among workers in the following occupations; retail sales; security and protective services; nursing; teaching; and catering, hotels or restaurants (Budd, 1999).

## Influence of alcohol and drugs

The BCS asks victims of crime whether they thought the offender(s) were under the influence of alcohol or drugs at the time of the incident. The BCS can only provide an indication of the role of alcohol or drugs in offences as a relatively high proportion of respondents are not able to make this judgement, particularly for drugs. Also, those that are able to provide information are likely to be basing their response on their perceptions of the offender's behaviour, rather than on evidence of alcohol or drug use. This may lead to an overestimation of the proportion of incidents involving offenders who were under the influence of alcohol or drugs.

Victims of actual or threatened violence at work said that the offender was under the influence of alcohol in a third (35%) of incidents, and that the offender was under the influence of drugs in just under a sixth (15%) of incidents (Table 2.8). Alcohol was

more often named as a factor by victims of assaults at work than by victims of threats at work. Victims of non-work related violent incidents more frequently reported that the offender was under the influence of alcohol than victims of workplace incidents.

Table 2.8 Offender under the influence of alcohol or drugs in violent incidents at work for adults of working age in employment, 2006/07 BCS

Percentages	Assaults		Threats		All violence	
	At work	Not at work	At work	Not at work	At work	Not at work
<b>Under influence of alcohol</b>						
Yes	40	57	31	44	35	51
No	53	31	57	46	56	38
Don't know	7	11	11	10	10	11
<b>Under influence of drugs</b>						
Yes	16	16	14	13	15	15
No	62	48	62	59	62	53
Don't know	22	37	23	27	23	33
<i>Unweighted N</i>	201	650	279	596	480	1,246

1. Source 2006/07 BCS

2. Based on adults of working age, in employment

### Offender-victim relationship

The majority of violent incidents that occurred while the victim was working involved offenders who the victim did not know before the incident. Strangers, that is people the victim had never seen or spoken to before, were the offenders in 62 per cent of cases of workplace violence. Among incidents where the offender was known, the offenders were most likely to be clients or a member of the public known through work – they were mentioned in 17 per cent of assaults at work and 14 per cent of threats (Table 2.9).

Table 2.9 Offender-victim relationship in violence at work for adults of working age in employment, 2006/07 BCS

Percentages	Assaults		Threats		All violence	
	At work	Not at work	At work	Not at work	At work	Not at work
<b>Stranger</b>	<b>56</b>	<b>71</b>	<b>67</b>	<b>55</b>	<b>62</b>	<b>64</b>
<b>Known</b>	<b>44</b>	<b>29</b>	<b>33</b>	<b>45</b>	<b>38</b>	<b>36</b>
Workmate/colleague	6	1	6	1	6	1
Client/member of public through work	17	1	14	2	15	1
Young people from local area	12	11	5	11	8	11
Other known <sup>1</sup>	9	15	6	25	7	19
<i>Unweighted N</i>	200	649	279	595	479	1,244

1. 'Other known' includes friends/acquaintances, neighbours and tradesman/builder/contractor.

2. Source 2006/07 BCS

3. Based on adults of working age, in employment. Excludes don't knows.

Although strangers also carried out the majority of non-work related incidents of violence (64%), the offender-victim relationship where the offender was known differed from that in at-work incidents. Non-work assaults were more frequently

committed by ‘other’ known persons, which includes friends and acquaintances, neighbours and tradesmen, while victims of at-work incidents often knew the offender as a client or in a small number of cases a workmate/colleague.

### 3 The consequences of violence at work

Experiencing violence at work can have both physical and emotional consequences for victims and worry about workplace violence may impact upon people’s health. This chapter examines the physical injuries caused during incidents of workplace violence and looks at worry about violence at work and how this can affect health.

#### Physical injury

Just over a third (35%) of assaults at work resulted in some type of injury to the victim, similar to that shown in previous reports (Budd, 1999 and Upson, 2004) (Table 3.1).

Table 3.1 Injuries sustained in violent incidents at work for adults of working age in employment, 2006/07 BCS

Percentages	Assaults	
	At work	Not at work
No injury	65	47
Injury	35	53
<i>Unweighted N</i>	206	662

1. Source 2006/07 BCS

2. Based on adults of working age, in employment. Excludes don’t knows.

Previous British Crime Survey reports indicate that the most common *type* of injury is minor bruising or black eyes (around half of all injuries), followed by severe bruising, scratches or cuts (around a quarter of all injuries) (Upson, 2004).

#### Worry about violence at work

Experiencing a violent incident in the workplace may not only cause physical injury, but also can be a source of concern and stress for the workforce. The BCS asked people in work how worried they were about being threatened (whether by telephone, in writing, or in person) or physically attacked by a member of the public while they were at work. These questions are not asked every year on the BCS hence analysis here presents results from the 2005/06 BCS when the questions were last included.

The questions on worry about violence at work and perceived risk were asked of all respondents who were in work (employed or self-employed), on a government training scheme, had a job they were away from, or were working unpaid in their own or a family business, in the week before their interview. The results reported in this chapter are based on those of working age.

Among all adults in work, two per cent said they were very worried about being assaulted by a member of the public while at work and a further eight per cent said they were fairly worried. The figures were similar for worry about threats at work, with three per cent saying they were very worried and ten per cent fairly worried. Table 3.2 gives the full results.

Table 3.2 Worry about violence at work among adults of working age in employment, 2005/06 BCS

Percentages	Assaults		Threats	
	All workers	Workers with contact	All workers	Workers with contact
Very worried	2	3	3	3
Fairly worried	8	10	10	13
Not very worried	26	32	26	32
Not at all worried	43	54	41	51
Never have contact with members of the public	21	n/a	20	n/a
<i>Unweighted N</i>	<i>11,828</i>	<i>9,237</i>	<i>11,828</i>	<i>9,392</i>

1. Latest data available; questions not included in 2006/07 BCS.

2. Workers with contact are those who had contact with members of the public.

The figures in Table 3.2 are based on all respondents of working age who were in employment, including those who did not have contact with members of the public through their occupation. Around one in five workers had no contact with members of the public, so looking only at workers who had contact with the public, 13 per cent were very or fairly worried about being assaulted at work and 16 per cent were very or fairly worried about being threatened.

Previous crime surveys have shown that levels of concern about violence at work are relatively low in comparison to worry about being a victim of other crimes. For example, 13 per cent of workers of working age in the 2002/03 BCS were very worried about being physically attacked, and seven per cent were very worried about being insulted or pestered (Upson, 2004). This compared with two per cent of workers in the 2005/06 BCS who were very worried about being assaulted at work.

### Who worries about violence at work?

The figures presented in this section are for all workers, irrespective of whether they had contact with members of the public through their work. Tables A3.1 and A3.2 in Appendix A show the figures both for all workers and for workers who had contact with the public.

### Age and sex

Fourteen per cent of women were very or fairly worried about being assaulted at work, and 17 per cent were very or fairly worried about being threatened. Eight per cent of men were very or fairly worried about assaults at work and ten per cent were very or fairly worried about threats. The pattern across all age groups is shown in Table A3.1.

### Occupational group

Levels of concern about violence at work vary considerably by occupation. The highest central estimate for worry about assaults is for protective service occupations. Thirty per cent of workers in this group said they were very or fairly worried about assaults. This group was also towards the higher end of the range for worry about threats, with 20 per cent saying they were very or fairly worried.

Health and social welfare professionals had high levels of worry about violence at work – 28 per cent said they were very or fairly worried about threats and 24 per cent that they were very or fairly worried about assaults. There is a wide range across occupations, with only four per cent of workers in skilled trade occupations worried about assaults and six per cent worried about threats.

Tables 3.3 and 3.4 show the occupational groups with the highest levels of worry, Table A3.2 in Appendix A lists the figures for all occupations. Details of the occupations included in each of the occupational groups are given in Appendix B.

Table 3.3 Occupations with high levels of worry about assaults at work, 2005/06 BCS interviews

<i>Percentage very/fairly worried</i>	Assaults
Protective service occupations	30
Health and social welfare associate professionals	24
Leisure and other personal service occupations	22
Sales occupations	20
Managers and proprietors in agriculture and services	16
<b>All</b>	<b>11</b>

1. Source 2005/06 and 2006/07 BCS.

2. Based on adults of working age, in employment.

3. Full details of the SOC occupations within each of the groups are given in Appendix B.

Table 3.4 Occupations with high levels of worry about threats at work, 2005/06 BCS interviews

<i>Percentage very/fairly worried</i>	Threats
Health and social welfare associate professionals	28
Sales occupations	25
Health professionals	24
Managers and proprietors in agriculture and services	23
Leisure and other personal service occupations	23
Protective service occupations	20
Teaching and research professionals	20
Caring personal service occupations	18
<b>All</b>	<b>13</b>

1. Source 2005/06 and 2006/07 BCS.

2. Based on adults of working age, in employment.

3. Full details of the SOC occupations within each of the groups are given in Appendix B.

Levels of worry about violence at work tended to be higher for those occupations where the actual risk of victimisation was high – see Table A2.4 in Appendix A for estimates of risk. For example, 30 per cent of workers in protective service occupations, such as police officers, fire service officers and prison service officers, were very or fairly worried about being assaulted at work, and just under 6 per cent of respondents in these occupations had been victims of an at-work assault.

### Perceptions of risk

Workers who had contact with members of the public through their jobs were asked to assess how likely they thought it was that they would be threatened or assaulted at work in the next year. As Table 3.5 shows, almost a quarter (22%) of workers who had contact with the public thought it very or fairly likely that they would be threatened at work in the next year and nine per cent of people with face-to-face

contact thought it likely that they would be assaulted. Again, note that this data is taken from the 2005/06 BCS as the question is not asked every year.

Table 3.5 Perceptions of risk of violence at work, 2005/06 BCS interviews

<i>Percentages</i>	Likelihood of assaults	Likelihood of threats
Very likely	2	6
Fairly likely	7	15
Fairly unlikely	39	35
Very unlikely	52	43
<i>Unweighted N</i>	<i>9,187</i>	<i>9,345</i>

1. Source 2005/06 BCS - latest data available; questions not included in 2006/07 BCS.

2. Based on adults of working age, in employment, who had contact with members of the public. Excludes don't knows.

Tables A3.3 and A3.4 in Appendix A show how perceptions of risk vary with age, sex and occupation. The main findings are:

### **Age and sex**

Just under a quarter (24%) of women said it was very or fairly likely they would be threatened at work compared with just under a fifth (19%) of men. The pattern for perceived risk of assaults differed; around one in ten (9%) of both men and women said they were very or fairly likely to be assaulted at work in the next year (Table A3.3). This table also shows the distribution of perceived risk by age.

### **Occupational group**

Perceptions of risk varied across occupations and were to some degree linked to actual levels of risk.

More than half (53%) of people in protective service occupations, such as police officers, said it was very or fairly likely that they would be assaulted at work in the following year and 65 per cent said it was very or fairly likely that they would be threatened (Table A3.4). Health and social welfare associate professionals also considered themselves to be at high risk, with 19% believing it was very or fairly likely they would be assaulted at work in the following year and 40% believing it very or fairly likely they would be threatened. Table A2.4 in Appendix A shows estimates of actual risk and reveals that those working in protective service occupations, where perceived risk is high, do actually have the highest estimated level of risk of victimisation across occupational groups.

## Appendix A Additional tables

Table A2.1 Risk of violence at work, 1991 to 2006/07 BCS interviews

<i>Percentage victims once or more</i>	1991	1993	1995	1997	1999	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
Assaults	1.0	1.5	1.4	1.3	1.4	0.9	0.9	0.9	0.7	0.7	0.7
Threats	1.2	1.5	1.7	1.8	1.5	1.1	1.0	1.1	0.9	0.9	1.0
<b>All violence at work</b>	<b>2.1</b>	<b>2.7</b>	<b>2.8</b>	<b>2.9</b>	<b>2.7</b>	<b>1.9</b>	<b>1.8</b>	<b>1.8</b>	<b>1.6</b>	<b>1.5</b>	<b>1.7</b>
<i>Unweighted base</i>	<i>4,959</i>	<i>6,953</i>	<i>7,984</i>	<i>7,408</i>	<i>10,121</i>	<i>16,324</i>	<i>18,369</i>	<i>19,131</i>	<i>22,521</i>	<i>24,475</i>	<i>23,974</i>

1. Source 1992, 1994, 1996, 1998, 2000, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06 and 2006/07 BCS.

2. Rates per 10,000 adults of working age, in employment.

Table A2.2 Number of incidents of violence at work, 1991 to 2006/07 BCS interviews

<i>Number of incidents (thousands)</i>	1991	1993	1995	1997	1999	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
Assaults	434	602	676	496	642	366	443	350	320	331	288
Threats	485	573	728	640	621	451	451	437	369	379	397
<b>All violence at work</b>	<b>919</b>	<b>1,175</b>	<b>1,404</b>	<b>1,135</b>	<b>1,262</b>	<b>818</b>	<b>894</b>	<b>787</b>	<b>690</b>	<b>710</b>	<b>684</b>
<i>Unweighted base</i>	<i>4,959</i>	<i>6,953</i>	<i>7,984</i>	<i>7,408</i>	<i>10,121</i>	<i>16,324</i>	<i>18,369</i>	<i>19,131</i>	<i>22,521</i>	<i>24,475</i>	<i>23,974</i>

1. The number of incidents is calculated by multiplying the incident rates by the number of adults of working age in paid employment within the population.

2. Source 1992, 1994, 1996, 1998, 2000, 2001/02, 2002/03, 2003/04, 2004/05, 2005/06 and 2006/07 BCS.

Table A2.3 Risk of violence at work, by sex and age, 2006/07 BCS interviews

<i>Percentage victims once or more</i>	Assaults	Threats	All violence at work
<b>Men</b>	<b>0.8</b>	<b>1.2</b>	<b>1.9</b>
16-24	0.5	1.2	1.7
25-34	0.9	1.4	2.2
35-44	1.2	1.0	2.2
45-54	0.9	1.2	2.0
55-64	0.2	1.0	1.2
<b>Women</b>	<b>0.6</b>	<b>0.8</b>	<b>1.3</b>
16-24	0.4	0.5	0.9
25-34	0.8	0.9	1.7
35-44	0.6	0.7	1.3
45-54	0.6	0.8	1.2
55-64	0.5	0.9	1.4
<b>All</b>	<b>0.7</b>	<b>1.0</b>	<b>1.7</b>

1. Source 2006/07 BCS.

2. Based on adults of working age, in employment.

Table A2.4 Risk of violence at work, by occupation, 2005/06 and 2006/07 BCS interviews

<i>Percentage victims once or more</i>	Assaults	Threats	All violence at work	<i>Unweighted N</i>
<b>Managers and Senior Officials</b>	<b>0.4</b>	<b>0.8</b>	<b>1.2</b>	<b>7,420</b>
Corporate managers	0.5	0.6	0.9	5,509
Managers and proprietors in agriculture and services	0.4	1.6	2.0	1,911
<b>Professional Occupations</b>	<b>0.2</b>	<b>0.4</b>	<b>0.6</b>	<b>5,435</b>
Science and technology professionals	0.0	0.0	0.0	1,322
Health professionals	0.0	1.4	1.4	475
Teaching and research professionals	0.4	0.4	0.8	2,444
Business and public service professionals	0.3	0.5	0.6	1,194
<b>Associate Professionals and Technical Occupations</b>	<b>0.7</b>	<b>0.2</b>	<b>0.9</b>	<b>7,070</b>
Science and technology associate professionals	0.0	0.1	0.1	828
Health and social welfare associate professionals	0.5	0.3	0.7	1,973
Protective service occupations	5.5	0.9	6.4	605
Culture, media and sports occupations	0.8	0.0	0.8	1,027
Business and public service associate professionals	0.0	0.0	0.1	2,637
<b>Administrative and Secretarial Occupations</b>	<b>0.0</b>	<b>0.3</b>	<b>0.4</b>	<b>5,916</b>
Administrative occupations	0.0	0.3	0.4	4,628
Secretarial and related occupations	0.0	0.3	0.3	1,288
<b>Skilled Trades Occupations</b>	<b>0.0</b>	<b>0.1</b>	<b>0.1</b>	<b>5,631</b>
Skilled agricultural trades	0.0	0.1	0.1	527
Skilled metal and electrical trades	0.0	0.2	0.2	2,124
Skilled construction and building trades	0.1	0.1	0.1	2,015
Textiles, printing and other skilled trades	0.0	0.0	0.0	965
<b>Personal Service Occupations</b>	<b>0.6</b>	<b>0.1</b>	<b>0.7</b>	<b>3,963</b>
Caring personal service occupations	0.4	0.1	0.4	2,976
Leisure and other personal service occupations	1.1	0.2	1.3	987
<b>Sales and Customer Service Occupations</b>	<b>0.2</b>	<b>0.9</b>	<b>1.1</b>	<b>3,375</b>
Sales occupations	0.2	0.9	1.1	2,755
Customer service occupations	0.2	1.2	1.4	620
<b>Process, Plant and Machine Operatives</b>	<b>0.2</b>	<b>0.6</b>	<b>0.8</b>	<b>3,824</b>
Process, plant and machine operatives	0.0	0.9	0.9	1,824
Transport and mobile machine drivers and operatives	0.3	0.3	0.6	2,000
<b>Elementary Occupations</b>	<b>0.3</b>	<b>0.2</b>	<b>0.5</b>	<b>5,245</b>
Elementary trades, plant and storage-related occupations	0.1	0.1	0.2	1,713
Elementary administration and service occupations	0.4	0.2	0.6	3,532
<b>All</b>	<b>0.3</b>	<b>0.4</b>	<b>0.7</b>	<b>47,879</b>

1. Source 2005/06 and 2006/07 BCS.

2. Based on adults of working age, in employment.

3. Full details of the SOC occupations within each of the groups are given in Appendix B.

Table A3.1 Percentage very or fairly worried about violence at work, by sex and age, 2005/06 BCS interviews

<i>Percentage very/fairly worried</i>	<b>Assaults</b>		<b>Threats</b>	
	All workers	Workers at potential risk	All workers	Workers at potential risk
<b>Men</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>13</b>
16-24	6	8	8	11
25-34	9	12	11	15
35-44	8	10	9	12
45-54	9	12	11	14
55-64	6	8	7	10
<b>Women</b>	<b>14</b>	<b>17</b>	<b>17</b>	<b>20</b>
16-24	16	18	22	24
25-34	14	18	18	22
35-44	13	16	16	20
45-54	13	16	16	19
55-64	9	12	12	15
<b>All</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>16</b>
<i>Unweighted base</i>	<i>11,828</i>	<i>9,237</i>	<i>11,828</i>	<i>9,392</i>

1. Source 2005/06 BCS - latest data available; questions not included in 2006/07 BCS.

2. Workers at potential risk are those who had contact with members of the public.

3. Based on adults of working age, in employment. Excludes don't knows.

Table A3.2 Percentage very or fairly worried about violence at work, by occupation, 2005/06 BCS interviews

<i>Percentage very/fairly worried</i>	<b>Assaults</b>		<b>Threats</b>	
	All workers	Workers with contact	All workers	Workers with contact
<b>Managers and Senior Officials</b>	<b>9</b>	<b>11</b>	<b>13</b>	<b>16</b>
Corporate managers	7	9	10	13
Managers and proprietors in agriculture and services	16	17	23	25
<b>Professional Occupations</b>	<b>12</b>	<b>14</b>	<b>15</b>	<b>18</b>
Science and technology professionals	-	-	-	-
Health professionals	-	-	24	24
Teaching and research professionals	15	16	20	21
Business and public service professionals	14	16	15	17
<b>Associate Professionals and Technical Occupations</b>	<b>13</b>	<b>16</b>	<b>15</b>	<b>19</b>
Science and technology associate professionals	-	-	-	-
Health and social welfare associate professionals	24	24	28	28
Protective service occupations	30	32	20	21
Culture, media and sports occupations	-	-	-	-
Business and public service associate professionals	6	8	10	13
<b>Administrative and Secretarial Occupations</b>	<b>8</b>	<b>12</b>	<b>11</b>	<b>14</b>
Administrative occupations	7	11	10	13
Secretarial and related occupations	12	14	15	17
<b>Skilled Trades Occupations</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>8</b>
Skilled agricultural trades	-	-	-	-
Skilled metal and electrical trades	6	8	8	11
Skilled construction and building trades	-	-	5	5
Textiles, printing and other skilled trades	-	-	-	-
<b>Personal Service Occupations</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>21</b>
Caring personal service occupations	15	17	18	20
Leisure and other personal service occupations	22	23	23	24
<b>Sales and Customer Service Occupations</b>	<b>18</b>	<b>19</b>	<b>24</b>	<b>24</b>
Sales occupations	20	20	25	26
Customer service occupations	-	-	14	15
<b>Process, Plant and Machine Operatives</b>	<b>11</b>	<b>16</b>	<b>11</b>	<b>16</b>
Process, plant and machine operatives	-	-	-	-
Transport and mobile machine drivers and operatives	15	18	15	18
<b>Elementary Occupations</b>	<b>8</b>	<b>11</b>	<b>9</b>	<b>12</b>
Elementary trades, plant and storage-related occupations	-	-	-	-
Elementary administration and service occupations	11	13	12	14
<b>All</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>16</b>
<i>Unweighted base</i>	<i>1,259</i>	<i>1,259</i>	<i>1,557</i>	<i>1,557</i>

1. Workers at potential risk are those who had contact with members of the public.

'-' base size too low to provide robust estimate.

Table A3.3 Perceptions of risk of violence at work, for workers at potential risk, by age and sex, 2005/06 BCS interviews

<i>Percentage very/fairly likely to be victim in next year</i>	Assaults	Threats
<b>Men</b>	<b>9</b>	<b>19</b>
16-24	7	21
25-34	13	22
35-44	8	18
45-54	11	21
55-64	6	11
<b>Women</b>	<b>9</b>	<b>24</b>
16-24	7	26
25-34	10	26
35-44	9	25
45-54	10	24
55-64	6	19
<b>All</b>	<b>9</b>	<b>22</b>
<i>Unweighted base</i>	<i>9,187</i>	<i>9,345</i>

1. Source 2005/06 BCS - latest data available; questions not included in 2006/07 BCS.

2. Workers at potential risk are those who had contact with members of the public.

3. Based on adults of working age, in employment. Excludes don't knows.

Table A3.4 Perceptions of risk of violence at work, for workers at potential risk, by occupation, 2005/06 BCS interviews

<i>Percentage very/fairly likely to be victim in next year</i>	Assaults	Threats
<b>Managers and Senior Officials</b>	<b>9</b>	<b>24</b>
Corporate managers	7	21
Managers and proprietors in agriculture and services	13	31
<b>Professional Occupations</b>	<b>8</b>	<b>22</b>
Science and technology professionals	-	-
Health professionals	-	28
Teaching and research professionals	8	24
Business and public service professionals	12	28
<b>Associate Professionals and Technical Occupations</b>	<b>15</b>	<b>28</b>
Science and technology associate professionals	-	-
Health and social welfare associate professionals	19	40
Protective service occupations	53	65
Culture, media and sports occupations	-	-
Business and public service associate professionals	-	16
<b>Administrative and Secretarial Occupations</b>	<b>6</b>	<b>20</b>
Administrative occupations	6	20
Secretarial and related occupations	-	19
<b>Skilled Trades Occupations</b>	<b>5</b>	<b>10</b>
Skilled agricultural trades	-	-
Skilled metal and electrical trades	-	12
Skilled construction and building trades	-	7
Textiles, printing and other skilled trades	-	-
<b>Personal Service Occupations</b>	<b>11</b>	<b>21</b>
Caring personal service occupations	11	20
Leisure and other personal service occupations	11	22
<b>Sales and Customer Service Occupations</b>	<b>9</b>	<b>30</b>
Sales occupations	9	30
Customer service occupations	-	34
<b>Process, Plant and Machine Operatives</b>	<b>11</b>	<b>23</b>
Process, plant and machine operatives	6	15
Transport and mobile machine drivers and operatives	13	27
<b>Elementary Occupations</b>	<b>8</b>	<b>17</b>
Elementary trades, plant and storage-related occupations	-	-
Elementary administration and service occupations	9	20
<b>All</b>	<b>9</b>	<b>22</b>
<i>Unweighted base</i>	<i>839</i>	<i>2,118</i>

1. Workers at potential risk are those who had contact with members of the public.

2. Source 2005/06 and 2006/07 BCS.

3. Based on adults of working age, in employment.

4. Full details of the SOC occupations within each group are given in Appendix B.

<sup>1</sup> base size too low to provide robust estimate.

## Appendix B Occupational groups

The occupational classification used in this report is based on the ONS Standard Occupational Classification 2000 (ONS, 2000). The 2000 SOC classification consists of more than 350 occupational codes, which can be categorised into groups based on nature of the work performed and the level of skill required. The analysis in this publication uses the 25 sub-major occupational groups; listed below are the SOC codes that comprise each group. For full details of the 2000 SOC classification see the ONS Standard Occupational Classification (ONS, 2000).

Group	SOC	Description	
Corporate managers	1111	Senior officials in national government	
	1112	Directors and chief executives of major organisations	
	1113	Senior officials in local government	
	1114	Senior officials of special interest organisations	
	1121	Production, works and maintenance managers	
	1122	Managers in construction	
	1123	Managers in mining and energy	
	1131	Financial managers and chartered secretaries	
	1132	Marketing and sales managers	
	1133	Purchasing managers	
	1134	Advertising and public relations managers	
	1135	Personnel, training and industrial relations managers	
	1136	Information and communication technology managers	
	1137	Research and development managers	
	1141	Quality assurance managers	
	1142	Customer care managers	
	1151	Financial institution managers	
	1152	Office managers	
	1161	Transport and distribution managers	
	1162	Storage and warehouse managers	
	1163	Retail and wholesale managers	
	1171	Officers in armed forces	
	1172	Police officers (inspectors and above)	
	1173	Senior officers in fire, ambulance, prison and related services	
	1174	Security managers	
	1181	Hospital and health service managers	
	1182	Pharmacy managers	
	1183	Healthcare practice managers	
	1184	Social services managers	
	1185	Residential and day care managers	
	Managers and proprietors in agriculture and services	1211	Farm managers
		1212	Natural environment and conservation managers
		1219	Managers in animal husbandry, forestry and fishing n.e.c.
1221		Hotel and accommodation managers	
1222		Conference and exhibition managers	
1223		Restaurant and catering managers	
1224		Publicans and managers of licensed premises	
1225		Leisure and sports managers	
1226		Travel agency managers	
1231		Property, housing and land managers	

	1232	Garage managers and proprietors
	1233	Hairdressing and beauty salon managers and proprietors
	1234	Shopkeepers and wholesale/retail dealers
	1235	Recycling and refuse disposal managers
	1239	Managers and proprietors in other services n.e.c.
<b>Science and technology professionals</b>	2111	Chemists
	2112	Biological scientists and biochemists
	2113	Physicists, geologists and meteorologists
	2121	Civil engineers
	2122	Mechanical engineers
	2123	Electrical engineers
	2124	Electronics engineers
	2125	Chemical engineers
	2126	Design and development engineers
	2127	Production and process engineers
	2128	Planning and quality control engineers
	2129	Engineering professionals n.e.c.
	2131	IT strategy and planning professionals
	2132	Software professionals
<b>Health professionals</b>	2211	Medical practitioners
	2212	Psychologists
	2213	Pharmacists/pharmacologists
	2214	Ophthalmic opticians
	2215	Dental practitioners
	2216	Veterinarians
<b>Teaching and research professionals</b>	2311	Higher education teaching professionals
	2312	Further education teaching professionals
	2313	Education officers, school inspectors
	2314	Secondary education teaching professionals
	2315	Primary and nursery education teaching professionals
	2316	Special needs education teaching professionals
	2317	Registrars and senior administrators of educational establishments
	2319	Teaching professionals n.e.c.
	2321	Scientific researchers
	2322	Social science researchers
	2329	Researchers n.e.c.
<b>Business and public service professionals</b>	2411	Solicitors and lawyers, judges and coroners
	2419	Legal professionals n.e.c.
	2421	Chartered and certified accountants
	2422	Management accountants
	2423	Management consultants, actuaries, economists and statisticians
	2431	Architects
	2432	Town planners
	2433	Quantity surveyors
	2434	Chartered surveyors
	2441	Public service administrative professionals
	2442	Social workers
	2443	Probation officers
	2444	Clergy
	2451	Librarians

	2452	Archivists and curators
Science and technology associate professionals	3111	Laboratory technicians
	3112	Electrical/electronics technicians
	3113	Engineering technicians
	3114	Building and civil engineering technicians
	3115	Quality assurance technicians
	3119	Science and engineering technicians n.e.c.
	3121	Architectural technologists and town planning technicians
	3122	Draughtspersons
	3123	Building inspectors
	3131	IT operations technicians
3132	IT user support technicians	
Health and social welfare associate professionals	3211	Nurses
	3212	Midwives
	3213	Paramedics
	3214	Medical radiographers
	3215	Chiropodists
	3216	Dispensing opticians
	3217	Pharmaceutical dispensers
	3218	Medical and dental technicians
	3221	Physiotherapists
	3222	Occupational therapists
	3223	Speech and language therapists
	3229	Therapists n.e.c.
	3231	Youth and community workers
3232	Housing and welfare officers	
Protective service occupations	3311	NCOs and other ranks
	3312	Police officers (sergeant and below)
	3313	Fire service officers (leading fire officer and below)
	3314	Prison service officers (below principal officer)
	3319	Protective service associate professionals n.e.c.
Culture, media and sports occupations	3411	Artists
	3412	Authors, writers
	3413	Actors, entertainers
	3414	Dancers and choreographers
	3415	Musicians
	3416	Arts officers, producers and directors
	3421	Graphic designers
	3422	Product, clothing and related designers
	3431	Journalists, newspaper and periodical editors
	3432	Broadcasting associate professionals
	3433	Public relations officers
	3434	Photographers and audio-visual equipment operators
	3441	Sports players
	3442	Sports coaches, instructors and officials
3443	Fitness instructors	
3449	Sports and fitness occupations n.e.c.	
Business and public service associate professionals	3511	Air traffic controllers
	3512	Aircraft pilots and flight engineers
	3513	Ship and hovercraft officers
	3514	Train drivers

	3520	Legal associate professionals
	3531	Estimators, valuers and assessors
	3532	Brokers
	3533	Insurance underwriters
	3534	Finance and investment analysts/advisers
	3535	Taxation experts
	3536	Importers, exporters
	3537	Financial and accounting technicians
	3539	Business and related associate professionals n.e.c.
	3541	Buyers and purchasing officers
	3542	Sales representatives
	3543	Marketing associate professionals
	3544	Estate agents, auctioneers
	3551	Conservation and environmental protection officers
	3552	Countryside and park rangers
	3561	Public service associate professionals
	3562	Personnel and industrial relations officers
	3563	Vocational and industrial trainers and instructors
	3564	Careers advisers and vocational guidance specialists
	3565	Inspectors of factories, utilities and trading standards
	3566	Statutory examiners
	3567	Occupational hygienists and safety officers (health and safety)
	3568	Environmental health officers
Administrative occupations	4111	Civil Service executive officers
	4112	Civil Service administrative officers and assistants
	4113	Local government clerical officers and assistants
	4114	Officers of non-governmental organisations
	4121	Credit controllers
	4122	Accounts and wages clerks, book-keepers, other financial clerks
	4123	Counter clerks
	4131	Filing and other records assistants/clerks
	4132	Pensions and insurance clerks
	4133	Stock control clerks
	4134	Transport and distribution clerks
	4135	Library assistants/clerks
	4136	Database assistants/clerks
	4137	Market research interviewers
	4141	Telephonists
	4142	Communication operators
4150	General office assistants/clerks	
Secretarial and related occupations	4211	Medical secretaries
	4212	Legal secretaries
	4213	School secretaries
	4214	Company secretaries
	4215	Personal assistants and other secretaries
	4216	Receptionists
	4217	Typists
Skilled agricultural trades	5111	Farmers
	5112	Horticultural trades
	5113	Gardeners and groundsman/women
	5119	Agricultural and fishing trades n.e.c.

Skilled metal and electrical trades

- 5211 Smiths and forge workers
- 5212 Moulders, core makers, die casters
- 5213 Sheet metal workers
- 5214 Metal plate workers, shipwrights, riveters
- 5215 Welding trades
- 5216 Pipe fitters
- 5221 Metal machining setters and setter-operators
- 5222 Tool makers, tool fitters and markers-out
- 5223 Metal working production and maintenance fitters
- 5224 Precision instrument makers and repairers
- 5231 Motor mechanics, auto engineers
- 5232 Vehicle body builders and repairers
- 5233 Auto electricians
- 5234 Vehicle spray painters
- 5241 Electricians, electrical fitters
- 5242 Telecommunications engineers
- 5243 Lines repairers and cable jointers
- 5244 TV, video and audio engineers
- 5245 Computer engineers, installation and maintenance
- 5249 Electrical/electronics engineers n.e.c.

Skilled construction and building trades

- 5311 Steel erectors
- 5312 Bricklayers, masons
- 5313 Roofers, roof tilers and slaters
- 5314 Plumbers, heating and ventilating engineers
- 5315 Carpenters and joiners
- 5316 Glaziers, window fabricators and fitters
- 5319 Construction trades n.e.c.
- 5321 Plasterers
- 5322 Floorers and wall tilers
- 5323 Painters and decorators

Textiles, printing and other skilled trades

- 5411 Weavers and knitters
- 5412 Upholsterers
- 5413 Leather and related trades
- 5414 Tailors and dressmakers
- 5419 Textiles, garments and related trades n.e.c.
- 5421 Originators, compositors and print preparers
- 5422 Printers
- 5423 Bookbinders and print finishers
- 5424 Screen printers
- 5431 Butchers, meat cutters
- 5432 Bakers, flour confectioners
- 5433 Fishmongers, poultry dressers
- 5434 Chefs, cooks
- 5491 Glass and ceramics makers, decorators and finishers
- 5492 Furniture makers, other craft woodworkers
- 5493 Pattern makers (moulds)
- 5494 Musical instrument makers and tuners
- 5495 Goldsmiths, silversmiths, precious stone workers
- 5496 Floral arrangers, florists
- 5499 Hand craft occupations n.e.c.

Caring personal service occupations

- 6111 Nursing auxiliaries and assistants
- 6112 Ambulance staff (excluding paramedics)
- 6113 Dental nurses

	6114	Houseparents and residential wardens
	6115	Care assistants and home carers
	6121	Nursery nurses
	6122	Childminders and related occupations
	6123	Playgroup leaders/assistants
	6124	Educational assistants
	6131	Veterinary nurses and assistants
	6139	Animal care occupations n.e.c.
Leisure and other personal service occupations	6211	Sports and leisure assistants
	6212	Travel agents
	6213	Travel and tour guides
	6214	Air travel assistants
	6215	Rail travel assistants
	6219	Leisure and travel service occupations n.e.c.
	6221	Hairdressers, barbers
	6222	Beauticians and related occupations
	6231	Housekeepers and related occupations
	6232	Caretakers
	6291	Undertakers and mortuary assistants
	6292	Pest control officers
Sales occupations	7111	Sales and retail assistants
	7112	Retail cashiers and check-out operators
	7113	Telephone salespersons
	7121	Collector salespersons and credit agents
	7122	Debt, rent and other cash collectors
	7123	Roundsmen/women and van salespersons
	7124	Market and street traders and assistants
	7125	Merchandisers and window dressers
	7129	Sales related occupations n.e.c.
Customer service occupations	7211	Call centre agents/operators
	7212	Customer care occupations
Process, plant and machine operatives	8111	Food, drink and tobacco process operatives
	8112	Glass and ceramics process operatives
	8113	Textile process operatives
	8114	Chemical and related process operatives
	8115	Rubber process operatives
	8116	Plastics process operatives
	8117	Metal making and treating process operatives
	8118	Electroplaters
	8119	Process operatives n.e.c.
	8121	Paper and wood machine operatives
	8122	Coal mine operatives
	8123	Quarry workers and related operatives
	8124	Energy plant operatives
	8125	Metal working machine operatives
8126	Water and sewerage plant operatives	
8129	Plant and machine operatives n.e.c.	
8131	Assemblers (electrical products)	
8132	Assemblers (vehicles and metal goods)	
8133	Routine inspectors and testers	
8134	Weighers, graders, sorters	

	8135	Tyre, exhaust and windscreen fitters	
	8136	Clothing cutters	
	8137	Sewing machinists	
	8138	Routine laboratory testers	
	8139	Assemblers and routine operatives n.e.c.	
	8141	Scaffolders, staggers, riggers	
	8142	Road construction operatives	
	8143	Rail construction and maintenance operatives	
	8149	Construction operatives n.e.c.	
Transport and mobile machine drivers and operatives	8211	Heavy goods vehicle drivers	
	8212	Van drivers	
	8213	Bus and coach drivers	
	8214	Taxi, cab drivers and chauffeurs	
	8215	Driving instructors	
	8216	Rail transport operatives	
	8217	Seafarers (merchant navy); barge, lighter and boat operatives	
	8218	Air transport operatives	
	8219	Transport operatives n.e.c.	
	8221	Crane drivers	
	8222	Fork-lift truck drivers	
	8223	Agricultural machinery drivers	
8229	Mobile machine drivers and operatives n.e.c.		
Elementary trades, plant and storage related occupations	9111	Farm workers	
	9112	Forestry workers	
	9119	Fishing and agriculture related occupations n.e.c.	
	9121	Labourers in building and woodworking trades	
	9129	Labourers in other construction trades n.e.c.	
	9131	Labourers in foundries	
	9132	Industrial cleaning process occupations	
	9133	Printing machine minders and assistants	
	9134	Packers, bottlers, canners, fillers	
	9139	Labourers in process and plant operations n.e.c.	
	9141	Stevedores, dockers and slingers	
	9149	Other goods handling and storage occupations n.e.c.	
	Elementary administration and service occupations	9211	Postal workers, mail sorters, messengers, couriers
		9219	Elementary office occupations n.e.c.
9221		Hospital porters	
9222		Hotel porters	
9223		Kitchen and catering assistants	
9224		Waiters, Waitresses	
9225		Bar staff	
9226		Leisure and theme park attendants	
9229		Elementary personal services occupations n.e.c.	
9231		Window cleaners	
9232		Road sweepers	
9233		Cleaners, domestics	
9234		Launderers, dry cleaners, pressers	
9235		Refuse and salvage occupations	
9239		Elementary cleaning occupations n.e.c.	
9241		Security guards and related occupations	
9242		Traffic wardens	
9243		School crossing patrol attendants	
9244		School mid-day assistants	
9245		Car park attendants	
9249		Elementary security occupations n.e.c.	
9251		Shelf fillers	
9259		Elementary sales occupations n.e.c.	

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