

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 May and June there were 6 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 May and June there were 7 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 Repairs and Maintenance Section

The accident and incident and violence and aggression reports and statistics incorporate the new Repairs and Maintenance Section from 1 June.

3.4 Health and Safety Advisor Post

The currently vacant post of Health and Safety Advisor has been advertised internally. The primary role of the new post holder will be to assist the Senior Health and Safety Advisor in the management of health and safety within the new Repairs and Maintenance Team.

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

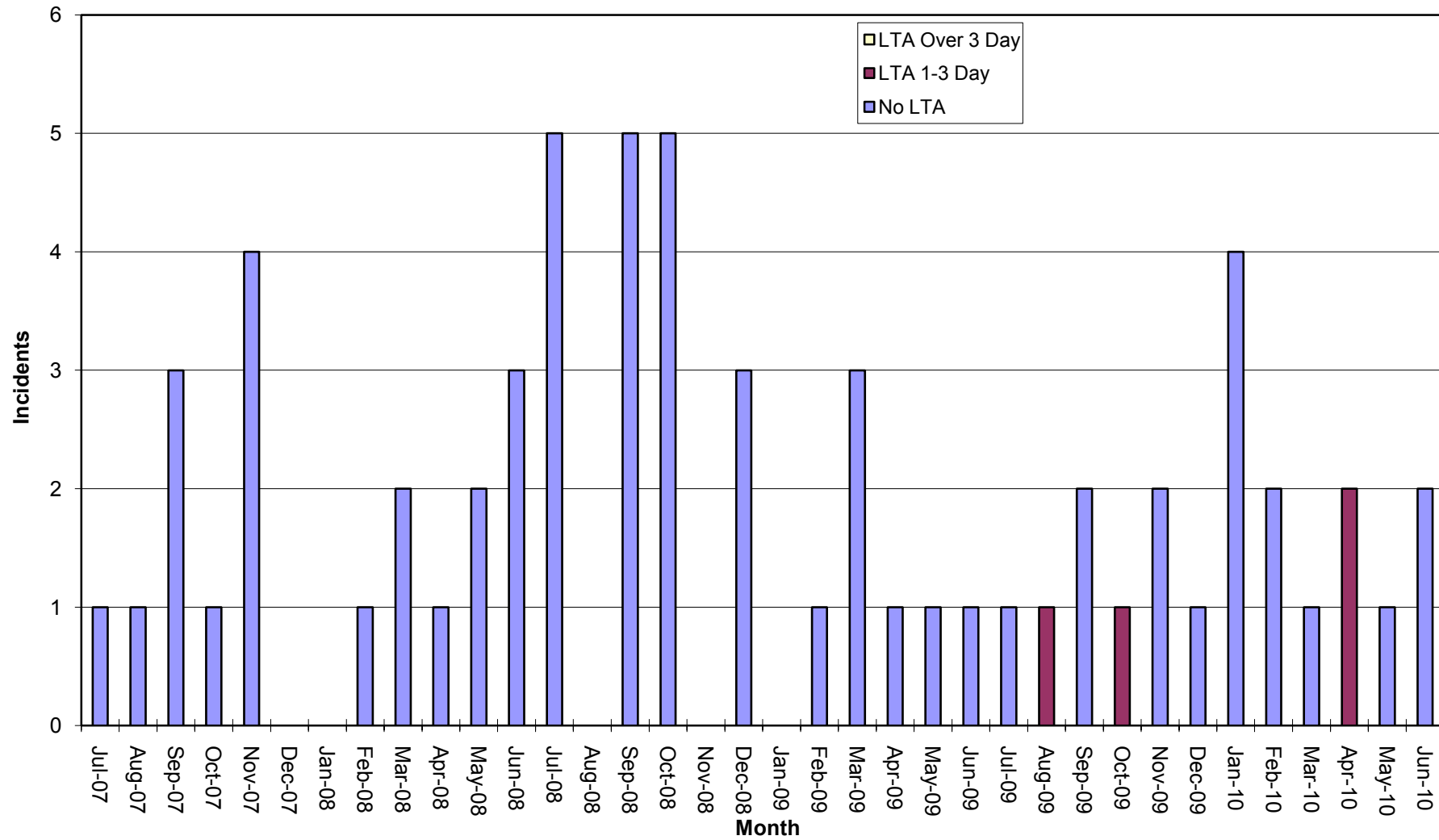
If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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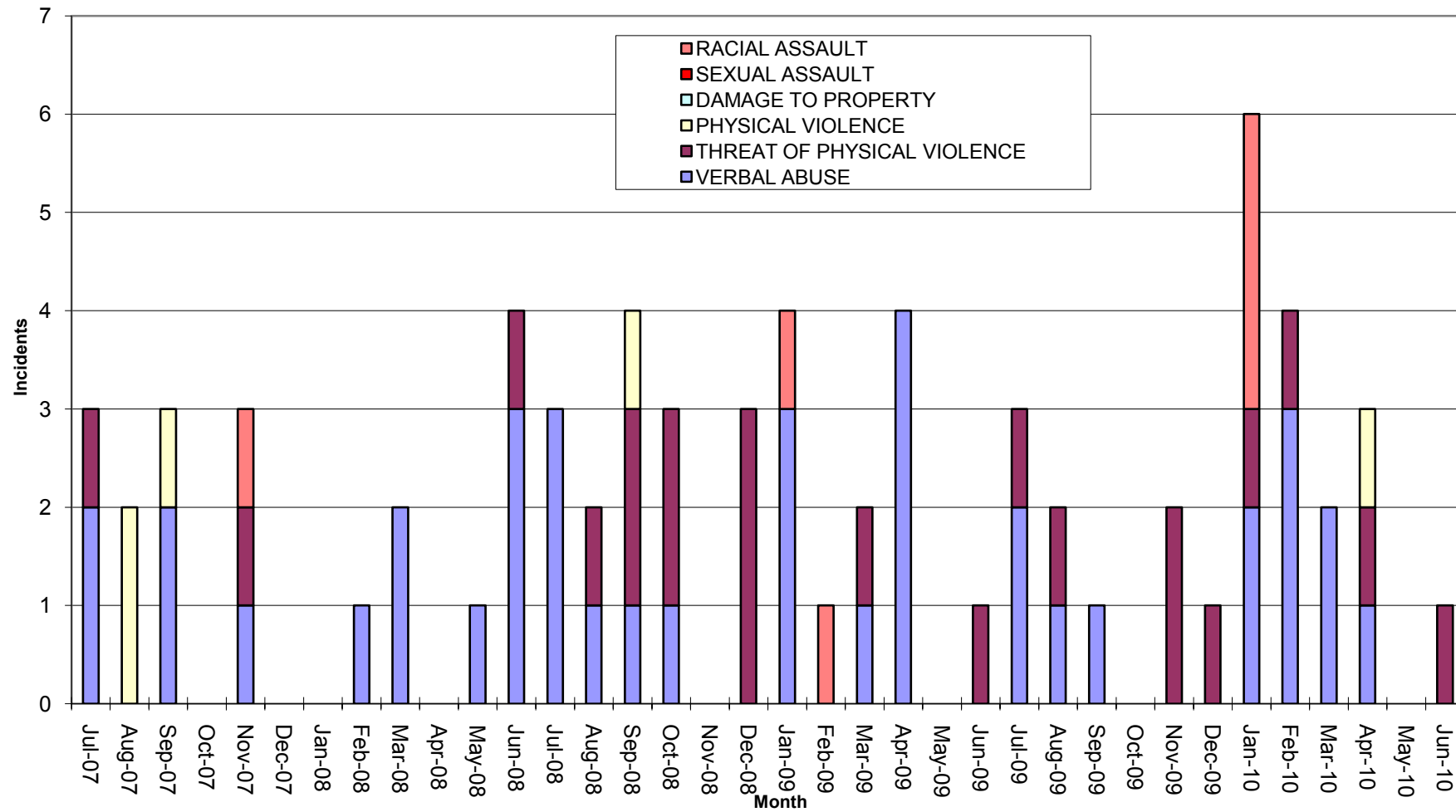
Background Information: None.

Supporting Information: None.

Accident & Incident Trends



Violence & Agression Trends



DERBY HOMES
SUMMARY OF REPORTED ACCIDENTS
MARCH TO JUNE 2010

DATE	JOB	LOCATION OF INCIDENT	DETAILS OF INCIDENT	DETAILS OF INJURY
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.
05/05/10	Senior Support Officer	Car park at Brook St office	Stepped of pavement and twisted foot on damaged tarmac	Twisted ankle and aggravation of previous injury/operation and pin fitted.
18/04/10	Income Assistant	Osmaston Road	Vehicle accident. Shunted from behind while waiting at crossing.	Shock
23/06/10	Housing Officer	Tenants property	Tripped on small beaker on stairs and twisted ankle on stair gate	Twisted ankle
18/06/10	Supervisor	Tenants property	Twisted back while lifting and turning a kitchen base unit	Back pain

DERBY HOMES
ABUSE, AGGRESSION AND VIOLENCE CASES
MARCH TO JUNE 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.

Date of Incident	Details of Incident	Action Taken
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 06/04/10
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 "s**t 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 not 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 11/07/10
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. She was screaming down the phone that she would not f**king pay and that I was f**king useless.	Warning placed on system. Action and intervention with tenant ongoing. No further incidents as of 11/07/10

	<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>	
26/04/10	<p>I was covering the front reception area at Sussex Circus LHO. During the afternoon perpetrator came into office and asked to speak to manager. I asked what the nature of his query was and whether I could help. He explained he had been given managers details from the Housing Options centre and wanted to speak to her regarding the decision to refuse to approve a property offer. I asked for more details about what the address was and what information he was given. He refused to speak about the matter stating he would only speak to manager, at this time his manner became noticeably more agitated. I looked on abritas and was able to see that on perpetrators application that he had an offer refused for a property.</p> <p>After looking on the system I explained everything to manager who was at that time dealing with Councillor enquiry on the phone. While manager was on the phone I explained that she would speak to him as soon as possible. Perpetrator then wanted to see Derby Homes' allocations policy, allocations policy for ex-offenders and community pledge. At this stage manager went to speak to perpetrator in the interview room. On leaving the office I handed him copies of the allocations policy for the Derby Homefinder and Derby Homes' core values that I had printed off.</p> <p>During the time I dealt with him in reception I found his behaviour both very intimidating and aggressive. I felt like the manner in which he spoke to me was with the intent to make me feel uncomfortable. For example, while dealing with him he made comments like, 'I can tell I have one over you because you're getting uptight'. As a member of frontline staff I believe his behaviour would unsettle other members of staff.</p>	<p>Not a tenant.</p> <p>This is one of a number of incidents with this individual. Housing has been refused by Derby Homes and this decision has been reviewed and supported by the Chief Executive. DCC are currently carrying out a review of DH decision.</p>
30/06/10	<p>Operative attended a job to fit fans in a property in Exeter House. On the second day was accosted by an unknown male making unfounded allegations and threatening operative and other staff on site. He asked for my boss who came over and received similar abuse.</p> <p>He then said he was going to "get his mates, come back and smash up the vans and fight us all". He went and operative packed up and left site.</p>	Perpetrator unknown. Reported to Police.