

# Risk Assessment

## Summary

Reference: RA002826/6

Sign-off Status: Approved

<b>Date Created:</b> 25/11/2020	<b>Confidential?</b> No
<b>Assessment Title:</b> Tenancy Sustainment Officer	
<b>Assessment Outline:</b> Role risk assessment for the Tenancy Sustainment Officers.	
<b>Area Responsible (for management of risks)</b>	<b>Location of Risks</b> Off-Site
<b>Directorate:</b> Homes, Neighbourhoods & Regeneration	<b>Site:</b> All sites
<b>Department:</b> Neighbourhoods North & South	<b>Area:</b> All areas
<b>Team:</b> All Teams	<b>Dept/Area:</b> ALL Depts/Areas
<b>Further Location Information:</b> Tenanted PCH properties across Plymouth.	
<b>RISK_HE_FORMA_COUNTRYLABEL:</b> RISK_HE_FORMA_COUNTRY_HEADER UNITED KINGDOM	
<b>Assessment Start Date:</b> 25/11/2020	<b>Review or End Date:</b> 25/11/2021
<b>Relevant Attachments:</b>	
<b>Description of attachments:</b>	
<b>Location of non-electronic documents:</b>	
<b>Assessor(s):</b> Hunt, Jacqui	
<b>Line Manager:</b> French, Sarah	

<b>Reason fo Review</b>
<b>Type:</b> Periodic Review
<b>Reason:</b> Amended for post lockdown (2nd Dec 2020), hazard added for Local Tier 2, Tier 3 and National Restrictions

<b>Signed Off:</b> French, Sarah (01/12/2020 13:34)
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<b>Distribution List:</b>
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**PEOPLE AT RISK (from the Activities covered by this Risk Assessment)**

<b>CATEGORY</b>
Employees
Members of the Public
Inexperienced Workers/Trainees
Women of Child-bearing Age

Who Made By	Date/Time Received	Comments
Hunt, Jacqui	25/11/2020	Amended for post lockdown (2nd Dec 2020), hazard added for Local Tier 3 and National Restrictions

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## 1. Tenancy Sustainment Officer

### Description of Activity:

To support PCH customers to sustain their tenancies through direct intervention providing intensive Housing Management and practical support and guidance. &#10;The Tenancy Sustainment Officer (TSO) will be required to visit vulnerable and at risk tenants in PCH owned properties or at other locations such as a partner organisation or support services, to carry out assessments with tenants and develop support plans. &#10;The TSO may also be required to attend court hearings. &#10;The role will be a mixture of offsite and on site office work. &#10;

# Risk Assessment

## Hazard 1. Intimidation/threats and verbal abuse

Malicious letters / emails / calls. Potential verbal abuse, dealing with tenants in breach of tenancy agreements, having tenants with antisocial behaviour orders served against them or tenant who may learning or health difficulties affecting their behaviour.

### Existing Control Measures

Risk alert system in place and regularly reviewed and updated as and when necessary. The TSO must check the alert register prior to attending visits.

TSO trained in conflict resolution dealing with difficult people, and de-escalation techniques.

When all reasonable means of de-escalation and efforts to help individuals have not defused the situation, the TSO must remove themselves from the situation.

TSO issued with Guardian Microguard lone worker device providing a direct link to an external call centre. The call centre will monitor the situation and activate pre-determined escalation procedures as required.

TSO must not take pictures of residents or members of the public following or during an altercation which may lead to or escalate an aggressive situation.

Manager to support staff and discuss incident of verbal assault as soon as possible, look for solutions i.e. could the situation have been handled differently?

Staff can be referred to the Occupational Health provider or signposted to the Employee Assistance Programme for support following particularly distressing incidents.

All incidents of direct threats or intimidation must be reported on the incident reporting system OSHENS.

With Existing Controls:

Low

### Further Control Measures

# Risk Assessment

## Hazard 2. Animals and insect infestations

Personal injury from dog bites and infections from fleas or other insects when visiting tenanted properties.

### Existing Control Measures

The TSO must check the alert register prior to arranging visits and follow the controls identified on the alert.

TSO not to enter property if they suspect dangerous dogs or animals are present.

TSO must request the tenant removes aggressive dogs or animals to another room, before entering the property.

Following any visits where aggressive animals are present the tenant will be written to informing them of the actions PCH require them to take to ensure the animal is kept under control and the TSO not put at unnecessary risk.

If fleas or other insects are present the TSO should leave the property, change and wash clothes. Flea treatment available from Brest Road stores if required.

TSO to advise tenant of any actions required by them i.e. flea treatment.

With Existing Controls:

**Medium**

### Further Control Measures

# Risk Assessment

## Hazard 3. Lone working

No help or assistance available if injured or taken ill. See: Management Standards 15 Lone working.

### Existing Control Measures

TSO issues with Guardian microguard lone worker device. The device is linked to an external call centre who can monitor location through GPS tracking and monitor developing situations through the emergency call button. TSO trained in service area lone working procedure.

Electronic diaries (Outlook) must be kept up to date regarding appointments.

Whiteboards to be completed showing details of visits and expected return to office time. Should any delays be experienced then the TSO must ring colleague on phone duty and advise of revised expected return time.

Risk alert system checked before site visit and maintained. TSO must follow any controls identified on the alert register.

Staff to inform managers if suffering from ill health that may affect their ability to work alone. Manager to refer to occupational health for further assessment.

Personal risk assessment completed by H&S team if required.

With Existing Controls:

**Low**

### Further Control Measures

# Risk Assessment

## Hazard 4. Anxiety/stress

Ill health due to work load or dealing with difficult or upsetting situations.

### Existing Control Measures

All managers have open door policy where staff can raise issues regarding workloads or pressures.

Regular 1:1 with managers in place where the TSO can raise or discuss issues arising with their line manager.

Regular case review meetings held with TSO and AHMs where workload can be discussed.

Individual stress risk assessment will be carried out where necessary.

Staff have access to employee assistance programme provider or occupational health team for help, support and counselling if required.

With Existing Controls:

**Low**

### Further Control Measures

## Hazard 5. Work environments or poorly maintained properties.

The role is split between office and residential visits. Poor environments could lead to ill health.

### Existing Control Measures

General office risk assessment completed to cover all the issues. Premises regularly inspected and issues reported to the FM team.

DSE assessments completed for all DSE users.

Good welfare facilities in place for all PCH offices.

TSO to dynamically assess the condition of any PCH tenanted properties they are visiting. If they have any concerns over the condition, they should not enter or leave the property and make alternative arrangements with the tenant.

TSO to ensure that any defects are reported to the repairs team.

With Existing Controls:

**Low**

### Further Control Measures

# Risk Assessment

## Hazard 6. Diseases, Infections and High Risk Properties

Potential infections or illnesses affecting staff entering high risk properties.

### Existing Control Measures

When it is essential for work to be conducted in a property identified as high risk e.g. one which may be unsanitary or there is a known or perceived risk to health, TSO's must wear the following PPE:

- Disposable overalls
- Disposable gloves and overshoes
- A FFP2 face fitted mask.

TSO's will be trained in putting on, removing and disposing of PPE.

All used PPE must be removed, and sealed in a plastic bag before disposal.

Staff to be aware of any potential illness/disease and leave property if required and report to manager.

New or expectant mothers to have separate risk assessment completed.

A Tool box Talk on needles stick awareness given to the TSO.

### Further Control Measures

## Hazard 7. Passive smoking

Health issues from the inhalation of toxic fumes/substances.

### Existing Control Measures

TSO must try and arrange for a smoke free environment prior to visiting tenants i.e. request they do not smoke a least half an hour before and during the visit.

Staff should leave premises if tenant fails to comply with the no smoking request.

Staff should raise any health concerns with their line manager.

With Existing Controls:

**Low**

### Further Control Measures

# Risk Assessment

## Hazard 8. Gathering evidence for and attending court hearings

Increased risk of violent and aggressive behaviour directed at staff increasing the risk of personal injury, stress or anxiety.

### Existing Control Measures

TSO must not use such means as taking photos that will compromise their safety.

All evidence for court hearing must be gathered and held in accordance with General Data Protection Regulations (GDPR)

While attending court the TSO will remain and act in a professional manner at all times. In the event the hearing becomes aggressive the TSO must follow their conflict resolution / de-escalation training or any instructions given by the court.

The TSO must not directly engage with the defendant while inside the court or in the vicinity outside.

With Existing Controls:

**Low**

### Further Control Measures

## Hazard 9. Fire

Failure to evacuate a premise or property resulting in personal injury.

### Existing Control Measures

All PCH offices carry out regular drills and fire alarms are tested weekly.

In the event of a fire in a tenanted property, the TSO must either evacuate the premises immediately or stay put as per the requirements of a particular property type.

The TSO must check the requirements prior to visiting.

With Existing Controls:

**Low**

### Further Control Measures



# Risk Assessment

## Hazard 10. Manual Handling

Musculo-skeletal injury from pushing, pulling, lifting loads.

### Existing Control Measures

Significant manual handling is not a requirement of this role, however some manual handling may be required if the TSO is assisting residents to remove items from their homes.

TSO must not lift items outside of their capabilities.

TSO's receive tool box talks on safe lifting techniques.

TSO must ensure it is safe to remove any hoarded items prior to their removal.

TSO provided with safety footwear which must be worn when there is a risk of injury to feet from falling objects during manual handling tasks.

TSO have been supplied with safety glasses to be used as and when needed e.g. moving dusty items or liquids.

With Existing Controls:

**Low**

### Further Control Measures

## Hazard 11. Slips and trips

Personal injury from slipping or tripping incidents.

### Existing Control Measures

TSO must complete dynamic assessment and be mindful of the environment they are working in when working outside of PCH control e.g. tenanted properties.

With Existing Controls:

**Low**

### Further Control Measures

# Risk Assessment

## Hazard 12. Local (Tier 2, 3) and National Restrictions during Covid-19

Exposure to and contraction of Covid-19 Coronavirus

### Existing Control Measures

During Tier 2, 3 Local and National Restriction periods, requests to visit properties to review or remove hoarded items should be carefully considered and only progressed where absolutely necessary.

With Existing Controls:

**Medium**

**Further Control Measures**

## 2. Driving for work purposes

### Description of Activity:

Increased exposure to potential traffic hazards due to extended periods of time driving on public highway.

### Hazard 1. General Driving for work purposes

Potential for fatality or serious injury in the event of a road accident. Driving whilst suspended, or without valid licence or an unlicensed vehicle.

### Existing Control Measures

Insurance certificates, licences and MOT certificates checked and recorded by line manager annually.

Drivers only permitted to drive on organisation's business if they hold a valid UK driving licence that explicitly covers the type of vehicle which they're required to drive.

Driving at work policy implemented.

Drivers adhere to UK highway code and speed limits at all times.

"Drivers Handbook" issued to authorised driver.

Employees to ensure private vehicles have business insurance when used for work purposes, hold a valid MOT certificate and vehicles are well maintained in a roadworthy condition.

With Existing Controls:

**Low**

**Further Control Measures**

# Risk Assessment

## Hazard 2. Adverse weather conditions

Increased potential for vehicle accident leading to serious or fatal injury during adverse weather.

### Existing Control Measures

Work vehicle maintained and ready for winter conditions.

Restrictions imposed on vehicle journeys during extreme conditions, as advised by the highways agency or local media.

The use of public transport considered.

Drivers to check weather reports before attempting long journeys in adverse weather conditions.

With Existing Controls:

Low

### Further Control Measures

## Hazard 3. Extended driving periods

Increased potential for road accident if driver is suffering from fatigue.

### Existing Control Measures

Suitable maximum driving periods set.

Drivers must plan long journeys to include a 15-minute break every two hours.

Drive share on long journeys considered (where "passenger" can also drive).

Driving is prohibited when drivers are suffering from extreme fatigue (it's the driver's responsibility to stop and rest).

With Existing Controls:

Low

### Further Control Measures

## Hazard 4. Driving when under the influence of alcohol or drugs

Impaired reaction times may lead to increased risk of serious road accident when driving under the influence of alcohol or drugs.

### Existing Control Measures

Driving under the influence of drugs or alcohol is classed as gross misconduct.

Drivers are prohibited from drinking any alcohol in the preceding eight hours before driving.

Drivers not permitted to drive if they are taking prescribed medication which is known to cause drowsiness, and must inform their line manager.

With Existing Controls:

Low

### Further Control Measures

# Risk Assessment

## Hazard 5. Driving a poorly maintained vehicle

Increased risk of road accident or breakdown. Potential for serious or fatal injury when stopped on hard shoulder.

### Existing Control Measures

Maintenance schedule for works vehicles in place and enforced.

Drivers should undertake a pre-drive checklist used to spot common faults prior to journey (lights not working, tyre under inflated etc.). See 'Van drivers walk around check card' (Drivers Handbook).

Emergency procedure communicated to all drivers for use in breakdown.

Private vehicles to be kept in a roadworthy condition and in good repair.

With Existing Controls:

**Low**

### Further Control Measures

## Hazard 6. Driving when using mobile telephone or device

Use of phone may be illegal and could distract driver leading to increased potential for road accident.

### Existing Control Measures

Drivers not permitted to use a mobile telephone or similar device whilst driving.

Driver must stop and phone caller back when safe to do so.

With Existing Controls:

**Low**

### Further Control Measures



## Risk Assessment

### Actions

**Reference: RA002826/6**

**Sign-off Status: Approved**

Actions associated with this Risk Assessment
*** No Actions have been recorded***