

## **TENANTS WHO MAY POSE A RISK TO STAFF - UPDATE**

Report of the Head of Housing Management and Housing Options

### **1. SUMMARY**

This report gives an update on the 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**

The Operational Board is asked to note the report.

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

3.1 On 15 December 2016 Derby Homes Operational Board received a report explaining that whilst Derby Homes has a long established policy and procedure which covers the actions we take when staff have been subject to violence or aggression, there was a need for a separate, but complimentary procedure to manage and control 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 and arise from:

- Registered Prolific Offenders(RPO') 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 who's 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.

3.2 The Operational Board approved the introduction of this new procedure but asked that an update report be brought to the June meeting

3.3 Whilst all of the categories outlined in 3.1 are covered in the procedure, its most common application is for those individuals we believe may pose a risk because of offending history, information from partners such as the Police and people with known mental health or behavioural issues. During the six months since implementation, there have been no cases falling into the other two categories dealt with under this procedure.

- 3.4 As of 16 December, we already held a database of 83 existing 'RPO' markers. This was a mixture of cases notified to us through the Housing Allocations RPO process and through informal information received through partners. None of these had been formally risk assessed so this new procedure was applied to them and risk assessments carried out. As a result of this process, 27 markers were removed for a range of reasons. Where this was done, a record of the risk assessment is kept, as it is for all cases. Since introducing the new procedure we have added a total of 18 new cases. All of the cases – both the existing ones and the new ones will be reviewed on a six monthly basis. An example of a risk assessment for RPO or other offending behaviour is attached at appendix 1.
- 3.5 There have been 43 new referrals into the Complex Needs service during this period. All of these are risk assessed as part of this procedure to ensure that any known mental health or behavioural issues are taken into account when planning services. Of these 43, there have been 11 where the risk assessment has been used in the addition or review of warning markers.
- 3.6 Since the implementation of the new procedure, all of the risk assessments carried out by the Complex Needs Manager have led to the amendment of an existing marker rather than a new marker. Attached at appendix 2 is a risk assessment which led to such an amendment. The marker was originally 'Do Not visit Alone', however after we worked with the tenant for a while it became clear that his behaviour was sometimes unusual due to his mental health condition but there were no incidents of aggressive or threatening behaviour. We felt that it may be sensible for new people to visit with someone else as this increases the tenant's anxiety and may heighten his behaviour but that a blanket approach to joint visits was not appropriate. The warning has therefore been changed to 'Contact Complex Needs Manager' so that she can speak to staff and assess the risk of them visiting alone and explain sensitively how his behaviour may present. The assessment for mental health is more complex and detailed than for potential risk arising out of past offending behaviour.
- 3.7 In most instances we do not send letters to inform tenants of changes to work practice as this may cause further anxiety and distress however the letter we would send, when appropriate is attached at appendix 3.

#### **4. CONSULTATION IMPLICATIONS**

We have consulted widely with staff on this procedure and it has been tabled and discussed at the Health and Safety Forum. We are shortly to hold a session with Derby Homes managers to further publicise it.

#### **5. RISK IMPLICATIONS**

Derby Homes has a duty to assess and manage any risk to the health and safety of staff. This new procedure strengthens 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:

Murray Chapman / Housing Services Manager / 01332 888593 / [murray.chapman@derbyhomes.org](mailto:murray.chapman@derbyhomes.org)  
[@derbyhomes.org](http://derbyhomes.org)

Background Information: None

Supporting Information: Operational Board Report Item A5 Tenants who may pose a risk to staff –  
15/12/16