

TENANTS WHO MAY POSE A RISK TO STAFF

Report of the Head of Housing Management and Housing Options

1. SUMMARY

This report explains and introduces a draft new procedure on dealing with a range of potential risks to staff, posed by tenants, that are not covered by the violence and aggression procedure.

2. RECOMMENDATION

Operational Board is asked to approve the draft procedure.

3. MATTER FOR CONSIDERATION

- 3.1 Derby Homes has a long established policy and procedure which covers the actions we take when staff have been subject to violence or aggression. This means actual violence, threats and abuse. The procedure explains how we manage the incident and assess and control any potential future risk.
- 3.2 There are however a range of other potential threats that are not directly linked to an incident of violence or aggression. These risks that fall outside of the violence and aggression procedure arise from:
- Registered Prolific Offenders and people with criminal records who may present a risk because of the nature of their offending history
 - Informal information received from partners such as the Police about people who may pose a risk
 - People with known mental health or behavioural issues whose behaviour may be unpredictable
 - Customers who have a history of making complaints against staff and who may make malicious complaints
 - 'Near misses' – where staff feel that something 'isn't right' or is uncomfortable when dealing with a tenant.
- 3.3 We do not have a procedure that gives staff guidance and sets out what action that we will take to assess and minimise risk. This is what the attached procedure aims to do.

4. CONSULTATION IMPLICATIONS

We have consulted widely with staff on the new procedure and it has been tabled and discussed at the Health and Safety Forum.

5. RISK IMPLICATIONS

Derby Homes has a duty to assess and manage any risk to the health and safety of staff. This new procedure will strengthen our overall risk assessment process.

The areas listed below have no implications directly arising from this report:

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None