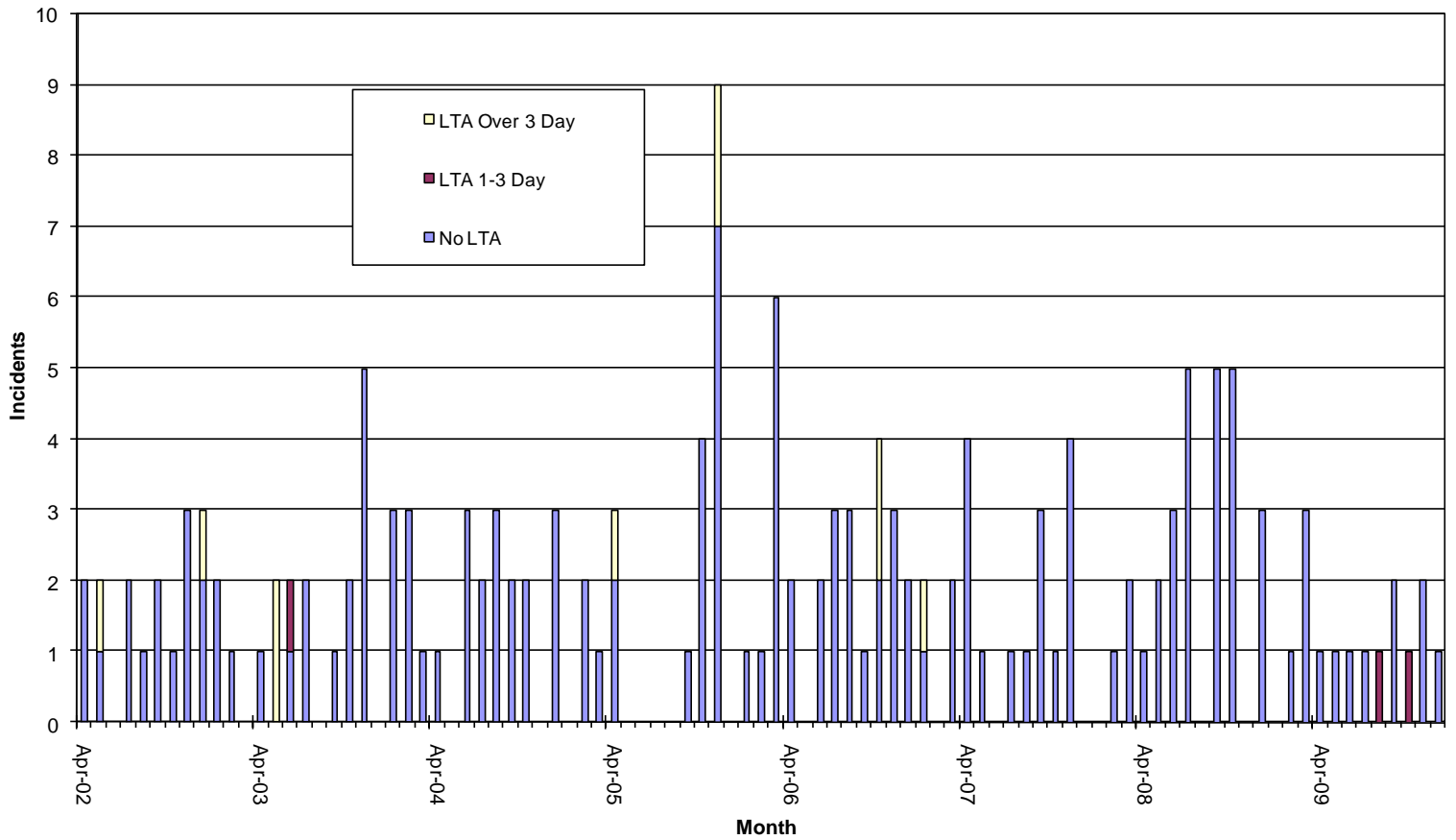
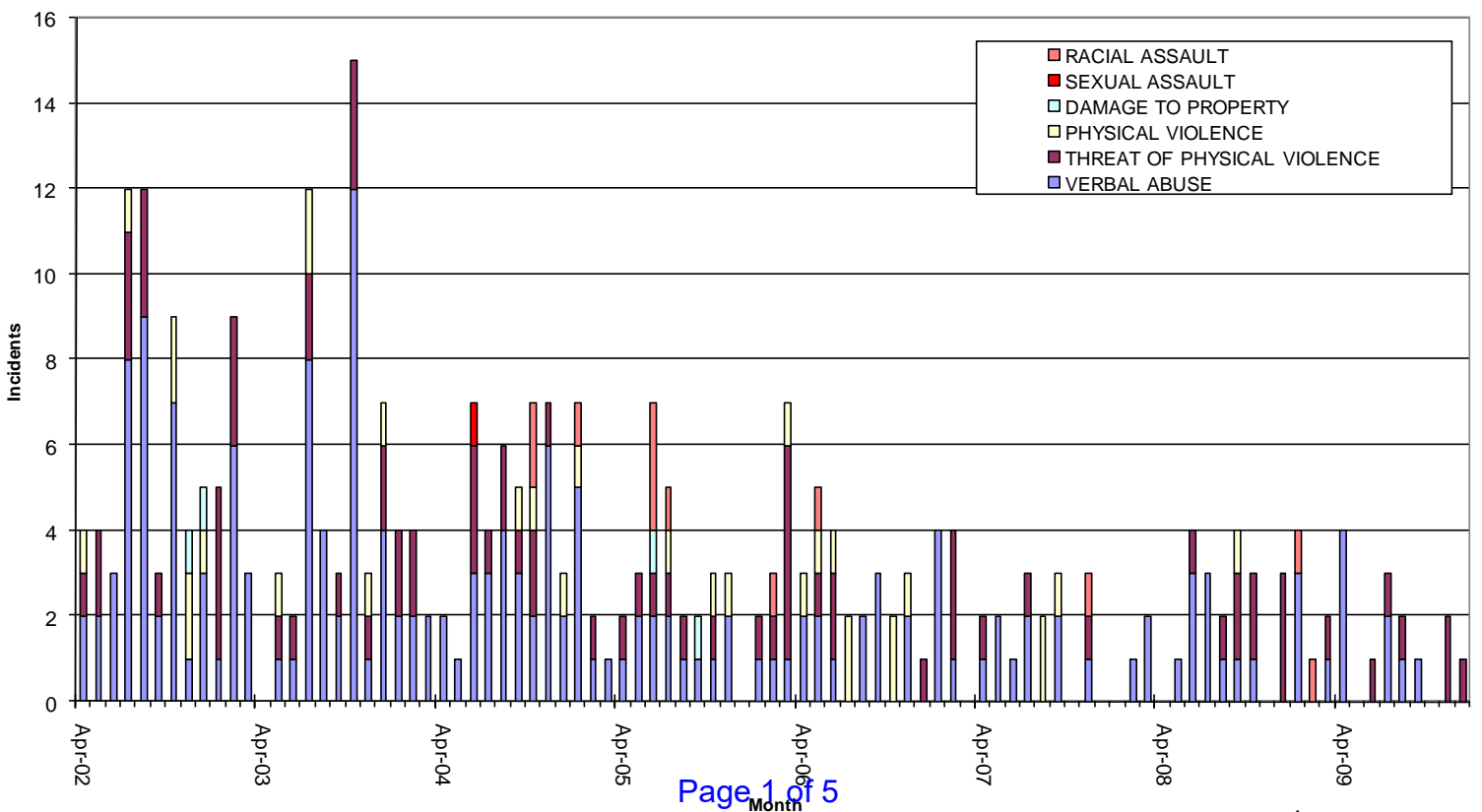


Accident & Incident Trends



Violence & Aggression Trends



**DERBY HOMES**  
**SUMMARY OF REPORTED ACCIDENTS**  
**NOVEMBER AND DECEMBER 2009**

<b>DATE</b>	<b>JOB</b>	<b>LOCATION OF INCIDENT</b>	<b>DETAILS OF INCIDENT</b>	<b>DETAILS OF INJURY</b>
02/11/09	Housing assistant	Mackworth LHO	Placing a packet on the void board and scraped forearm on a hook.	Bruise and cut
20/11/09	Team Leader	Cardinal Square	Cut hand on chrome flaking off a chair leg in the kitchen area.  Chair faulty. Replaced by supplier.	Cut Hand
23/12/09	Estate Response Manager	Trevone Court sheltered scheme	Assisting Estate Response Officer to grit icy pavements. Slipped and fell.	Twisted ankle

# DERBY HOMES

## ABUSE, AGGRESSION AND VIOLENCE CASES

### NOVEMBER AND DECEMBER 2009

**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
21/12/09	<p><i>Tenant</i> came into the office with a complaint about the gas and her money not going onto the meter, so we allowed her to use the reception phone. At this point I could smell the alcohol on her, and it appeared she was drunk as she couldn't walk in a straight line or stand still. She was getting agitated with the person on the end of the phone and demanded I speak to her as she claimed there was a language barrier. I then spoke to the woman on the phone who advised me <i>the tenant</i> needed to be at the property and then call the gas company, she didn't like this and began to shout about Derby taking her house off her, and how no one will help her, Then <i>name</i> walked into the office and she shouted "<i>NAME</i>" a colleague then explained that she had already spoke to <i>tenant</i> about then housing situation so <i>name</i> sat down. <i>Tenant</i> then started getting a little aggressive towards me with the language she was using towards me. Then <i>name</i> approached her and told her to calm down. She then started swearing saying "no one f**king helps me, I f**king hate you all, taking my house off me F**K OFF" (She was really shouting this, and being extremely aggressive towards us). She then staggered out of the office crying.</p> <p>Shortly after this the tenant returned to the office with her daughter. "Her daughter accused us of laughing at her mum. They both then started shouting at another colleague. She explained that "<i>name</i> is not working here to get shouted at when she is only trying to help you". Tenant's daughter then started shouting "you lot aren't helping any of us, you listen to everyone else's complaints but don't listen to my mum. You have took her house off her" another colleague then came downstairs as she heard all the shouting and the daughter said to her "are you <i>name</i>?" She then said it was all <i>name</i>'s fault why everything has happened, and called her a "dirty f**king slag" She asked her to stop shouting at her as she was talking to her mum, and advised her that if she didn't stop then the Police would be called. Daughter told her to "f**k off and call the Police". She then said "call the Police I would go down for my children". They were asked to leave the office, but they wouldn't go and continued to shout abusive language to staff</p>	<p>This was part of ongoing issues with this family. They had been given a final opportunity to engage with the Family Intervention Project and failed to take advantage.</p> <p>Action now being taken for repossession of the property.</p>

	<p>members, so they were again asked to leave the office. They both walked out of the office telling us all to "f**k off" and again calling colleague a "dirty f**king slag".</p> <p>After this I rang the Police and logged the incident, (incident number 416 21/12/09) The Police advised they were going to get someone out. We then received a call from the Police explain they weren't going to send someone out as she wasn't at the office anymore. They advised if she was to return to the office to call 999 and they would send someone out as soon as possible.</p>	
06/10/09	<p>Tenant came to the LHO to complain about not being allocated a property on Homefinder. He had been at reception for 10 minutes talking extremely loudly, almost shouting at the Housing Officer for the whole time about how rubbish the system was and how he is fobbed off. He did use some bad language during this time. I went into reception to lock the door at closing time and heard tenant say to the Housing Officer that "All these Kosovans who come into the country get houses, and they've never paid a penny rent". I found this remark offensive, as did the tenant who was stood next to him trying to be served and the Housing Officer serving her. When I intervened and tried to stop tenant unacceptable behaviour he refused to listen to me, was extremely rude and carried on shouting. I asked tenant to leave the office and he refused, saying he would leave when he was ready. I told him I found his manner and remarks were offensive, and he responded saying he didn't care. I had to tell him another 3 or 4 times to leave the office before he did. I feel that due to his aggressive manner it would be ill advised for any Housing Officer to visit alone.</p>	<p>Tenant interviewed by local manager.</p> <p>No further incidents to date.</p>
<p>20/11/09</p> <p>24/11/09</p>	<p>A catalogue of offensive and aggressive behaviour including:</p> <p>Call to Enquiry Centre: tenant called and was aggressive from the start and got more aggressive during the short call. Tenant then shouted You f**king bitch... go f**k yourself. Call terminated.</p> <p>Myself and a Maintenance Surveyor visited tenant. The purpose of the visit was to check out repairs that tenant said needed to be done to the property. Tenant had recently done a Mutual Exchange on 10 November 2009 from Gerard Street. I had previously explained along with another Housing Officer at the sign up of the Mutual Exchange that tenant would be taking on the property in its current state and that decoration to the property would be his responsibility and any day to day repairs needed would be carried out by Derby Homes. At the Sign Up tenant had a aggressive manner and demanded that a new kitchen and bathroom was fitted to his new property. I advised tenant that this couldn't happen but I would check if a new kitchen and bathroom would be fitted in the future. Tenant was not happy with this and said he would not move into the property until the work had been done. I again explained the terms and conditions of the Mutual Exchange and stated that the property had already been inspected by a surveyor as part of the Mutual Exchange procedure. I then advised tenant that if he wasn't happy with the state of the property that he should not exchange. After heavy discussion about this, tenant agreed to the exchange and agreed with myself that I would organise a visit with a surveyor to his property to re check any repairs that may need to be done. Myself and surveyor arrived at</p>	<p>Legal action taken.</p> <p>Tenant in court 07/01/10 and injunction obtained:</p> <ol style="list-style-type: none"> <li>1. The Defendant is not to engage in threatening conduct, or conduct that is capable of causing a nuisance or annoyance to any person residing, visiting or otherwise engaged in lawful activity within his property or within the locality of Derby Homes offices.</li> <li>2. The Defendant is not to harass, abuse, threaten or otherwise interfere with any person residing, visiting or otherwise engaged in lawful activity of the property or within the locality of Derby Homes offices.</li> </ol>

	<p>the property on the 24 November at 2pm, Tenant began to show myself and the surveyor various repairs that he thought needed to be done, Surveyor agreed to a number of these repairs. Tenant then took us in to the lounge and started to shout and became very aggressive. Surveyor looked at the plaster and mould in the lounge and advised tenant that it looked like the problem had been caused by a leak to the WC overflow. Surveyor began to explain why certain things couldn't be done under repairs and maintenance due to it being tenant's responsibility. The property was very unclean and tenant said that he couldn't move in to the property in this state. Tenant then showed surveyor the bathroom stating that the tiles were in a bad state and needed repairing also stating that the bath was unfit for use. Surveyor explained that we could repair the tiling in the bathroom but he insisted he wanted a new bath. He then asked surveyor "would you have a bath in this" and surveyor replied "not until it had been cleaned as it is dirty". Surveyor then looked at a cupboard in the kitchen where the old boiler used to be. Tenant wanted it removing stating it was dangerous. Surveyor advised him it was not dangerous and we would not remove it. Tenant was not happy with this and demanded it was removed stating that the previous tenant had had letters stating it was dangerous but he had no evidence of them. Surveyor then agreed to hack off and renew an area of plaster and mould wash in the lounge. Tenant was advised that Derby Homes would need to repair the leak first. Tenant then asked when this would be done, Surveyor advised it would be a 24 hour priority so it would be done the next day, to which tenant started shouting and became very aggressive towards both myself and surveyor demanding the repair needed to be done today. Surveyor then tried to explain the repair priority procedure to tenant to which he shouted 'what time'. Surveyor explained that he couldn't give him a time as it was being put on a 24hr response. Tenant replied "you can't expect me to stay in this place all day you're treating me like a prisoner". He asked when the mould wash and plastering would be done as he needed to decorate. Surveyor explained the mould wash would be put on 1 week repair, he shouted back that this was not acceptable as he needed to decorate before he moved in. Surveyor went on to explain he could move in without decorating and I said all the property needed was a clean. Tenant then aggressively said "it's because I have black hair". Surveyor then said to tenant that he took great offense to that remark and that this is not the case, we have to put all repairs on a priority. He then said we were being racist and treating him like this because he has black hair. Both myself and surveyor then tried to explain again the priority procedure but tenant persisted in shouting in an aggressive manner. Tenant then stated that he would not be moving in to the flat and would stop paying the rent. I advised him that he could not stop paying his rent and if his aggressive manner continued I would be serving him with a Notice of Seeking Possession to which tenant replied "Do what you want, I don't give a F**k what you do". Tenant continued to shout in an aggressive manner so we decided to leave the flat.</p>	<p>3. The Defendant is not to go to any of the Derby Homes offices, unless by prior arrangement in the case of an emergency.</p>
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