Unreasonable Behaviour Statistics

The information has been provided by PSPSL Customer Contact monitoring, and as such can be seen as an indicator of the increase of problematic or abusive behaviour.

This did not capture abusive behaviour directed to Council Officers directly, or members at this time.

There has been a **55% increase** in reports of abuse by customer contact staff in the 3 quarters to date 2023/24 when compared to the same period in 2022/23.

	2021/22				2022/23				2023/24			
Nature of abuse	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**
Sexist/disrespectful attitude	2	6	7	4	9	17	10	14	29	14	19	TBC
Inappropriate/offensive language	7	3	5	3	10	36	52	42	73	37	60	TBC
Threats including physical harm or violence	13	13	1	4	9	14	10	3	11	7	11	TBC
Inappropriate religious, cultural, or racial insults	0	2	0	0	0	3	1	2	3	0	2	TBC
Total	**22**	**24**	**13**	**11**	**28**	**70**	**73**	**61**	**116**	**58**	**92**	TBC
	70				**232**				**266**			

Currently The Councils currently have the following recorded for 2023/24.

Boston

3 Banned from building, with a single point of contact established.

2 Limited to monthly responses to any email submitted, and or no correspondence about specific topics.

East Lindsey

3 people issued a single point of contact, with no correspondence about specific topics.

5 others issued single point of contact due to unreasonable volume and tone of communications.

South Holland

1 Limited contact via feedback.