

21 August 2025

Dear Applicant

Our Ref: FOI 877

Your request for information received on 04 August 2025 has been handled under the Freedom of Information Act 2000 (FOIA).

Request

Please provide the following information:

- 1. The number of recorded incidents of staff being abused at NIHE offices by members of the public over the past five years, broken down by office and year*
- 2. The number of these incidents which involved verbal abuse*
- 3. The number of these incidents which involved physical abuse*

Our response

Between 2019 and to date. 213 incidents of abusive behaviour have been reported by NIHE staff.

The tables below detail the location (office / non-office) and the type of abusive behaviour recorded (verbal/physical).

Please note that abusive behaviour can occur in a variety of situations including office locations, on our estates, in our vehicles and on the phone.

The tables below also show an increase in the number of reported incidents. It is important to note, that this increase can it part be explained, by our focus organisationally over recent years on abusive behaviour through awareness, training and emphasising the need to record and report such behaviour.

Q1. Continued

2023	HQ, Adelaide Street, Belfast	Waterloo, Derry	Shankill	Coleraine	Dundonald	Newry	Non-Office	Physical Abuse Non Office	Total number of all Abusive Behaviour incidents per year
	15	1	1	1	1	1	22	2	44

2024	Lisburn	Strangford House, Newtownards	HQ, Adelaide Street, Belfast	Waterloo, Derry	Newtownabbey 2	Newry	DLO Portadown	Twickenham House, Ballymena	Non-Office	Physical Abuse Non Office	Total number of all Abusive Behaviour incidents per year
	1	1	7	2	1	1	1	1	28	5	48

2025	HQ, Adelaide Street, Belfast	Lisburn	Marlbrough House	Twickenham House, Ballymena	Carrickfergus	Antrim	Waterloo, Derry	Enniskillen	Collin Terrace, Derry	Non-Office	Physical Abuse Non Office	Total number of all Abusive Behaviour incidents per year
	10	1	1	1	1	1	3	1	1	15	1	36 to date

Q2. Number of these incidents which involved verbal abuse (Office)

2019	6
2020	3
2021	6
2022	6
2023	20
2024	15
2025	20
Total	76

Number of incidents which involved physical abuse (Non-Office)

2019	1
2020	1
2021	2
2022	2
2023	2
2024	5
2025	1

Q3. Number of incidents which involved physical abuse (Office)

2020	1
2022	1

Number of these incidents which involved verbal abuse (Non-Office)

2019	13
2020	16
2021	14
2022	13
2023	22
2024	28
2025	15
Total	121