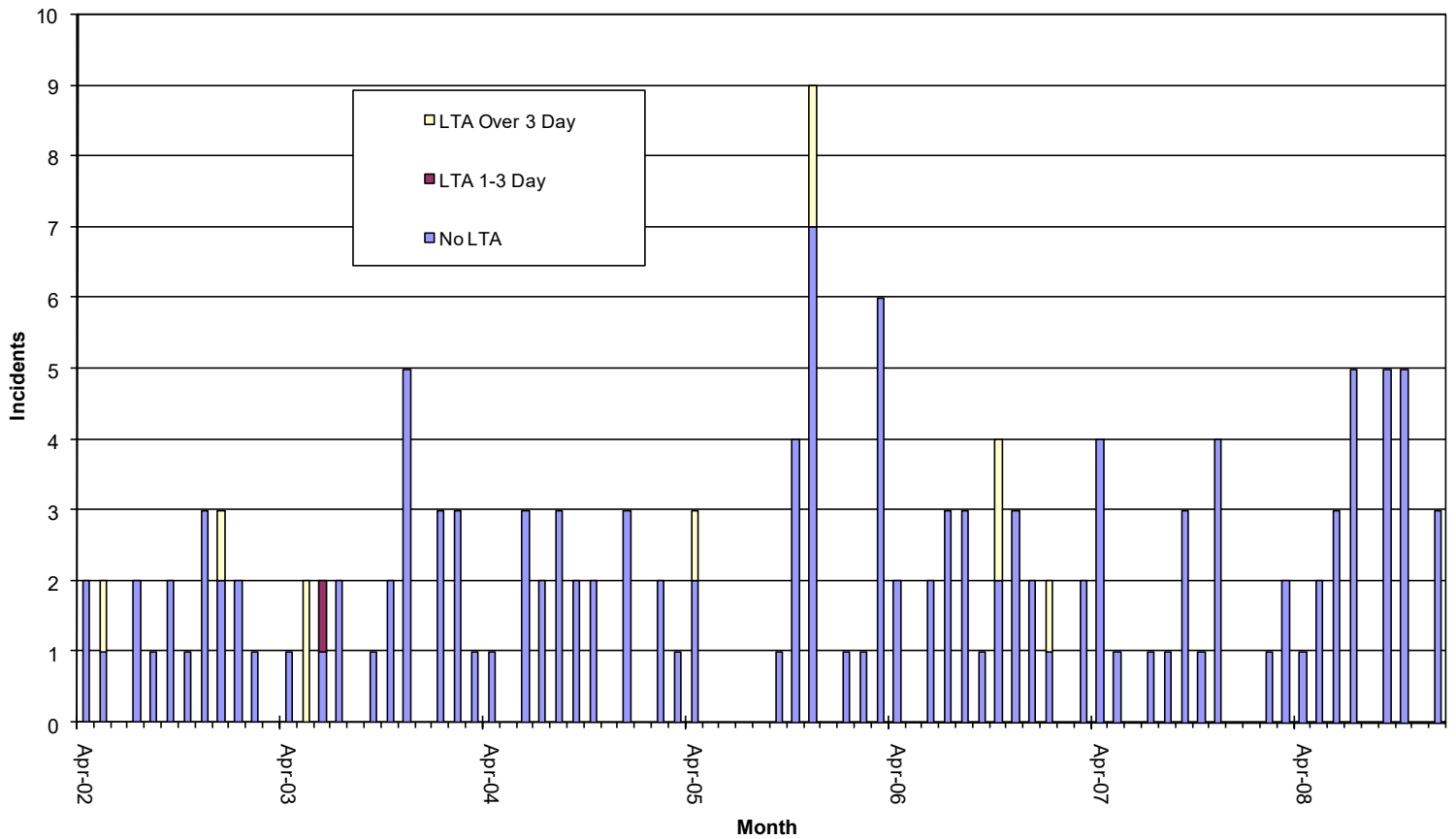
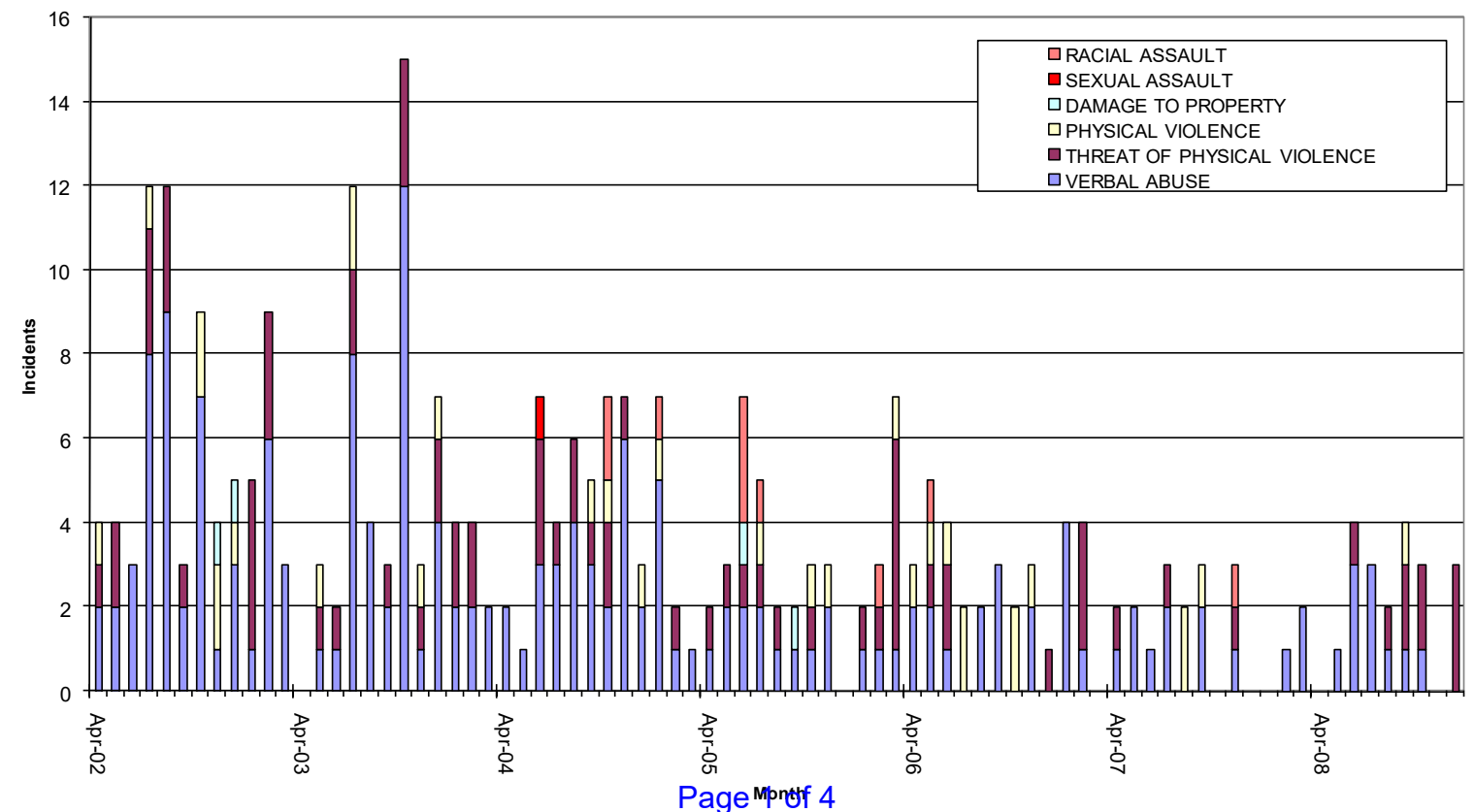


Accident & Incident Trends



Violence & Agression Trends



DERBY HOMES
SUMMARY OF REPORTED ACCIDENTS
NOVEMBER AND DECEMBER 2008

DATE	JOB	LOCATION OF INCIDENT	DETAILS OF INCIDENT	DETAILS OF INJURY
09/12/08	Scheme Manager	Eaton Court car park	Slipped on ice and landed on back	Swollen right wrist.
18/12/08	Admin. Trainee	Cardinal Square	Opening boxes and cut finger on a sharp object	Cut finger.
19/12/08	Housing assistant	Whitehurst Street	Twisted wrist while trying to unlock door on vacant property	Twisted wrist.

DERBY HOMES

ABUSE, AGGRESSION AND VIOLENCE CASES

NOVEMBER AND DECEMBER 2008

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
17/12/08	<p><i>Neighbourhood Safety Officer, Stockbrook Street:</i></p> <p>At approximately 11.15am I was in the Office when I received a telephone call from Tenant. He wanted to know exactly what was happening with one of his complaints – when I asked which one he asked me if I knew what I was doing. I advised him that I would need to check and would ring him back. He then went on to talk about the appeal hearing and that I was lying. He claimed that I had told Mr ** when the noise monitoring equipment went in which is why he went quiet. He told me that my reports were lies and what did I know as I had only been working on the case for a few months. He then claimed that I have told him that there was not a problem and he wouldn't be able to hear it anyway.</p> <p>I felt as though he was twisting my words and refused to listen to anything I was trying to say. I therefore advised him that in light of the appeal tomorrow I was terminating the conversation and put the phone down.</p> <p>I found his attitude and manner to be extremely threatening and felt as though he was trying to frighten me in light of the appeal that was taking place the following day.</p> <p>-----</p> <p><i>Housing Officer, Austin neighbourhood base:</i></p> <p>Tenant telephoned me and asked if I had received Evidence logs from 19 November. I explained I was not at Stockbrook Street but I believed we had received them. He then asked if I had spoken to Mr ** since. I said I hadn't. He asked if I would be speaking to him as he had already asked me to. He seemed annoyed that I had not spoken to Mr **. I told him I was leaving on Friday (19th) so the case would be being passed to another Housing Officer. He then</p>	<p>Tenant has a long history of serial vexatious complaints.</p> <p>At his appeal hearing on 18/12/08 his complaints were not upheld. The Vexatious Complaints Procedure has now been invoked against tenant restricting any contact with Derby Homes by tenant to one named officer. Agreement made on 16/01/09.</p>

	<p>said there was no point in talking to me if I am leaving. Tenant went on to say that he would be at the appeal board tomorrow and had read all the notes I had made about him. He said he feels he has been misreported and feels like I am not on his side.</p> <p>Tenant said he is the one being offended against with the ASB and that I have either misreported all of our conversations or typed them wrong. He said there have been times when I have not called him when he has asked me to but he has not complained about me because "I am new to the job." Tenant went on to say that I would probably think he was patronising me. I believe this was a direct reference to my statement about the last time we spoke as I described his manner as patronising. He said he did not think he was "abrasive" during our last conversation but had read what I said about him. He said he was feeling "edgy" on account of everything that was happening.</p> <p>Throughout the call I felt intimidated because I felt he was essentially calling me a liar as he claimed that I had recorded our conversations incorrectly. I again found him patronising particularly when he said I was new to the job. I also felt he was trying to intimidate me as he said "no doubt the board will want to speak to you about what you've said."</p>	
16/12/08	<p>Two ESD operatives attended an out of hours job at the above address as the toilet cistern fell of the wall and smashed the pan. The tenant's partner became very agitated and would not listen to what was being said and so getting very angry. Both operatives felt threatened (and these are not men who would feel threatened easily) so they informed Carelink, made safe and left the situation.</p>	<p>Tenant failed to attend first interview regarding incident. Subsequently attended with partner on 13/01/09 and warnings given.</p> <p>No further incidents to date.</p>