

HEALTH AND SAFETY UPDATE

Report of the Chief Executive

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 January and February there were 8 reported accidents. None of these were Lost Time Accidents (LTA) and reportable under RIDDOR. 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 January and February there were 10 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 TEAM AUDIT

We have now received the report from the health and safety audit of the Repairs Team carried out by RoSPA in January 2011. The auditor is generally complementary about the standards of health and safety and reported:

"The working and management practices observed and discussed were, in many areas, of a high standard with those involved clearly understanding the health and safety implication of their work."

3.4 However, he identified a lack of current documented procedures and systems. He also highlighted issues of ownership of health and safety at manager and supervisor level. The key recommendations in the report are:

- The production of written procedures to support the growth of the existing positive health and safety culture.

- Ownership of health and safety to be transferred to line management, calling on health and safety specialists for assistance when required.
- A full, comprehensive and prioritised risk assessment register should be produced for Derby Homes with target dates set for completion.
- A risk assessment procedure must be written and all involved trained in its requirements.

3.5 The report supports these key recommendations with detailed specific recommendations. A time based action plan is being developed for these. The Health and Safety Forum will monitor progress against targets for this plan.

3.6 **BENCHMARKING**

Stuart Hufton has undertaken a benchmarking exercise through the Central Health and Safety In Housing Forum. Our health and safety performance for 2010 has been benchmarked against other leading RSLs. We have compared very favourably and our overall performance puts us in the top quarter of those who responded (Appendix 2).

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

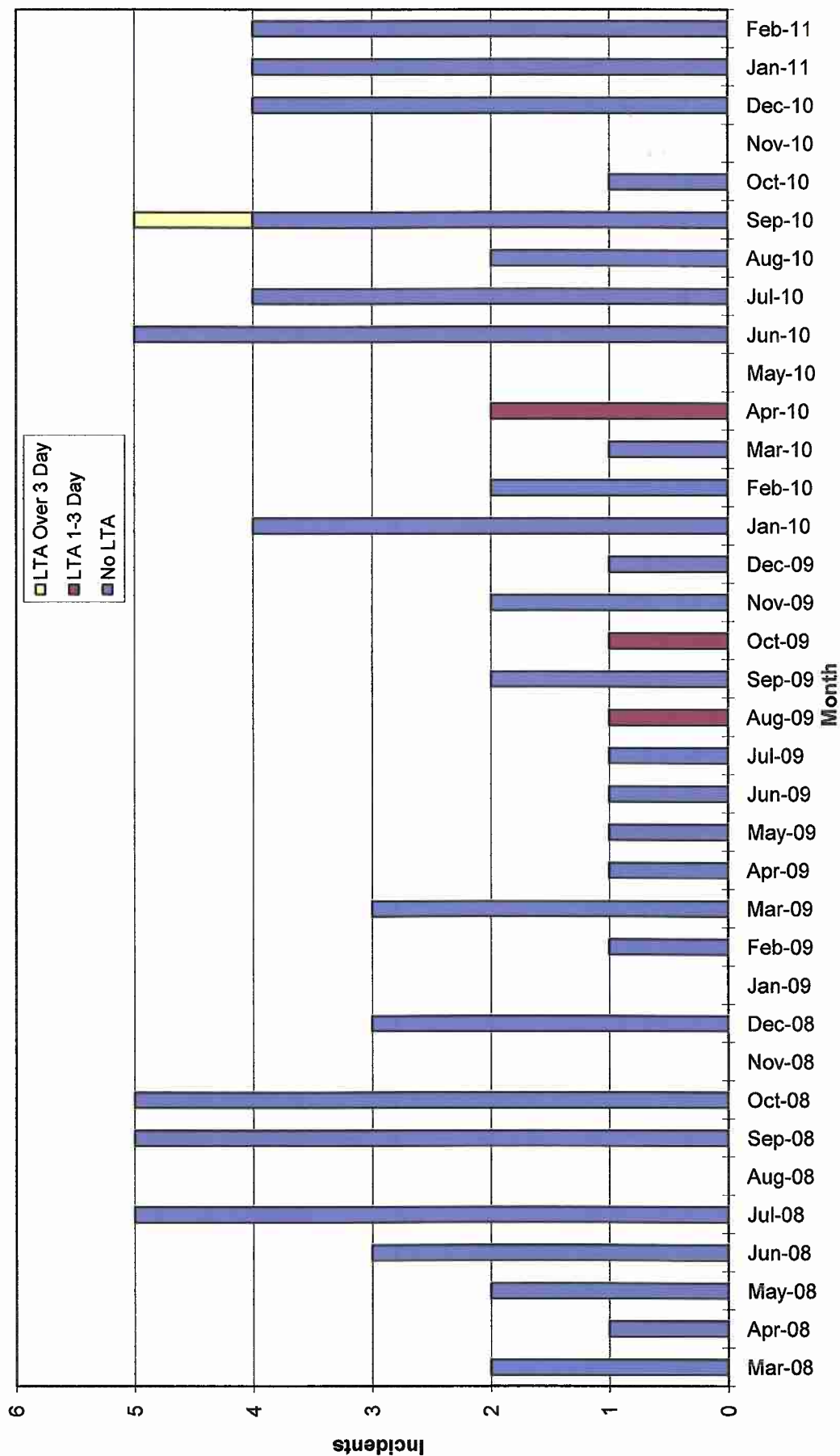
If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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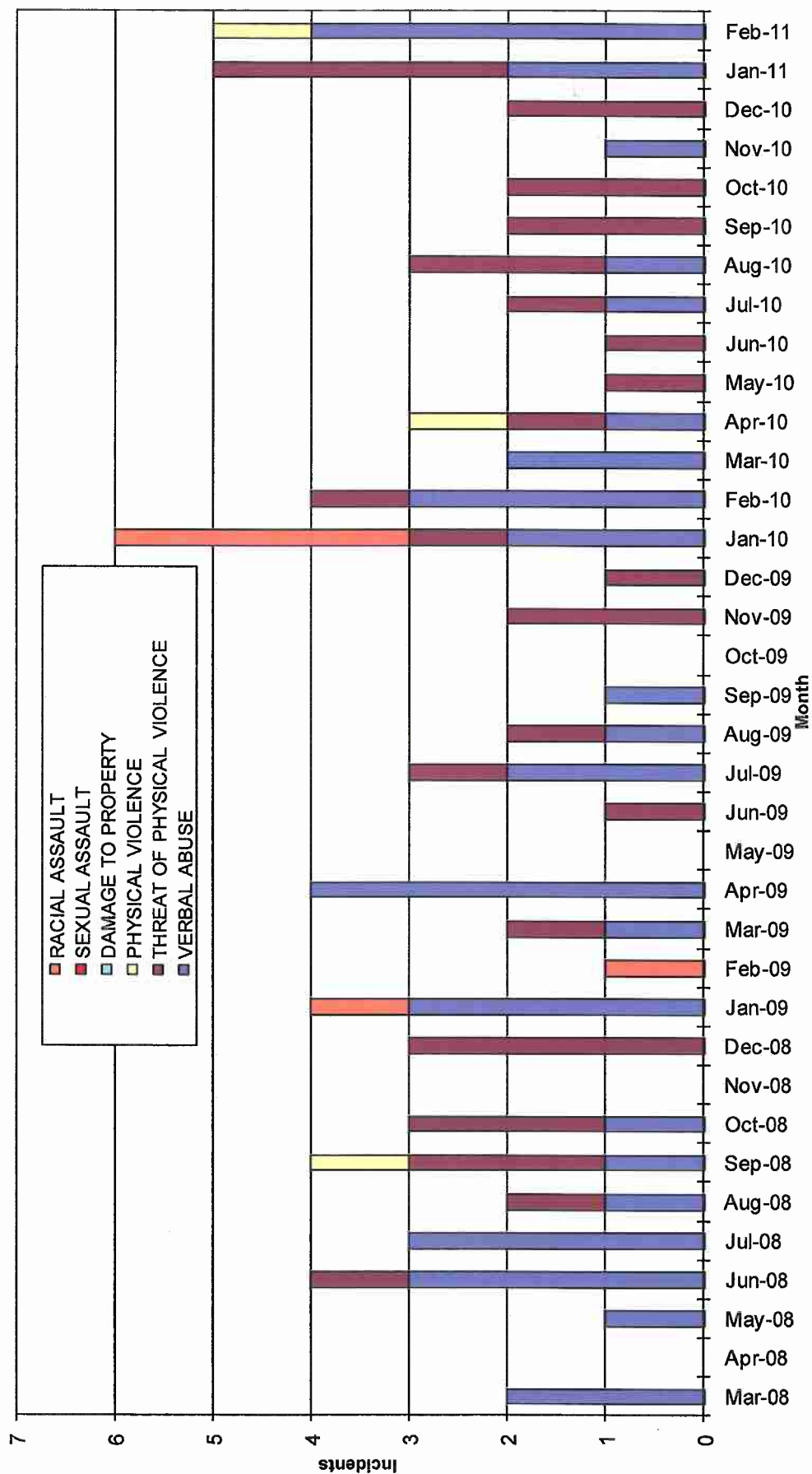
Background Information: None

Supporting Information: None

Accident & Incident Trends



Violence & Aggression Trends



DERBY HOMES

SUMMARY OF REPORTED ACCIDENTS JANUARY AND FEBRUARY 2011

DATE	JOB	LOCATION OF INCIDENT	DETAILS OF INCIDENT	DETAILS OF INJURY
11/01/11	Plasterer	Property	Cutting a piece of plasterboard when his stanley knife slipped off and cut finger.	Cut finger.
14/01/11	Plumber	Victoria Street public toilets	While fitting a new overflow to the cistern received a needle-stick from a needle hidden in the cistern.	Needle-stick injury. Attended A&E for vaccinations and blood tests. Six month waiting period for all clear from blood tests.
14/01/11	Neighbourhood Safety Officer	Sussex Circus car park	Slipped off kerb	Sprained ankle.
21/01/11	Glazier	London Road	Unloading vehicle of double glazed units by hand with an assistant. Felt pain in shoulder.	Injury became more painful over a few days with loss of strength from muscle.
11/02/11	Electrician	Property	Installing a shower pull cord switch and pattress when screwdriver slipped off the screw head and into finger.	Puncture wound to left index finger.
18/02/11	Electrician	Property	Fell off step ladder.	Cuts to head and leg.
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.

DERBY HOMES
ABUSE, AGGRESSION AND VIOLENCE CASES
JANUARY AND FEBRUARY 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
03.01.11	Information through Tasking from the Police regarding this man's behaviour and that officers need 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.
06.01.11	Threatening behaviour from unknown males who exited from a DH flat. Member of staff reported that the threats were very explicit and abusive language was used.	Red warning on Academy Police informed and attended after the incident. Police advised tenant that his visitors should not interfere with staff carrying out their duties Situation to be monitored as known issues to the Police at this flat.
07.01.11	Tenant's son acted in an aggressive and threatening manner to Support Officer.	Red warning on Academy. Tenant advised of her tenancy conditions regarding behaviour of her visitors. Son has now left property and no further incidents occurred.

Date of Incident	Details of Incident	Action Taken
10.01.11	Information received from partners advising that tenant can be abusive and aggressive.	Red warning on Academy. Housing staff and operatives made aware to go in pairs when visiting this property.
13.01.11	Staff observed tenant being abusive to local youths, who she says have been rude to her mother. When asked to stop threatening the youths the tenant became abusive to the patrol officer.	Red warning on Academy. Warning issued to tenant.
02.02.11	Information received from partners advising that tenant has offending history and female officers should not visit alone.	Red warning on Academy.
16.02.11	Tenant threatened contractors who were at the property and showed aggressive behaviour	Red warning on Academy. Warning issued to tenant.
21.02.11	Officer who visited felt very uneasy in the flat due to the tenant's behaviour during the visit. Requested note to ensure female staff do not visit alone.	Red warning on Academy. No further incidents.
22.02.11	Engineer went to carry out gas service and man at property started swearing when asked if he could carry out the service but the man replied back cursing and swearing and then became very agitated. He was very abusive.	Red warning on Academy. Warning issued to tenant.
23.02.11	The tenant grabbed officer's hand, who thought he was going to faint and fall over, and pulled her into the flat. Tenant started to sound and look aggressive, pulling the officer downwards and towards his face. She felt very scared and thought the tenant would hurt her. She managed to pull free as the tenant shouted "get out".	Red warning on Academy. Reported to police who have visited tenant and given verbal warning. Counselling support through Right Core Care offered to the member of staff affected by this incident.

Appendix 2

Central Health and Safety In Housing Forum - Comparison of Annual Accident Statistics - 2010 (HRHS6)

