

## **HEALTH AND SAFETY UPDATE**

Report of the Chief Executive of Derby Homes

### **1. SUMMARY**

Details of recent health and safety performance and current issues.

### **2. RECOMMENDATION**

To consider the report.

### **3. MATTER FOR CONSIDERATION**

#### **3.1 ACCIDENT AND INCIDENT REPORTS**

Accidents and incidents involving Derby Homes' staff are recorded using a formal reporting system. In March and April there were 2 reported accidents. One of these was a Lost Time Accident (LTA). However, it was less than three days and not reportable. More details are shown in the attached accident and incident trends chart (Appendix 1).

#### **3.2 VIOLENCE AND AGGRESSION REPORTS**

Violent, aggressive or abusive incidents towards staff are reported by staff using a formal reporting system. Appropriate action is always taken against the perpetrator. In March and April there were 4 reported cases of violence, aggression or abuse towards staff. More details are shown in the attached violence and aggression trends chart (Appendix 1).

#### **3.3 RoSPA OCCUPATIONAL HEALTH AND SAFETY AWARDS**

Derby Homes have been awarded the Gold Award for occupational health and safety for the fourth consecutive year. The Award was presented in Birmingham on 13 May.

### **4. HEALTH & SAFETY IMPLICATIONS**

It is a legal responsibility of the Board to ensure effective health and safety management is maintained within the Company. This report provides the relevant information to enable the Board Members to monitor this.

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

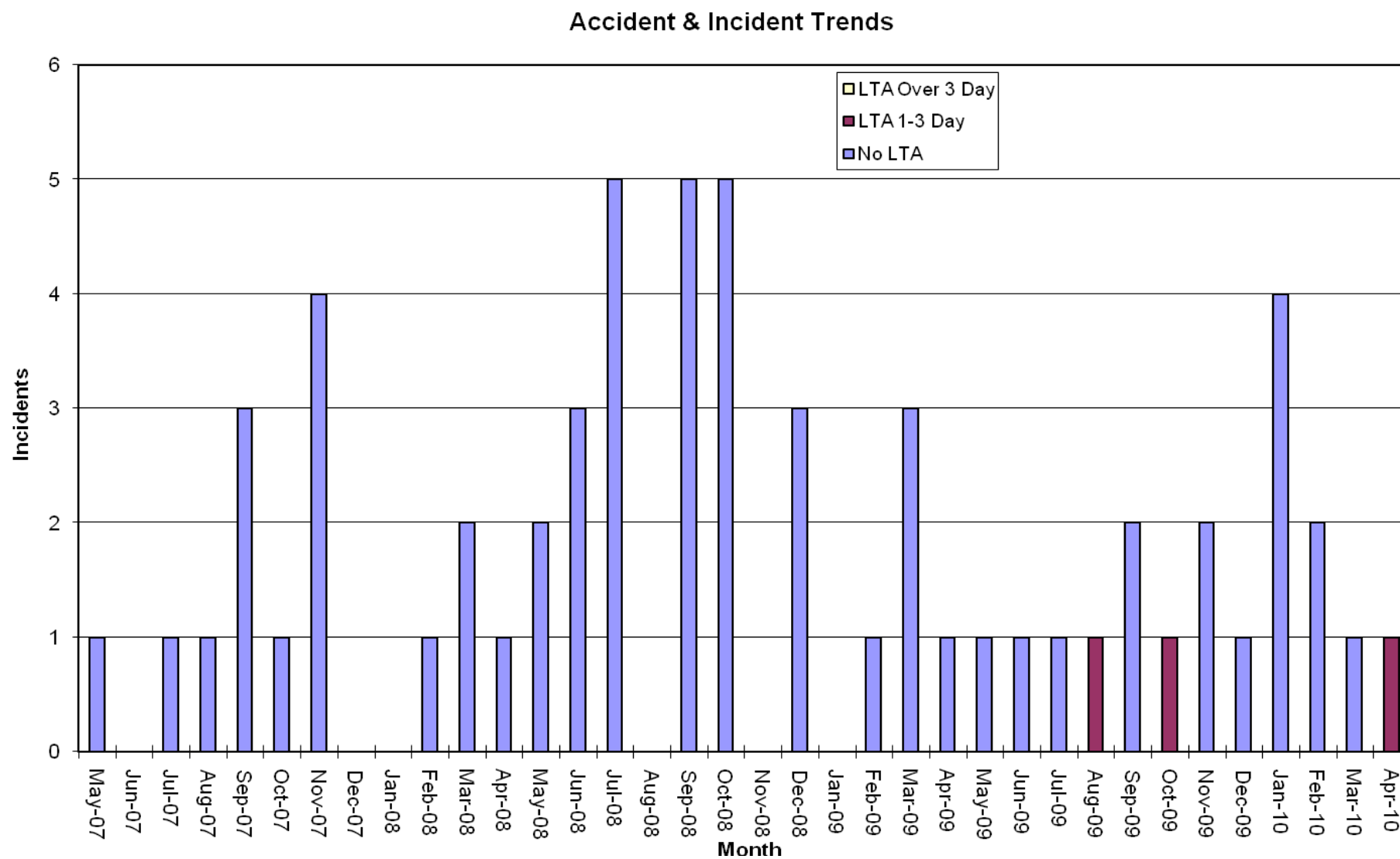
- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Risk
- Policy Review

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

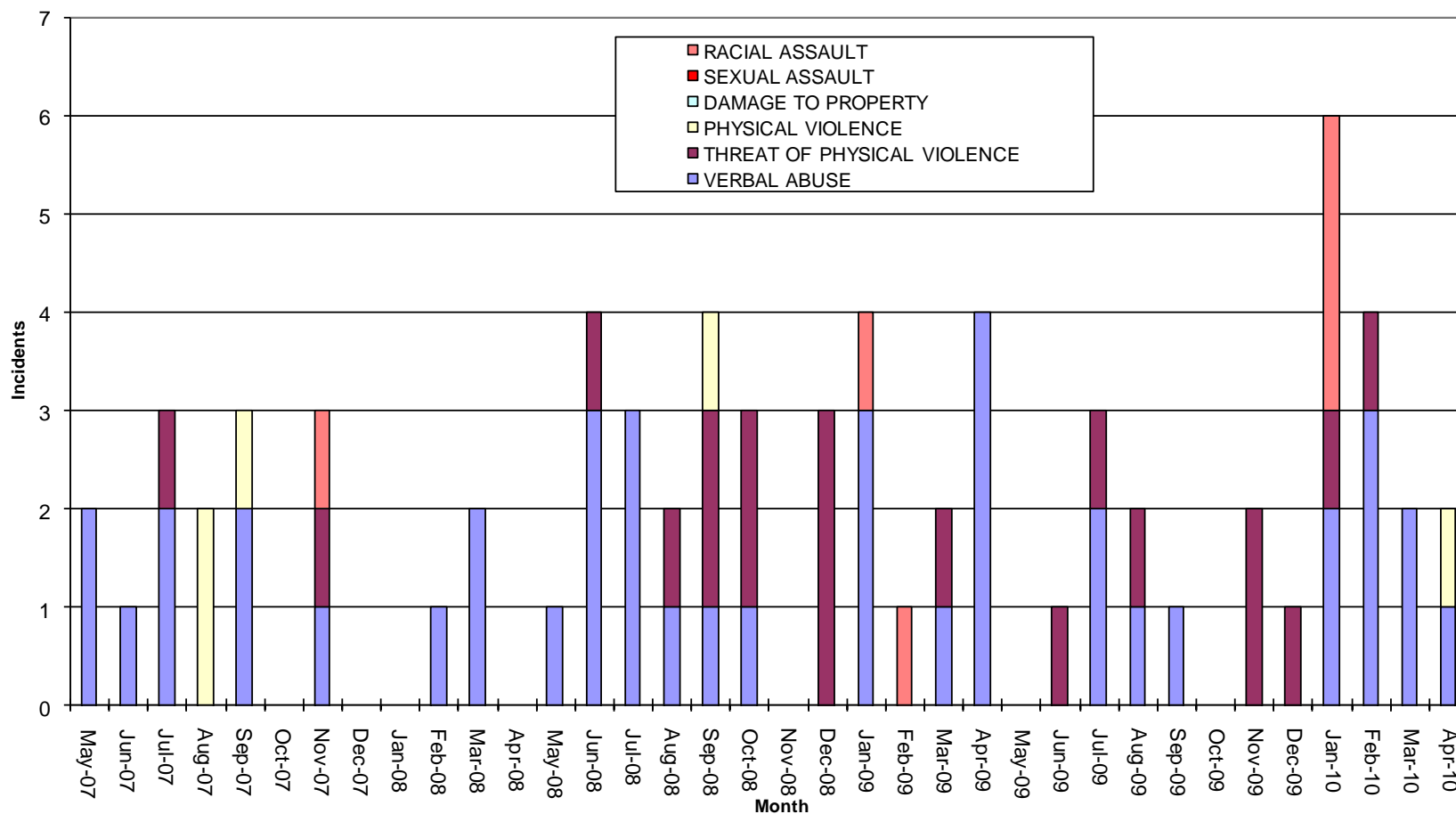
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**Background Information:** None.

**Supporting Information:** None.



## Violence &amp; Aggression Trends



**SUMMARY OF REPORTED ACCIDENTS  
MARCH AND APRIL 2010**

<b>DATE</b>	<b>JOB</b>	<b>LOCATION OF INCIDENT</b>	<b>DETAILS OF INCIDENT</b>	<b>DETAILS OF INJURY</b>
24/03/10	Home to Work placement	Ingleby Place	Slipped on slabs to property. Pathway was slippery and covered in birdseed	Pain in left hip and leg.
15/04/10	Income Assistant	Nottingham Road (outside Cardinal Sq)	Walking to car parked on the street and slipped on kerb.	Torn ligaments in ankle. 2 days lost time.

**DERBY HOMES**  
**ABUSE, AGGRESSION AND VIOLENCE CASES**  
**MARCH AND APRIL 2010**

**NOTE:** *The details of incidents and actions in this summary are reproduced as they appeared in the original reports and intended as a guide only. Some details may have been omitted or paraphrased for the purpose of this summary.*

**WARNING INDICATORS:** When a warning indicator is placed on the housing management system it will be subject to review. All warnings will stay on for a minimum of six months and are then reviewed twice per year. For minor cases, If there have been no further incidents the warning will be removed.

<b>Date of Incident</b>	<b>Details of Incident</b>	<b>Action Taken</b>
08/03/10	During telephone conversation to Enquiry Centre tenant said to Enquiry Centre advisor "spoke to you before and you're a knob anyway"	Letter sent to tenant.  No further incidents as of 11/05/10
19/03/10	Nearing the end of my visit to this property I explained to this tenant that as he had moved the main electric meter, he could find himself in trouble with the supplier. This was met with "shit happens doesn't it".  I explained I was just pre-warning him and he replied "well if you've got what you came to do you can f**k off now", so I left.	This is an introductory tenancy. An NOPP has been served due to the tenant carrying out unauthorised alterations to the property. We have included the verbal abuse within the Notice.
22/04/10	A Surveyor and a Housing Officer attended the property to investigate several issues in relation to the condition of the property.  The tenants behaviour was intimidating and abusive and the demands unreasonable.  Tenants have a history of V&A but warnings had transferred from previous property as tenant allocated on a different person reference	Tenants visited by manager to discuss behaviour and alleged defects at property.  No further incidents as of 11/05/10
13/04/10	I rang tenant regarding payment of her rent and rent arrears. Whilst I tried to explain the reason behind the amount of her weekly rent payments she became very abusive. I told her I was trying to get the amount she had to pay reduced if I could by making her an appointment with [another housing officer] at this office. She was still shouting and swearing stating she could not pay this amount and would not be as it was all our fault.	Warning placed on system. Action and intervention with tenant ongoing.  No further incidents as of 11/05/10

	<p>She was screaming down the phone that she would not f**king pay and that I was f**king useless.</p> <p>By now the phone had been passed to her partner as she was in the bathroom looking after her daughter. I asked him if he could hand the phone back to her so I could try and explain again about the appointment. She would not take the phone but was still swearing and screaming that it was all f**king rubbish. She seemed hysterical at this point ranting and raving about why she would not pay and that we may as well take the house. I advised the partner to try and get her to the office as this is how we can help reduce her payments.</p>	
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