



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI411229296

Thank you for your request for information relating to library assaults.

You have requested the following information:

1. Details on the following Anti-social behaviour categories at libraries and Customer First Centres (CFCs) each year since 2017:

a. Assaults on staff and customers

b. Threats of violence against staff and customers

c. Verbal abuse

d. Alcohol/drug use in the centre (including finding needles)

2. Number of times police have been called to attend these sites each year since 2017.

For Questions 1 to 2, please see the tables below. The figures for 2022 are as of 31 March 2022 for both the libraries and Customer Services tables.

Libraries	2017	2018	2019	2020	2021	2022
Assaults on staff (physical)	1	3	0	3	0	0

Threats of violence against staff	11	10	20	0	0	3
Verbal abuse	7	27	36	16	13	6
Alcohol/drug use (Inc. Needles)	0	2	0	0	0	0
Police notified	4	3	25	13	1	1

Customer Services	2017	2018	2019	2020	2021	2022
Assaults on staff (physical)	3	5	0	0	1	0
Threats of violence against staff	7	5	11	3	1	0
Verbal abuse	15	8	10	12	6	0
Alcohol/drug use (Inc. Needles)	0	0	0	0	0	0
Police notified	1	1	2	6	1	0

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance