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BUILDING A SAFE, JUST
AND TOLERANT SOCIETY

Violence at work: Findings from the 2002/2003 British Crime Survey

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Summary

This report presents findings from the 2002/03 British Crime Survey 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 2002/03 BCS indicates that 1.7 per cent of working adults were the victim of one or more violent incidents at work.
- Approximately 376,000 workers had experienced at least one incident of violence at work in the 2002/03 BCS, 32 per cent fewer than the peak of 551,000 in 1997.
- There were an estimated 849,000 incidents of violence at work in the 2002/03 BCS, comprising 431,000 assaults and 418,000 threats.
- The number of incidents of violence at work has fallen by 35 per cent from the peak of 1,310,000 in 1995 to the current level.
- Respondents in protective service occupations, for example police officers, were most at risk of violence at work, while science and technology professionals, such as mechanical engineers, were least at risk. Health and social welfare associate professionals, who include nurses, and health professionals such as medical and dental practitioners were also at relatively high risk.

The nature of violence at work

- Incidents of workplace violence were more likely to take place during the week and were less likely to occur in the evening or at night than non-work related violent incidents.
- Male offenders carried out most incidents of violence at work – approximately four-fifths of incidents involved male offenders only (80% of assaults and 77% of threats at work).
- Forty-one per cent of physical assaults at work involved offenders aged 25 to 39, and 30 per cent involved offenders aged 16 to 24.
- Victims of actual or threatened violence at work said that the offender was under the influence of alcohol in a third (31%) of incidents, and that the offender was under the influence of drugs in a fifth (21%) of incidents.
- The majority of violent incidents that occurred while the victim was working involved offenders who the victim did not know before the incident (61%).

Consequences of violence at work

- Overall levels of concern about violence at work are low. Among all adults in work, three per cent said they were very worried about being assaulted by a member of the public while at work.
- Concern about violence at work varied considerably with occupation. Thirty-six per cent of health and social welfare associate professionals, such as youth workers, were very or fairly worried about assaults at work, compared with three per cent of science and technology professionals, for example mechanical engineers.
- Overall 0.5 per cent of workers said that worrying about workplace violence had a 'great deal' of impact on their health, and two per cent said that it affected their health 'quite a bit'.
- 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. Ten per cent of workers with face-to-face contact with the public thought it very or fairly likely that they would be assaulted.
- Sixty-seven per cent of workers who had face-to-face contact with the public said they had not received any form of training in how to deal with violent or threatening behaviour.

1 Introduction

Violence at work has received increasing interest over the last decade. High profile cases have been reported in the media and publicity surrounding initiatives to reduce risks of violence in the workplace has helped to raise awareness of the issue among the general public, the media, employers, trade unions and the government.

The Health and Safety Executive, the government agency with responsibility for monitoring violence at work, has been producing guidelines on the prevention of workplace violence since the mid-1980s. In 2000, the Health and Safety Executive launched a three-year programme aimed at reducing the number of incidents of work-related violence by ten per cent.

In order to develop strategies to reduce the risk of violence at work, the extent and nature of such violence needs to be understood. This report presents findings from the 2002/03 British Crime Survey on violence at work, updating previous results published in *Violence at Work: Findings from the British Crime Survey* (Budd, 1999) and *Violence at Work: New findings from the 2000 British Crime Survey* (Budd, 2001).

Definition of violence at work

The British Crime Survey (BCS) measures many offence types, including physical assaults and threats, and collects detailed information from victims about the incidents that they experienced. The BCS defines violence at work on the basis of the 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. The definition of violence at work used in this report is:

All assaults or threats, which occurred while the victim was working, that were perpetrated by members of the public.

- Physical assaults include common assault, wounding, robbery and snatch theft. Threats include both verbal threats, made to or against the respondent, and non-verbal intimidation. These are mainly threats to assault the victim, though some threats relate to damaging property or harming others. 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.
- Members of the public are clients or customers who the victim did not know before the incident or people previously known to the victim, including friends, neighbours and local children.
- Excluded are incidents in which there was a domestic relationship between the offender and victim (partners, ex-partners, relatives or household members) and incidents in which the offender was a work colleague. Cases of domestic violence and violence between colleagues have been excluded as these incidents are likely to be very different in nature from those involving members of the public.

Structure of the report

- Chapter 2 reports on the extent of violence at work in England and Wales from the 2002/03 BCS interviews and investigates how the level of violence at work has changed over the last decade.
- Chapter 3 looks at the nature of incidents of workplace violence, including when and where incidents occurred and the characteristics of the offenders.
- Chapter 4 assesses the level of concern among workers about being victims of violence at work, how this impacts on their health and examines the level of training received to deal with violent situations.

The British Crime Survey (BCS)

The BCS is a large, nationally representative, household survey that has been carried out eleven times 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.

The 2002/03 BCS reports on interviews conducted between April 2002 and March 2003 and incidents experienced by respondents in the 12 months prior to their interview. BMRB Social Research carried out the fieldwork for the 2002/03 BCS, which has a sample of 36,479 respondents. The response rate in 2002/03 was 74 per cent. Further details are contained in Bolling *et al.* (2002).

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

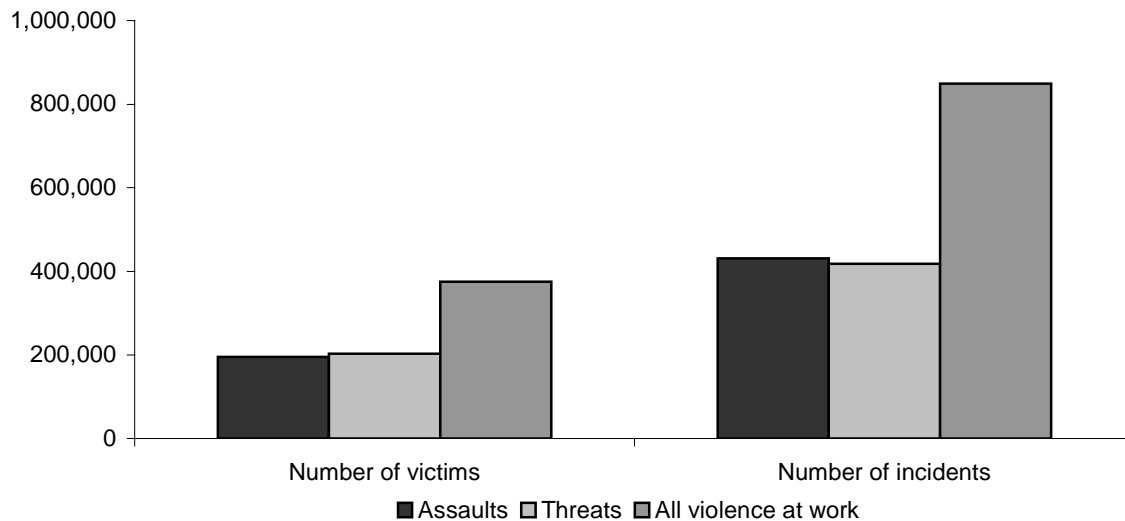
2 The extent of violence at work

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 actual or threatened violence at work in a given year is quite low. The 2002/03 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; 0.9 per cent had been physically assaulted while they were working and 0.9 per cent had been threatened.¹ This represents an estimated 376,000 workers who had experienced at least one incident of violence at work, 196,000 had been assaulted by a member of the public while they were working and 203,000 had been threatened (Figure 2.1).

Figure 2.1 Number of victims and incidents of violence at work, 2002/03 BCS interviews



1. Source 2002/03 BCS.

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

¹ The risk for violence at work does not equal the sum of the risks of assaults and threats as some victims will have experienced both assaults and threats in a year.

Figure 2.1 also shows the number of incidents of violence at work in the 2002/03 BCS. It is estimated that there were almost 849,000 incidents of violence at work in England and Wales, of which 431,000 were assaults and 418,000 were threats.² These estimates are subject to sampling error and may differ from the true number of incidents and victims in England and Wales – Table A.2.1 in Appendix A gives the range of estimates in which there is a 95 per cent chance that the true number of incidents lie.

Trends in violence at work

The trend in the number of victims of workplace violence since 1991 is shown in Table 2.2.³ Between 1991 and 1997 the estimated number of workers who had been a victim of violence at work rose by 30 per cent, from 423,000 to 551,000 victims. The number of workers who had been a victim of assaults rose by a fifth (19%) over this period while the number who had been a victim of threats increased by two-fifths (39%).⁴ Since 1997 the number of victims of violence at work has fallen by 32 per cent to 376,000; although the 2002/03 figure is below that in 1991 the difference is not statistically significant.

Between the 2001/02 BCS and the 2002/03 BCS the number of victims of all violence fell by three per cent, largely due to a decrease in the number of victims of threats at work, however this fall was not statistically significant.

Table 2.2 Number of victims of violence at work, 1991 to 2002/03 BCS interviews

<i>Number of victims (thousands)</i>	1991	1993	1995	1997	1999	2000	2001/02	2002/03
Assaults	203	246	253	242	260	201	196	196
Threats	237	243	296	329	287	235	223	203
All violence at work	423	453	486	551	516	415	386	376

1. Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02 and 2002/03 BCS.

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

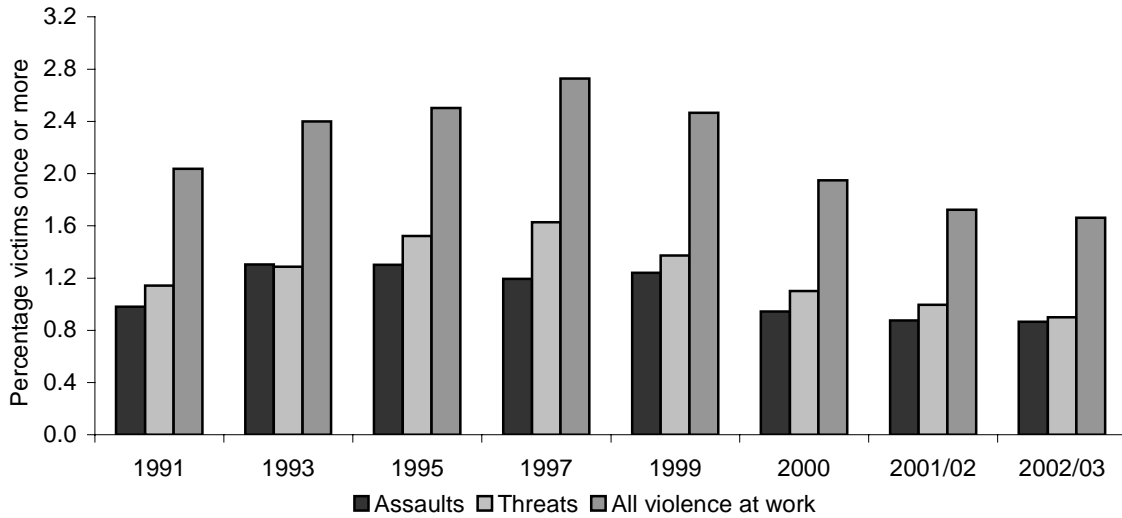
Figure 2.3 shows the trend in the prevalence risk, that is the percentage of workers who were victims of violence at work once or more during the year, since 1991 (see also Table A.2.2 in Appendix A). The trend in the risk of being a victim of violence at work follows the same pattern as the trend in the number of victims described above.

² The number of incidents is higher than the number of victims because a victim can experience more than one incident in the year.

³ The figures presented here differ from those published in the two previous BCS reports on violence at work due to revisions to the population estimates following the 2001 Census (see Ambrose et al., 2002 and ONS, 2003, for more details).

⁴ The total number of victims of violence at work does not equal the sum of the number of victims of assaults and threats as some victims will have experienced both types of incidents in a year.

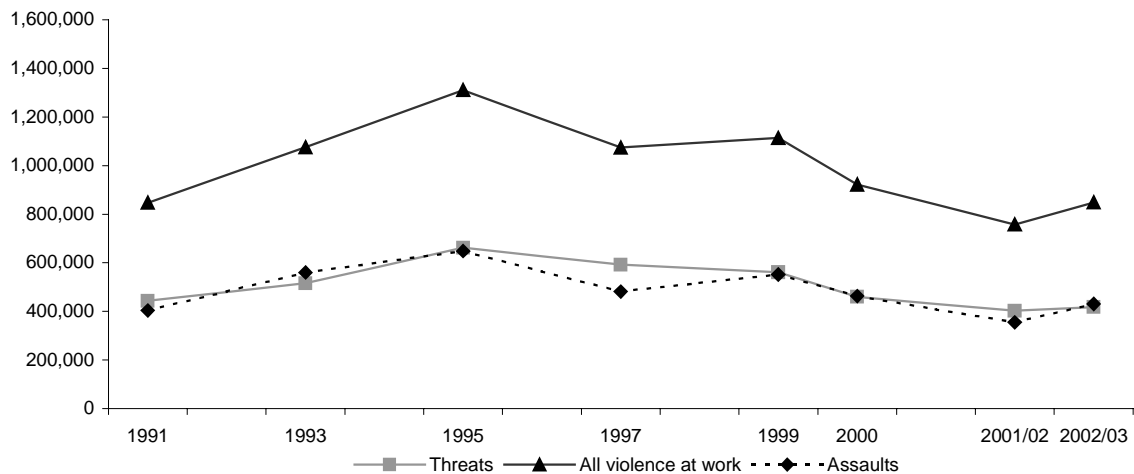
Figure 2.3 Risk of violence at work, 1991 to 2002/03 BCS interviews



1. Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02 and 2002/03 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 2002/03 (see also Table A.2.3 in Appendix A).

Figure 2.4 Number of incidents of violence at work, 1991 to 2002/03 BCS interviews



1. Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02 and 2002/03 BCS.
2. Based on adults of working age, in employment.

Between 1991 and 1995 the number of incidents of violence at work rose by 64 per cent, from 847,000 to 1,310,000 incidents. Following the peak in 1995, the number of incidents fell to

757,000 for BCS interviews in 2001/02. Since then the total number of incidents has risen slightly, largely due to an increase in assaults at work, although the change in the number of incidents between 2001/02 and 2002/03 was not statistically significant. The level of violence at work in 2002/03 was very similar to that in 1991. Table A.2.4 in Appendix A gives the range of estimates in which there is a 95 per cent chance that the true number of incidents lie for all violence at work incidents. Table A.2.5 in Appendix A shows the statistical significance for the changes in the rate of victimisation for violence at work over time.

Trends in violence at work appear to mirror those for all incidents of violence as measured by the BCS; long-term trends indicate that there was a peak in the level of all BCS violence in 1995 and that the number of incidents has since fallen (Simmons and Dodd, 2003).

The risk of victimisation, that is the percentage of workers who were victimised, has remained stable since the 2001/02 BCS, however, the number of incidents increased slightly, but not significantly, over this period (see Figure 2.4). It is likely that the increase in the number of incidents reflects a rise in repeat victimisation – in 2002/03 victims were slightly more likely to experience more than one incident in the year than they were in 2001/02.

Who is at risk of violence at work?

Age and sex

Looking at risks in terms of prevalence, that is the proportion of workers who were victims of violence at work once or more during the year, the 2002/03 BCS shows that 1.8 per cent of women and 1.5 per cent of men were victims (this difference is not statistically significant). Risk increases with age; 1.8 per cent of men and 2.6 per cent of women aged 45 and over had been victims of violence, compared with 1.4 per cent of men and 0.8 per cent of women aged 16 to 24 (Table A.2.6 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).

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 interview, their last main job (ONS, 2000).⁴ Only respondents who were working in the week prior to their interview are included in the analyses presented here.⁵ The following results are based on the combined 2001/02 and 2002/03 BCS to improve the reliability of the findings.

⁴ 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 the groups are given in Appendix B (for further details of the SOC classification see ONS, 2000).

⁵ Respondents may not have been in employment for the entire 12 months over which 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 BCS shows that there is large variation in the risks of violence at work across occupational groups (Table A.2.7 in Appendix A). People in protective service occupations, for example police officers, fire service officers and prison service officers, were most at risk, 14 per cent experienced an incident of actual or threatened violence while working during the year prior to their interview. Science and technology professionals, such as mechanical and chemical engineers and software professionals, were least at risk, less than 0.5 per cent of this group experienced a violent incident. 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 and of threats at work. Overall, respondents in protective service occupations (such as police officers) faced the highest risk of assaults while working, at 12.6 per cent – more than 14 times the average risk. While three per cent of this group reported being threatened at work, it is possible that with such a high risk of assaults people in these occupations may be less likely to report more minor threats. Also, 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.

Several of the health-related occupational groups had relatively high risks of assaults and threats at work. For example, 3.3 per cent of health and social welfare associate professionals, who include nurses, paramedics, welfare officers and youth workers, were assaulted at work and 2.3 per cent were threatened. Health professionals include medical and dental practitioners and psychologists; 2.3 per cent of this group were threatened and 1.4 per cent were assaulted. Workers in caring personal service occupations, such as care assistants and nursing assistants, were also at relatively high risk of violence at work, with 1.3 per cent reporting assaults and 0.9 per cent reporting threats in the 2001/02 and 2002/03 BCS interviews.

In violent incidents against people working in the health field the offenders might be suffering from physical pain, emotional distress, or mental health problems. In these types of incidents the victim may feel the offender was not entirely responsible for their actions and so not report it as a crime, leading to an underestimation of the level of workplace violence against health care workers (Budd, 1999).

Table 2.5 Occupations most at risk of assaults at work, 2001/02 and 2002/03 BCS interviews

<i>Percentage victims once or more</i>	<i>Assaults</i>
Protective service occupations	12.6
Health and social welfare associate professionals	3.3
Transport and mobile machine drivers and operatives	1.9
Managers and proprietors in agriculture and services	1.8
Health professionals	1.4
Caring personal service occupations	1.3
Leisure and other personal service occupations	1.1
Teaching and research professionals	1.0
Elementary administration and service occupations	0.9
Corporate managers	0.8
All	0.9

1. Source 2001/02 and 2002/03 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, 2001/02 and 2002/03 BCS interviews

<i>Percentage victims once or more</i>	<i>Threats</i>
Protective service occupations	3.0
Health and social welfare associate professionals	2.3
Health professionals	2.3
Managers and proprietors in agriculture and services	2.2
Skilled agricultural trades	1.6
Leisure and other personal service occupations	1.5
Sales occupations	1.3
Transport and mobile machine drivers and operatives	1.3
Teaching and research professionals	1.2
Business and public service professionals	1.0
All	1.0

1. Source 2001/02 and 2002/03 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.

Other occupational factors

Respondents who worked full-time were more likely to have experienced an assault while working than those who worked part-time. Among full-time workers one per cent had been assaulted while working in the year before their interview, compared with 0.5 per cent of part-time workers. This pattern will mainly reflect differences in exposure to violence at work; the fewer hours worked the less time there is in which the worker can be victimised. Full results are presented in Table A.2.8 in Appendix A.

The risk of violence at work was higher for workers who were responsible for supervising others. Supervisors had higher risks of assaults at work than other workers, while managers were more likely to be threatened. The higher risk among managers may arise because they are responsible for dealing with potentially violent situations or are seen by offenders to be more legitimate targets for abuse.

Repeat victimisation

Some victims of violence at work experience more than one incident during a year. The BCS counts the number of times each individual has experienced an offence over a 12-month period and so can provide estimates of the level of repeat victimisation over a year.

The 2002/03 BCS estimated that over a quarter (28%) of all people assaulted or threatened at work were repeat victims, experiencing three or more incidents of workplace violence during the year, a further fifth (19%) experienced two incidents during the year (Table 2.7).

Table 2.7 Repeat victimisation, 2002/03 BCS interviews

<i>Percentages</i>	Once	Twice	Three or more times	<i>Unweighted N</i>
Assaults				
At work	58	16	26	161
Not at work	79	13	7	504
Threats				
At work	53	21	26	173
Not at work	69	20	11	443
All violence				
At work	53	19	28	316
Not at work	71	18	11	908

1. Source 2002/03 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. Twenty-eight 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).

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).

3 The nature of violence at work

Understanding the nature of violence at work, such as the timing and location of incidents, is important in developing programmes to reduce the number of incidents. This chapter provides an overview of the nature of violence at work and the characteristics of the offenders. Where appropriate, comparisons have been made with incidents of non-work violence.⁶

When incidents occurred

Three-quarters (75%) of incidents of workplace violence took place during the week. Unsurprisingly, incidents of workplace violence were more likely to take place during the week than non-work related violent incidents; 68 per cent of assaults at work occurred during the week compared with 41 per cent of non-work related assaults. The figures for threats were 82 per cent and 58 per cent respectively (Table 3.1). This largely reflects people's working patterns; the majority of people do not work at weekends. Similarly, the working day for most people ends around 6 p.m. and incidents of violence at work were more likely to occur in the morning or afternoon. However, a large proportion of assaults (41%) and threats (34%) at work took place after 6 p.m. This suggests that the risk of violence at work is higher for people working in the evening or night, than it is for those who work during the daytime.

Table 3.1 Timing of violent incidents, 2002/03 BCS interviews

Percentages	Assaults		Threats		All violence	
	At work	Not at work	At work	Not at work	At work	Not at work
Week	68	41	82	58	75	48
Weekend	32	59	18	42	25	52
<i>Unweighted N</i>	200	580	215	499	415	1,079
Morning	22	6	24	10	23	8
Afternoon	34	19	37	28	35	23
Morning or afternoon	2	1	5	2	4	1
Evening	31	58	29	46	30	53
Night	10	15	4	10	7	13
Evening or night	<1	<1	1	4	1	2
<i>Unweighted N</i>	204	580	214	504	418	1,084

1. Source 2002/03 BCS.

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

3. <1 denotes a value under 0.5.

4. Weekend is from 6 p.m. Friday to 6 a.m. Monday. Morning is 6 a.m. to noon; afternoon is noon to 6 p.m.; evening is 6 p.m. to midnight; and night is midnight to 6 a.m.

⁶ In this report non-work assaults exclude cases of domestic violence, that is assaults where there was a domestic relationship between the offender and victim. However, such cases are included in the definition of non-work threats. Non-work violence in this report refers to both non-work assaults and non-work threats.

Where incidents occurred

Almost two-thirds (63%) of all violent incidents at work took place inside and a further quarter (26%) took place outside. Previous research indicated that those incidents that happened outside tended to involve people in protective service occupations, particularly the police, and transport drivers and operatives, such as taxi drivers (Budd, 1999).

Threats at work were more likely to occur inside a building than assaults, 71 per cent compared with 56 per cent. Non-work related incidents tended to be more frequently located outside, with 66 per cent of non-work assaults and 60 per cent of non-work threats taking place outside (Table 3.2).

Table 3.2 Location of violent incidents, 2002/03 BCS interviews

<i>Percentages</i>	Assaults		Threats		All violence	
	At work	Not at work	At work	Not at work	At work	Not at work
Inside a building	56	29	71	34	63	31
On transport	2	2	1	3	1	3
Outside	29	66	22	60	26	64
Other	14	2	6	3	10	3
<i>Unweighted N</i>	205	581	218	511	423	1,092

1. Source 2002/03 BCS.

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

3. Outside includes on a street, in a car park or another place outside. Other includes places where it is unclear if they are inside or outside.

Offender characteristics

The BCS asks victims of crime whether or not they are able to provide any information about the offender(s) and, if so, they are asked a series of questions about the characteristics of the offender(s). Full results are presented in Table A.3.1 in Appendix A.

Number of offenders

The majority of incidents of violence at work involved only one offender, 72 per cent of assaults and 72 per cent of threats. Multiple offenders were more common in violent incidents not related to work; 24 per cent of non-work assaults and 17 per cent of non-work threats involved four or more offenders, compared with 11 per cent of assaults at work and ten per cent of threats.

Sex of offenders

Most incidents of actual or threatened violence at work were carried out by male offenders – 80 per cent of assaults and 77 per cent of threats at work involved male offenders only. Fifteen per cent of assaults and ten per cent of threats at work involved female offenders only. The remaining

incidents involved both male and female offenders, with threats being more likely to be committed by both sexes together. This pattern was similar to that seen for incidents of non-work violence.

Age of offenders

Forty-one per cent of physical assaults at work involved offenders aged 25 to 39, and a further 30 per cent involved offenders aged 16 to 24. Threats at work were also most likely to involve offenders aged 25 to 39 (42%), but were more likely than assaults to involve offenders aged 40 and over. Offenders in this age group were responsible for 22 per cent of threats at work, compared with 15 per cent of assaults, although this difference was not significant.

Incidents of threats at work were less likely to involve younger offenders than assaults; seven per cent of threats and 14 per cent of assaults were said to involve offenders under the age of 16. Previous findings from the BCS indicated that victims of violent incidents involving offenders under the age of 16 tended to be in teaching occupations, although many were also in protective service occupations (Budd, 1999).

There were also differences between the age profile of offenders involved in incidents of violence at work and offenders involved in non-work incidents. This was particularly so for assaults, non-work assaults were more likely to involve offenders aged 16 to 24 (56%) than assaults at work (30%).

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 (31%) of incidents, and that the offender was under the influence of drugs in a fifth (21%) of incidents (Table 3.3). 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. This reflects the finding that incidents of non-work violence more frequently occurred in the evening and at weekends, times when people were more likely to have been drinking alcohol.

Table 3.3 Offender under the influence of alcohol or drugs, 2002/03 BCS interviews

Percentages	Assaults		Threats		All violence	
	At work	Not at work	At work	Not at work	At work	Not at work
Under the influence of alcohol						
Yes	36	53	27	39	31	47
No	57	34	65	47	61	39
Don't know	7	14	8	14	7	14
Under the influence of drugs						
Yes	25	20	17	14	21	17
No	54	43	61	56	58	49
Don't know	21	37	21	29	21	34
<i>Unweighted N</i>	203	565	216	507	419	1,072

1. Source 2002/03 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 61 per cent of cases of workplace violence. It is likely that the majority of these strangers were customers or clients. Among incidents where the offender was known, the offenders were also most likely to be customers or clients – they were mentioned in 18 per cent of assaults at work and 26 per cent of threats (Table 3.4).

Table 3.4 Offender-victim relationship, 2002/03 BCS interviews

Percentages	Assaults		Threats		All violence	
	At work	Not at work	At work	Not at work	At work	Not at work
Stranger	64	69	57	54	61	63
Known	36	31	43	46	39	37
Customer or client	18	1	26	1	22	1
Friend	3	14	5	9	4	12
Neighbour	2	4	4	11	3	7
Local child	5	4	2	5	4	5
Other	7	7	6	20	7	12
<i>Unweighted N</i>	204	564	216	506	420	1,070

1. Source 2002/03 BCS.

2. 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 (63% of cases), the offender-victim relationship where the offender was known differed from that in at-work incidents. Non-work assaults were more frequently committed by friends of the victim, while

people with whom the victim had an 'other' type of relationship were most likely to be mentioned as offenders in non-work threats. The 'other' category in non-work related threats includes cases where there was a domestic relationship between the offender and victim, such as partners, ex-partners, relatives or household members; these people are excluded from all at-work incidents and from non-work assaults by definition.

4 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. The receipt of training in how to deal with violent situations is also assessed.

Physical injury

Just over two-fifths (42%) of assaults at work resulted in some type of injury to the victim, though for most the injury was relatively minor (Table 4.1). Previous research into violence at work showed similar findings (Budd, 1999).

Table 4.1 Injuries sustained in violent incidents, 2002/03 BCS interviews

<i>Percentages</i>	<i>Assaults</i>	
	<i>At work</i>	<i>Not at work</i>
No injury	58	50
Injury	42	50
<i>Unweighted N</i>	205	581
Type of injury		
Minor bruising or black eye	54	53
Severe bruising	28	23
Scratches or cuts	28	46
Other	13	29
<i>Unweighted N</i>	85	284

1. Source 2002/03 BCS.

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

3. Other includes concussion or loss of consciousness, broken bones, broken, lost or chipped teeth, a broken nose, and other injuries not elsewhere specified.

4. More than one type of injury could be sustained. The figures for type of injury sustained in incidents at work should be treated with caution owing to a small base number.

Minor bruising or black eyes were most common, occurring in over half (54%) of workplace incidents in the 2002/03 BCS in which injuries were sustained, severe bruising and scratches or cuts were each reported in just over a quarter of incidents involving injury. Scratches or cuts more frequently occurred in non-work related assaults. The figures for injuries sustained during at-work incidents should be treated with caution due to the small number of cases resulting in injuries.

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.⁷

Among all people in work, three per cent said they were very worried about being assaulted by a member of the public while at work, a further nine 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 12 per cent fairly worried. Table 4.2 gives the full results.

Table 4.2 Worry about violence at work, 2002/03 BCS interviews

<i>Percentages</i>	Assaults	Threats
Very worried	3	3
Fairly worried	9	12
Not very worried	26	26
Not at all worried	41	39
Never have contact with members of the public	21	20
<i>Unweighted N</i>	18,994	18,992

1. Source 2002/03 BCS.

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

The figures in Table 4.2 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. Twenty per cent of workers had no contact and two per cent had only indirect, that is not face-to-face, contact. Looking only at workers who had contact with members of the public, 16 per cent were very or fairly worried about being assaulted at work and 19 per cent were very or fairly worried about being threatened (see Table A.4.1 in Appendix A).

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. This compares with three per cent of workers who were very worried about being assaulted at work.

⁷ The questions on worry about violence at work, perceived risk and training were asked of all respondents who were in work (employed or self-employed), on a government training scheme, had a job that 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.

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 A.4.1 to A.4.3 in Appendix A show the figures both for all workers and for workers who had contact with the public.

Age and sex

Overall, women were more likely than men to be concerned about violence at work. Sixteen per cent of women were very or fairly worried about being assaulted at work, and 21 per cent were very or fairly worried about being threatened. In comparison, nine per cent of men were very or fairly worried about assaults at work and 11 per cent were very or fairly worried about threats. This pattern occurred across all age groups (Table A.4.1). Given that women had a slightly higher risk of victimisation than men their higher levels of worry are to be expected. However, women aged 16 to 24 had the lowest risk of being victims of either threats or assaults at work, but were significantly more likely than older women to be worried about threats, and were also more likely to be concerned about assaults, although this was not significant.

Occupational group

Levels of concern about violence at work vary considerably by occupation. The following results are based on the combined 2001/02 and 2002/03 BCS to improve the reliability of the findings.

Health and social welfare associate professionals, who include nurses, paramedics, welfare officers and youth workers, were most likely to be worried about assaults at work. Thirty-six per cent of this group said they were very or fairly worried about assaults. This group was also at the higher end of the range for worry about threats: 41 per cent said they were very or fairly worried about threats. Health professionals, such as medical and dental practitioners, had high levels of worry about violence at work – 40 per cent were very or fairly worried about threats and 26 per cent were very or fairly worried about assaults. In comparison, science and technology professionals, for example mechanical and chemical engineers and software professionals, had low levels of worry about violence at work; three per cent were very or fairly worried about assaults, and five per cent were very or fairly worried about threats.

Tables 4.3 and 4.4 show the occupational groups with the highest levels of worry, Table A.4.2 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 4.3 Occupations with high levels of worry about assaults at work, 2001/02 and 2002/03 BCS interviews

<i>Percentage very/fairly worried</i>	<i>Assaults</i>
Health and social welfare associate professionals	36
Protective service occupations	33
Health professionals	26
Sales occupations	23
Transport and mobile machine drivers and operatives	21
Managers and proprietors in agriculture and services	21
Caring personal service occupations	18
Leisure and other personal service occupations	16
Teaching and research professionals	15
Elementary administration and service occupations	15
All	13

1. Source 2001/02 and 2002/03 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 4.4 Occupations with high levels of worry about threats at work, 2001/02 and 2002/03 BCS interviews

<i>Percentage very/fairly worried</i>	<i>Threats</i>
Health and social welfare associate professionals	41
Health professionals	40
Sales occupations	29
Protective service occupations	27
Managers and proprietors in agriculture and services	25
Customer service occupations	22
Transport and mobile machine drivers and operatives	22
Teaching and research professionals	21
Leisure and other personal service occupations	20
Caring personal service occupations	19
All	16

1. Source 2001/02 and 2002/03 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 A.2.7 in Appendix A for estimates of risk. For example, 33 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 12.6 per cent of respondents in these occupations had been victims of an at work assault.

However, the sales occupations group, which includes cashiers and checkout operators, telephone salespersons and debt and rent collectors, was an exception to this general finding. This group had relatively high levels of concern about violence at work: 23 per cent were very or fairly worried about assaults at work and 29 per cent about threats, while their actual risk of experiencing an incident of workplace violence was close to the average. People in customer service occupations, such as call centre operators, also had relatively high levels of worry in comparison to their level of risk. Twenty-two per cent were worried about threats and 13 per cent were worried about assaults, while 0.8 per cent had experienced an incident of violence at work in the 2001/02 and 2002/03 BCS.

The difference in levels of worry between men and women existed within most of the occupational groups; women were more likely to be concerned than men. This difference was statistically significant in several of the occupational groups, for example women working in sales occupations, which includes jobs such as cashiers, were more likely to be worried about violence at work than men working in the same field. Twenty-six per cent of women compared with 14 per cent of men in this group were worried about assaults at work. However, men in elementary administration and service occupations, which include waiters, bar staff, traffic wardens and postal workers, were significantly more likely to be concerned about violence at work than women in this group. Nineteen per cent of men and 12 per cent of women working in this occupational group were very or fairly worried about assaults at work.

Other occupational factors

Employees were more likely to be worried than people who were self-employed, while a greater proportion of employees with supervisory responsibilities and self-employed people who had staff working for them were worried than those who had no staff (see Table A.4.3 in Appendix A).

The differences in level of worry by occupational factors generally reflect the different levels of risk among these groups – see Table A.2.8 in Appendix A for estimates of risk. However, part-time workers had higher levels of concern about violence at work than full-time workers, while they were at lower risk of threats and assaults. This may be due to the fact that women are more likely to work part-time than men and tend to be more concerned about violence at work, but it may be that part-time workers are at greater risk once time spent at work is taken in to account.

The impact of worry on health

The perception that one is at risk of violence at work may affect the health of an individual. Overall 0.5 per cent of workers said that worrying about being either threatened or assaulted at work by a member of the public had a 'great deal' of impact on their health. A further two per cent said that worrying about violence at work affected their health 'quite a bit'.

Three per cent of workers who were very or fairly worried about violence at work said that their health was affected 'a great deal' and ten per cent 'quite a bit'. People who were very worried about violence at work were more likely to report that this impacted on their health than those who were only fairly worried (Table 4.5).

Table 4.5 Impact of worry about violence at work on health, by level of worry, 2002/03 BCS interviews

<i>Percentages</i>	Very worried about violence at work	Fairly worried about violence at work
Impact on health		
A great deal	11	1
Quite a bit	20	7
A little	32	30
Not at all	37	63
<i>Unweighted N</i>	674	2,484

1. Source 2002/03 BCS.
2. Based on adults of working age, in employment. Excludes don't knows.

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 4.6 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 one in ten of people with face-to-face contact thought it likely that they would be assaulted.

Table 4.6 Perceptions of risk of violence at work, 2002/03 BCS interviews

<i>Percentages</i>	Likelihood of assaults	Likelihood of threats
Very likely	2	7
Fairly likely	8	16
Fairly unlikely	39	34
Very unlikely	51	44
<i>Unweighted N</i>	14,751	15,049

1. Source 2002/03 BCS.
2. Based on adults of working age, in employment, who had contact with members of the public. Excludes don't knows.

Tables A.4.4 to A.4.6 in Appendix A show how perceptions of risk vary with age, sex and occupational characteristics. The main findings are:

Age and sex

Just over a quarter (26%) of women said it was very or fairly likely they would be threatened at work compared with a fifth (19%) of men. Women's perceived risk of threats at work decreased

with age; 29 per cent of women aged 16 to 24 said it was very or fairly likely they would be threatened at work in the following year, compared with 22 per cent of women aged 45 and over. The pattern for perceived risk of assaults differed; around one in ten of both men and women said they were very or fairly likely to be assaulted at work in the next year (Table A.4.4).

Occupational group

Perceptions of risk varied across occupations and were to some degree linked to actual levels of risk. The following results are based on the combined 2001/02 and 2002/03 BCS to improve the reliability of the findings.

More than half (54%) 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 68 per cent said it was very or fairly likely that they would be threatened (Table A.4.5). This group had the highest level of risk of victimisation across all occupational groups. While few health professionals, who include medical and dental practitioners, thought it very likely that they would be assaulted (1%), 15 per cent thought it was very or fairly likely, and 38 per cent said it was very or fairly likely that they would be threatened. This reflects the finding that health professionals were more at risk of threats than assaults – see Table A.2.7 in Appendix A for estimates of risk.

Other occupational factors

Employees were more likely than self-employed workers to think they would be threatened in the next year, with 24 per cent of employees saying that they were very or fairly likely to be a victim of threats, compared with 13 per cent of self-employed workers. People in supervisory roles were most likely to consider themselves at risk of threats, 30 per cent of supervisors said they were very or fairly likely to be threatened in the next year compared with 25 per cent of managers and 22 per cent of employees.

Workers in large organisations were more likely to consider themselves at risk of assaults. Fourteen per cent of people working in companies employing 500 or more people said they were very or fairly likely to be assaulted in the next year compared with nine per cent of people in organisations where there were fewer than 25 employees. See Table A.4.6 for details.

Training

Employers may provide training for their workers to help them deal with incidents of violence in the workplace. A quarter (23%) of workers who had face-to-face contact with members of the public while working said they had received formal training in their current job about how to deal with violent or threatening behaviour. A fifth (21%) of workers who had only indirect contact, that is not face-to-face contact, said they had received formal training. Eleven per cent of workers who had face-to-face contact and 11 per cent of workers with indirect contact said they had received informal advice from colleagues or managers. More than two-thirds (67%) of workers who had some form of contact with the public had received neither formal training nor informal advice (Table 4.7).

Table 4.7 Percentage of workers receiving training or advice about violence at work, by type of contact with the public, 2002/03 BCS interviews

<i>Percentages</i>	No contact with the public	Contact, but not face-to-face contact	Face-to-face contact with the public
Formal training	9	21	23
Informal advice	4	11	11
None	87	68	67
<i>Unweighted N</i>	3,878	290	14,455

1. Source 2002/03 BCS.

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

Previous analysis of the 2000 BCS found similarly low levels of formal training among workers who had contact with the public. Twenty per cent of workers who had face-to-face contact with the public and 17 per cent of workers who had only indirect contact said they had received formal training in 1999 (Budd, 2001).

More than 80 per cent of people in protective service occupations, for example police officers, fire service officers and prison service officers, and over half (54%) of health and social welfare associate professionals, such as nurses, paramedics, welfare officers and youth workers, received formal training. These two groups were at highest risk of assaults at work (see Table A.2.7 in Appendix A for estimates of risk).

The BCS indicates that among other occupational groups, even for high-risk groups, the provision of formal training to assist staff in dealing with violent situations was not commonplace. For example, only a third (31%) of health professionals, such as medical and dental practitioners, and a fifth (21%) of people in leisure and other personal service occupations, which include travel agents, rail travel assistants, hairdressers and beauticians received formal training despite their relatively high risks of violence at work. In contrast, several low risk groups had higher than average levels of formal training. For example a third (33%) of people in customer service occupations, for example call centre operators, and a quarter (24%) of those in administrative occupations, such as civil servants, financial clerks and market research interviewers, received such training. See Appendix B for full details of the occupations included in each of these occupational groups.

Occupations with relatively high levels of formal training were:

- protective service occupations (81% received formal training);
- health and social welfare associate professionals (54%);
- caring personal service occupations (37%);
- customer service occupations (33%);
- health professionals (31%); and
- teaching and research professionals (27%).

Full results can be found in Table A.4.7 in Appendix A.

Appendix A Additional tables

Table A.2.1 Estimated number of incidents of violence at work, 2002/03 BCS interviews

<i>Number of incidents</i>	Best estimate	Lower estimate	Higher estimate
Assaults	431,000	323,000	539,000
Threats	418,000	324,000	512,000
All violence at work	849,000	699,000	999,000

1. Source 2002/03 BCS.

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

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

4. Lower and higher estimates are for the 95% confidence intervals.

Table A.2.2 Risk of violence at work, 1991 to 2002/03 BCS interviews

<i>Percentage victims once or more</i>	1991	1993	1995	1997	1999	2000	2001/02	2002/03
Assaults	1.0	1.3	1.3	1.2	1.2	0.9	0.9	0.9
Threats	1.1	1.3	1.5	1.6	1.4	1.1	1.0	0.9
All violence at work	2.0	2.4	2.5	2.7	2.5	1.9	1.7	1.7

1. Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02 and 2002/03 BCS.

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

Table A.2.3 Number of incidents of violence at work, 1991 to 2002/03 BCS interviews

<i>Number of incidents (thousands)</i>	1991	1993	1995	1997	1999	2000	2001/02	2002/03
Assaults	404	560	648	482	552	463	354	431
Threats	443	515	662	592	561	459	403	418
All violence at work	847	1,075	1,310	1,074	1,113	922	757	849

1. Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02 and 2002/03 BCS.

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

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

Table A.2.4 Estimated number of incidents of violence at work, 1991 to 2002/03 BCS interviews

<i>Number of incidents</i>	Best estimate	Lower estimate	Higher estimate
1991	847,000	582,000	1,113,000
1993	1,075,000	824,000	1,326,000
1995	1,310,000	1,033,000	1,587,000
1997	1,074,000	850,000	1,297,000
1999	1,113,000	903,000	1,323,000
2000	922,000	632,000	1,212,000
2001/02	757,000	624,000	891,000
2002/03	849,000	699,000	999,000

1. Source 1992, 1994, 1996, 1998, 2000, 2001/02 and 2002/03 BCS.
2. Based on adults of working age, in employment.
3. The number of incidents is calculated by multiplying the incident rates by the number of adults of working age in employment in the population.
4. Lower and higher estimates are for the 95% confidence intervals.

Table A.2.5 Statistical significance of changes in rates of victimisation, 1991 to 2002/03 BCS interviews

<i>Rates per 10,000 workers of working age</i>	Assaults	Threats	All violence at work
Victimisation rate			
1991	195	214	409
1993	296	273	569
1995	334	341	674
1997	238	293	531
1999	264	268	531
2000	217	215	432
2001/02	158	180	338
2002/03	190	185	375
Percentage change			
1991 to 2002/03	ns	ns	ns
1993 to 2002/03	-36 *	-32 *	-34 **
1995 to 2002/03	-43 **	-46 **	-44 **
1997 to 2002/03	-20	-37 **	-29 **
1999 to 2002/03	-28 *	-31 **	-29 **
2000 to 2002/03	ns	ns	ns
2001/02 to 2002/03	ns	ns	ns

1. Source 1992, 1994, 1996, 1998, 2000, 2001, 2001/02 and 2002/03 BCS.
2. Based on adults of working age, in employment.
3. ** indicates the change is statistically significant at the 5% level (two tailed); * indicates the change is statistically significant at the 10% level (two tailed); ns indicates that there was not a significant difference.

Table A.2.6 Risk of violence at work, by sex and age, 2002/03 BCS interviews

<i>Percentage victims once or more</i>	Assaults	Threats	All violence at work
Men	0.9	0.7	1.5
16-24	0.6	0.4	1.0
25-34	0.9	0.6	1.4
35-44	1.0	0.6	1.5
45 and over	0.9	1.1	1.8
Women	0.9	1.1	1.8
16-24	0.4	0.6	0.8
25-34	0.8	1.3	1.8
35-44	0.8	0.8	1.6
45 and over	1.2	1.5	2.6
All	0.9	0.9	1.7

1. Source 2002/03 BCS.

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

Table A.2.7 Risk of violence at work, by occupation, 2001/02 and 2002/03 BCS interviews

<i>Percentage victims once or more</i>	Assaults	Threats	All violence at work	<i>Unweighted N</i>
Protective service occupations	12.6	3.0	14.0	371
Health and social welfare associate professionals	3.3	2.3	5.0	1,279
Transport and mobile machine drivers and operatives	1.9	1.3	3.1	1,376
Managers and proprietors in agriculture and services	1.8	2.2	3.4	1,143
Health professionals	1.4	2.3	3.5	270
Caring personal service occupations	1.3	0.9	2.1	2,020
Leisure and other personal service occupations	1.1	1.5	2.4	686
Teaching and research professionals	1.0	1.2	2.1	1,641
Elementary administration and service occupations	0.9	1.0	1.7	2,732
Corporate managers	0.8	0.9	1.7	3,716
Business and public service associate professionals	0.6	0.8	1.3	1,748
Skilled construction and building trades	0.5	<1	0.8	1,355
Sales occupations	0.5	1.3	1.8	2,151
Culture, media and sports occupations	<1	1.0	1.2	655
Skilled metal and electrical trades	<1	<1	0.8	1,654
Science and technology associate professionals	<1	<1	<1	621
Business and public service professionals	<1	1.0	1.4	795
Administrative occupations	<1	0.9	1.1	3,363
Secretarial and related occupations	<1	0.8	1.0	1,144
Elementary trades, plant and storage-related occupations	<1	<1	<1	1,334
Skilled agricultural trades	<1	1.6	1.7	398
Textiles, printing and other skilled trades	<1	<1	0.5	856
Process, plant and machine operatives	<1	0.8	0.8	1,623
Science and technology professionals	<1	<1	<1	1,051
Customer service occupations	<1	0.8	0.8	406
All	0.9	1.0	1.7	34,388

1. Source 2001/02 and 2002/03 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.
4. <1 denotes a value under 0.5.

Table A.2.8 Risk of violence at work, by occupational factors, 2002/03 BCS interviews

<i>Percentage victims once or more</i>	Assaults	Threats	All violence at work
Hours of work			
Full-time	1.0	0.9	1.8
Part-time	0.5	0.8	1.3
Employment status			
Employee	0.9	1.0	1.7
Self-employed	0.7	0.4	1.2
Manager			
Foreman/supervisor	0.9	1.5	2.2
Other employee	1.6	1.1	2.5
Size of employer³			
Less than 25	0.7	0.7	1.3
25-499	0.9	1.0	1.9
500 or more	0.8	0.9	1.6
Size of business⁴			
Employees	1.0	1.1	2.1
No employees	0.4	0.6	1.0
All	0.9	0.9	1.7

1. Source 2002/03 BCS.

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

3. Based on those in employment, excluding the self-employed.

4. Based on self-employed.

Table A.3.1 Offender characteristics, 2002/03 BCS interviews

<i>Percentages</i>	Assaults		Threats	
	At work	Not at work	At work	Not at work
Number of offenders				
One	72	53	72	65
Two	11	15	15	9
Three	6	8	3	9
Four or more	11	24	10	17
Sex of offenders				
Male	80	86	77	80
Female	15	9	10	10
Mixed	5	5	13	11
Age of offenders				
Under 16	14	7	7	6
16-24	30	56	28	36
25-39	41	30	42	41
40 and over	15	7	22	16
<i>Unweighted N</i>	204	562	216	507

1. Source 2002/03 BCS.

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

Table A.4.1 Percentage very or fairly worried about violence at work, by sex and age, 2002/03 BCS interviews

<i>Percentage very/fairly worried</i>	Assaults		Threats	
	All workers	Workers at potential risk	All workers	Workers at potential risk
Men				
16-24	8	11	12	15
25-34	10	13	12	16
35-44	9	12	10	14
45 and over	10	13	11	14
Women				
16-24	18	21	25	28
25-34	16	20	21	25
35-44	16	20	20	24
45 and over	15	18	19	23
All	12	16	15	19

1. Source 2002/03 BCS.

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

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

Table A.4.2 Percentage very or fairly worried about violence at work, by occupation, 2001/02 and 2002/03 BCS interviews

<i>Percentage very/fairly worried</i>	Assaults		Threats	
	All workers	Workers at potential risk	All workers	Workers at potential risk
Health and social welfare associate professionals	36	36	41	42
Protective service occupations	33	35	27	28
Health professionals	26	27	40	40
Sales occupations	23	23	29	30
Transport and mobile machine drivers and operatives	21	24	22	25
Managers and proprietors in agriculture and services	21	22	25	26
Caring personal service occupations	18	20	19	21
Leisure and other personal service occupations	16	17	20	21
Teaching and research professionals	15	16	21	23
Elementary administration and service occupations	15	18	18	21
Customer service occupations	13	18	22	25
Secretarial and related occupations	12	15	17	20
Business and public service professionals	12	14	14	17
Administrative occupations	10	14	15	20
Corporate managers	9	12	13	16
Business and public service associate professionals	8	10	10	13
Textiles, printing and other skilled trades	8	11	8	11
Science and technology associate professionals	7	10	7	10
Culture, media and sports occupations	6	8	7	10
Skilled agricultural trades	6	7	8	10
Skilled construction and building trades	5	5	5	6
Skilled metal and electrical trades	5	7	7	10
Elementary trades, plant and storage-related occupations	5	8	6	11
Process, plant and machine operatives	4	8	5	10
Science and technology professionals	3	5	3	5
All	13	16	16	19

1. Source 2001/02 and 2002/03 BCS.

2. Based on adults of working age, in employment. Workers at potential risk are those who had contact with members of the public.

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

Table A.4.3 Percentage very or fairly worried about violence at work, by occupational factors, 2002/03 BCS interviews

<i>Percentage very/fairly worried</i>	Assaults		Threats	
	All workers	Workers at potential risk	All workers	Workers at potential risk
Hours of work				
Full-time	12	15	14	18
Part-time	14	17	19	22
Employment status				
Employee	13	16	16	20
Self-employed	10	12	12	14
Manager	12	15	16	20
Foreman/supervisor	15	18	18	22
Other employee	12	16	15	20
Size of employer⁴				
Less than 25	13	16	18	21
25-499	12	16	15	19
500 or more	13	19	15	22
Size of business⁵				
Employees	13	15	16	18
No employees	8	9	9	10
All	12	16	15	19

1. Source 2002/03 BCS.

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

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

4. Based on those in employment, excluding the self-employed.

5. Based on self-employed.

Table A.4.4 Perceptions of risk of violence at work, for workers at potential risk, by age and sex, 2002/03 BCS interviews

<i>Percentage very/fairly likely to be victim in next year</i>	Assaults		Threats	
	Very likely	Very/fairly likely	Very likely	Very/fairly likely
Men	2	10	6	19
16-24	1	8	6	21
25-34	2	11	6	23
35-44	2	10	6	19
45 and over	2	10	5	17
Women	2	11	8	26
16-24	3	11	8	29
25-34	2	13	9	28
35-44	2	11	7	26
45 and over	2	11	7	22
All	2	10	7	22

1. Source 2002/03 BCS.

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

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

Table A.4.5 Perceptions of risk of violence at work, for workers at potential risk, by occupation, 2001/02 and 2002/03 BCS interviews

<i>Percentage very/fairly likely to be victim in next year</i>	Assaults		Threats	
	Very likely	Very/fairly likely	Very likely	Very/fairly likely
Protective service occupations	26	54	41	68
Health and social welfare associate professionals	7	28	17	48
Transport and mobile machine drivers and operatives	5	20	11	32
Caring personal service occupations	4	15	7	22
Managers and proprietors in agriculture and services	3	15	9	29
Elementary administration and service occupations	3	11	6	21
Sales occupations	2	12	7	28
Customer service occupations	2	6	11	33
Textiles, printing and other skilled trades	2	5	2	10
Process, plant and machine operatives	2	6	3	13
Leisure and other personal service occupations	1	10	5	20
Skilled agricultural trades	1	8	2	13
Administrative occupations	1	6	8	24
Science and technology associate professionals	1	6	3	13
Business and public service professionals	1	9	7	25
Teaching and research professionals	1	7	5	21
Corporate managers	1	8	6	20
Health professionals	1	15	14	38
Elementary trades, plant and storage-related occupations	1	6	1	10
Skilled metal and electrical trades	1	7	2	12
Secretarial and related occupations	1	7	7	25
Skilled construction and building trades	<1	5	1	8
Culture, media and sports occupations	<1	3	1	6
Business and public service associate professionals	<1	5	5	18
Science and technology professionals	<1	3	1	7
All	2	10	7	22

1. Source 2001/02 and 2002/03 BCS.

2. Based on adults of working age, in employment. Workers at potential risk are those who had contact with members of the public.

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

4. <1 denotes a value under 0.5.

Table A.4.6 Perceptions of risk of violence at work, for workers at potential risk, by occupational factors, 2002/03 BCS interviews

<i>Percentage very/fairly likely to be victim in next year</i>	Assaults		Threats	
	Very likely	Very/fairly likely	Very likely	Very/fairly likely
Hours of work				
Full-time	2	11	7	23
Part-time	1	9	5	22
Employment status				
Employee	2	11	7	24
Self-employed	2	8	3	13
Manager	2	10	8	25
Foreman/supervisor	3	14	10	30
Other employee	2	10	6	22
Size of employer⁴				
Less than 25	2	9	6	22
25-499	2	11	7	24
500 or more	3	14	10	29
Size of business⁵				
Employees	3	10	4	16
No employees	1	7	3	11
All	2	10	7	22

1. Source 2002/03 BCS.

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

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

4. Based on those in employment, excluding the self-employed.

5. Based on self-employed.

Table A.4.7 Percentage of workers receiving training or advice about violence at work, by occupation, 2001/02 and 2002/03 BCS interviews

Percentage receiving	Formal training		Informal training	
	All workers	Workers at potential risk	All workers	Workers at potential risk
Protective service occupations	81	83	10	10
Health and social welfare associate professionals	54	55	17	17
Caring personal service occupations	37	39	17	17
Customer service occupations	33	34	14	15
Health professionals	31	30	15	15
Teaching and research professionals	27	28	19	20
Business and public service professionals	24	26	9	11
Administrative occupations	24	27	10	12
Sales occupations	23	23	18	18
Corporate managers	23	24	9	10
Business and public service associate professionals	22	24	9	10
Leisure and other personal service occupations	21	22	7	8
Elementary administration and service occupations	18	20	12	13
Secretarial and related occupations	17	20	12	14
Managers and proprietors in agriculture and services	17	18	12	12
Science and technology associate professionals	15	17	6	7
Textiles, printing and other skilled trades	11	12	6	7
Skilled metal and electrical trades	10	10	5	7
Culture, media and sports occupations	9	11	6	6
Science and technology professionals	9	9	8	7
Transport and mobile machine drivers and operatives	8	8	8	8
Process, plant and machine operatives	7	8	4	5
Elementary trades, plant and storage-related occupations	6	8	5	7
Skilled construction and building trades	5	5	2	2
Skilled agricultural trades	3	3	3	2
All	20	23	10	12

1. Source 2001/02 and 2002/03 BCS.

2. Based on adults of working age, in employment. Workers at potential risk are those who had contact with members of the public.

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

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.
Science and technology professionals	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
Health professionals	2211	Medical practitioners
	2212	Psychologists
	2213	Pharmacists/pharmacologists
	2214	Ophthalmic opticians
	2215	Dental practitioners
	2216	Veterinarians
Teaching and research professionals	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.
Business and public service professionals	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	

Transport and mobile machine drivers and operatives

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.
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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