

HEALTH AND SAFETY UPDATE

Report of the Director of Housing and Customer Service

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 9 reported accidents. One of these was a Lost Time Accident (LTA) following a road traffic accident. 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 2 reported cases of violence, aggression or abuse towards staff. More details are shown in the attached violence and aggression trends chart along with related incidents. (Appendix 1).

3.3 RoSPA AWARD

Having won the Royal Society for the Prevention of Accidents Gold Award for the past four years, we have this year been awarded the Gold Medal. The scheme looks not only at accident records, but also entrants' overarching health and safety management systems, including important practices such as strong leadership and workforce involvement.

The award will be presented in Birmingham on 19 May 2011.

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:

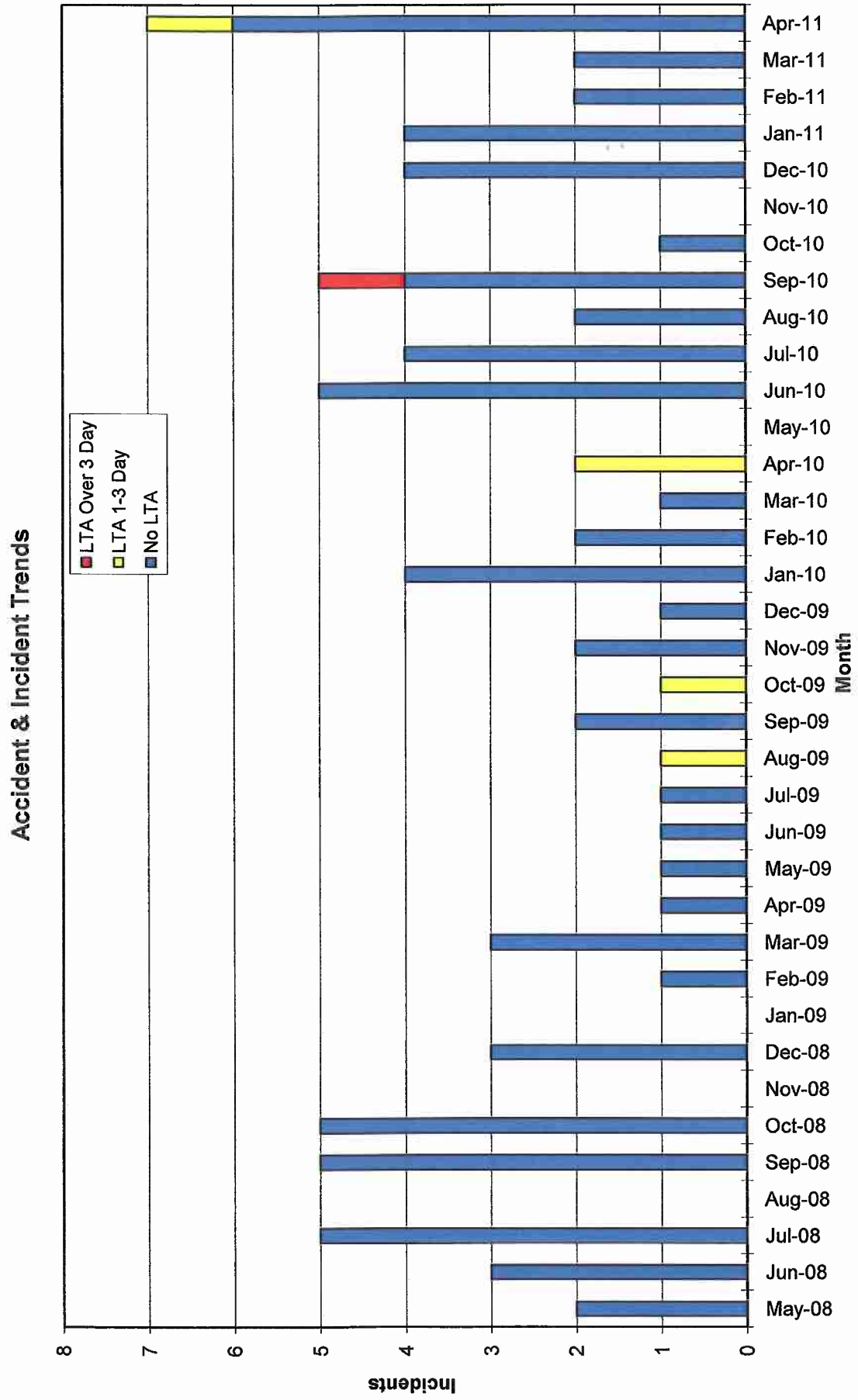
- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

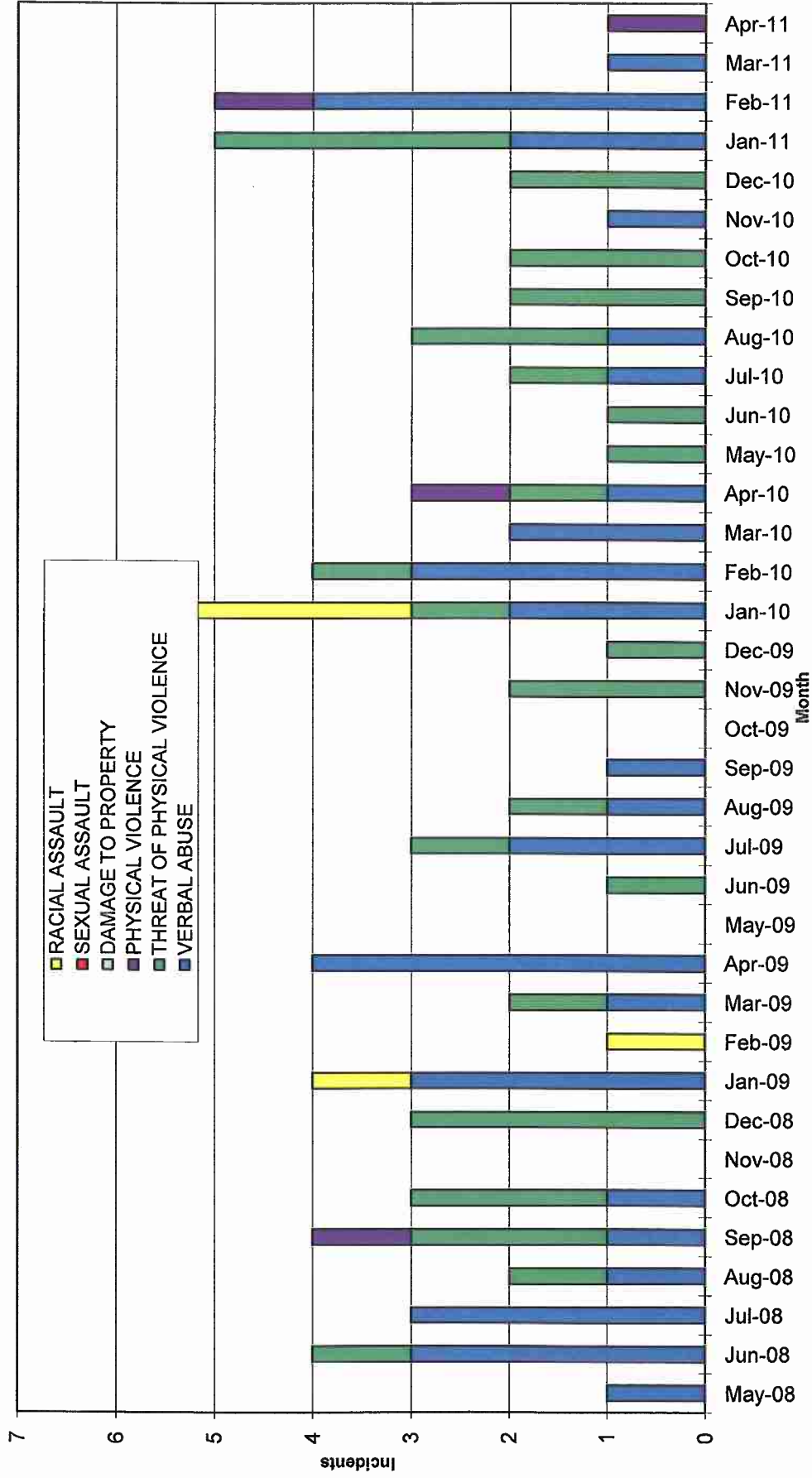
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Background Information: None

Supporting Information: None



Violence & Aggression Trends



DERBY HOMES

SUMMARY OF REPORTED ACCIDENTS

MARCH AND APRIL 2011

DATE	JOB	LOCATION OF INCIDENT	DETAILS OF INCIDENT	DETAILS OF INJURY
07/03/11	Apprentice Plumber	Newton Walk	While standing outside the toilets that were being repaired was hit on the back of the neck by a picture frame thrown by a small child.	Bruise/graze on neck
04/03/11	Work experience	Property	Cut thumb while handling kitchen unit.	Cut thumb
07/04/11	Roofer	On roof	Put hand on hot tar while repairing multi-layer flat roof.	Burn
14/04/11	Joiner	Property	Planing the bottom of a door kneeling on floor and cut shin on (possibly) broken glass.	Cut shin
12/04/11	Joiner	Site	While excavating a fence post the grafter sliced into a live redundant lighting cable.	No injury
18/04/11	Plumber	Stenson Road	Driving along Stenson Road and a bus pulled out of Village Street and hit near side of van.	Whiplash. (3 day lost time but not RIDDOR reportable as RTA) Vehicle written off
18/04/11	Electrician	In vehicle	Trapped hand in van door.	Bruised right hand
20/04/11	Roofer	Waste Transfer Station (London Road)	Stood on nail.	Puncture wound to left foot. Appropriate footwear was being worn but nail missed the sole protection.
08/04/11	Housing Officer	Property in Sinfin	While dealing with an ASB case, Housing Officer was punched in the face by assailant.	Cut lip and sore jaw.

DERBY HOMES
ABUSE, AGGRESSION AND VIOLENCE CASES
MARCH AND APRIL 2011

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.

Date of Incident	Details of Incident	Action Taken
03/03/11	Information from Police that tenant has been charged with serious sexual offence and therefore no female visits and officers to visit in twos.	Red warning on Academy. Warning issued to tenant. Housing staff and operatives made aware to go in pairs when visiting this property.
07/03/11	Tenant became verbally aggressive with workman who was servicing boiler and followed workman out of the property.	Red warning on Academy. Warning issued to tenant. Housing staff and operatives made aware to go in pairs when visiting this property. Counselling support through Right Core Care offered to the member of staff affected by this incident.
05/04/11	Problem with dog in the property which tenant would not secure.	Red warning on Academy. Warning issued to tenant.
08/04/11	Support worker from Re-Think has requested that staff do not visit alone as tenant's behaviour has caused some concerns.	Red warning on Academy. Housing staff and operatives made aware to go in pairs when visiting this property.
08/04/11	A member of staff was assaulted by an Owner Occupier (O/O) who had complained about the neighbouring garden of a Derby Homes tenant. At a follow up home visit to discuss the issues the O/O became verbally abusive and then lashed	Red warning on Academy. As an owner occupier this has been set up on the ASB case details also

Appendix 1

	out and made contact with the officer's face twice; as the officer left the property the O/O followed him and continued to punch him on the back of the head followed by grabbing the officer's shirt and shouting. The officer did not retaliate; on return to the office he reported the incident to his manager and the Police. On 13 April 2011 the O/O was arrested and has been charged with "Assault and Battery" and was to appear in court on 6 May 2011 to enter a plea.	Counselling support through Right Core Care offered to the member of staff affected by this incident. Derby Homes have prepared an injunction against the perpetrator which will provide protection to the officer whilst out and about on his patch. This is currently with Legal. Full support has been offered following this incident. He was offered support form Right Core Care and time on his regular duties. An offer to change patches has also been made to the officer but declined. The Neighbourhood Safety Officer for the area is monitoring the situation and ensuring that legal remedies are in place to protect the officer.
08/04/11	Information received from Police regarding history of violence and criminal activities.	Red warning on Academy. Housing staff and operatives made aware to go in pairs when visiting this property.
18/04/11	Tenant is working with Mental Health Team and has made some worrying comments regarding women which have raised concerns. He has also indecently exposed himself on two occasions in public. Tenant has been observed swearing and shouting at himself but has not been aggressive to staff. Workers at Mental Health Team have advised that women should not visit alone and it is preferable that one visitor should be male	Red warning on Academy. Housing staff and operatives made aware to go in pairs when visiting this property.
19/04/11	Social Services have requested that staff do not visit alone as tenant's behaviour has caused some concerns and he is prone to violent outbursts.	Red warning on Academy. Housing staff and operatives made aware to go in pairs when visiting this property.

