



## The Gateshead Housing Company Resources Committee

Tuesday 6 May 2014 at 2pm  
Room S21, Gateshead Civic Centre, Regent Street, Gateshead

### *Agenda*

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Item	Business
1.	<b>Apologies for Absence</b>
2.	<b>Declarations of Interest</b>
	<b><u><a href="#">ITEMS FOR DECISION</a></u></b>
3.	<b>Minutes (Pages 3-8)</b> To approve as a correct the minutes of the meeting of the committee held on 25 February 2014
4.	<b>Matters Arising</b>
5.	<b>Equality and Diversity Annual Report 2013/14 (Pages 9-27)</b> Report of Involvement and Diversity Manager
	<b><u><a href="#">ITEMS FOR INFORMATION</a></u></b>
6.	<b>Management Accounts – Final Quarter 2013/14</b> Report of Head of Corporate Services to follow
7.	<b>Sickness Absence and HR Update (Pages 28-42)</b> Report of Support Services Manager

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Item	Business
8.	<b>Health and Safety Update (Pages 43-55)</b> Report of Support Services Manager
9.	<b>Items for Future Agendas</b>
10.	<b>Date and Time of Next Meeting</b> The next meeting will be held on Tuesday 9 September 2014 at 10am in the Whickham Room, Gateshead Civic Centre, Regent Street, Gateshead
11.	<b>Exclusion of the Press and Public</b> The committee may wish to consider excluding the press and public from the meeting during consideration of the remaining items in accordance with the indicated categories of the company's Access to Information Rules



# The Gateshead Housing Company

Working with Gateshead Council

## RESOURCES COMMITTEE

25 February 2014

### PRESENT:

#### Directors

John Hamilton (Chair)  
Sheila Boutieh  
Robert Buckley  
George Clark  
Mick Davison  
Kathryn Ferdinand  
Paul Foy

#### Advisers

Jon Mallen-Beadle	Managing Director
Kevin Johnson	Head of Customer Services
Natalie Hewitt	Head of Corporate Services
Jennifer Aston	Support Services Manager
Louise Taylor	Equality and Diversity Manager
Stuart Gibson	Governance and Risk Officer

#### Apologies

Joachim Moussouanda Mouanda

### 42 DECLARATIONS OF INTEREST

No declarations of interest were declared.

### 43 MEMBERSHIP

The membership of the committee was noted.

### 44 APPOINTMENT OF DEPUTY CHAIR

RESOLVED – That Kathryn Ferdinand be appointed as Deputy Chair of the committee.

### 45 MINUTES

The minutes of the last meeting of the committee held on 5 November 2013 approved as a correct record.

#### **46 MATTERS ARISING – HOUSEMARK BENCHMARKING RESULTS 2012/13**

The committee will receive a report at a future meeting on measures the Company has taken to address the less positive findings where it was in the lower quartile.

#### **47 BUDGET 2014-15**

Following the submission of the Company's management fee paper and subsequent meetings, the Council has agreed in principle to pay the Company fees totalling £30.561 million for the 2014/15 financial year, consisting of £13.206 million for the management fee and £17.355 million for the repairs fee.

Whilst the Company is still awaiting formal confirmation from the Council, it has prepared a budget for scrutiny by the committee based on its expectation of the likely level of fees.

A statement showing the proposed balanced budget for 2014/15 together with, for comparison purposes, the 2013/14 annual budget was submitted.

Whilst preparing the budget for 2014/15, the Company has again undergone a zero based approach rebuilding the budget by focusing on the tenant priorities identified in the latest tenant survey and ensuring that service plan priorities have been taken into account.

A staffing budget has been produced based on the latest structure which includes all proposals agreed at previous committee meetings.

Any additional resource requirements will need to be met through service reviews and realigning staffing structures. This may potentially redirect resources into areas that require additional resources to ensure the Company continues to provide services in line with customers' needs.

The overhead budgets have been produced based on a number of assumptions, details of which were reported.

The repairs fee has been agreed with the Council as a decrease on the 2013/14 fee to reflect the 2% savings proposed in the Mears tendered price. Fees for work with LES and other contractors have remained at 13/14 levels.

- RESOLVED – (i) That the Board be recommended to approve the revenue and repairs budgets for 2014/15, subject to formal confirmation of the fees by the Council.
- (ii) That the committee receive further updates about any subsequent changes to the budget.

#### **48 TRANSFER OF ACCOUNTS – FORMER TENANTS' ARREARS**

Periodically, the Council transfers former tenants arrears considered irrecoverable into a debtors account. This entails setting off an amount against the bad debts provision held in the Housing Revenue Account.

During this financial year, the sum of £228,057 has been recovered from former tenants, including £41,230 relating to previously transferred accounts, which have been reinstated for recovery purposes. Using the agreed criteria, it is proposed that 693 cases totalling £485,584 in value should be recommended for transfer.

There are currently 265 cases where tenants have been declared bankrupt or have applied for debt relief orders and debts on their rent accounts have been transferred to separate bankruptcy accounts. The total outstanding on these accounts is £298,626. None of the debts on bankruptcy accounts have previously been transferred to a debtors account. The Company is currently in discussion with Gateshead Council as to how these accounts will be treated in the future.

RESOLVED – That Gateshead Council be recommended to transfer £485,584 of former tenants' arrears into a debtors account.

#### **49 MANAGEMENT ACCOUNTS – THIRD QUARTER 2013/14**

The committee received an update on the management accounts for the third quarter of the financial year 2013/14 including the income and expenditure in relation to both revenue and repairs.

The revenue accounts show a surplus for the year so far of £16,000. This is mainly due to an increase in income received for the rent and income performance fee. This has increased by £109,000 for the year, from the budgeted figure of £650,000 to £759,000.

This increased income is offset by an increase in expenditure in relation to overhead costs which are £103,000 over budget at the third quarter. This is mainly due to a significant increase in the cost of insurance claims, where spend is at £272,000 for the third quarter compared to an annual budget of only £200,000 and a payment of £77,622 for Carbon Reduction Commitment (CRC) fees. Discussions are ongoing with the Council regarding budget provision for these charges going forward. The committee expressed concern about the increased cost of insurance claims and requested a more detailed breakdown.

The overall position for repairs at the end of the third quarter is an overspend of £290,000 with the two areas of concern relating to Mears responsive repairs and relets being closely monitored in partnership with the Council and Mears.

The Company was currently anticipating to be overspent by £520,000 by the end of the financial year, however the committee received a reassurance that this would be met by the Council and reserves.

The committee received a reassurance that the Company was taking all possible measures to gain entry to properties where gas services were out of date and noted that the Gas Servicing Manager was now able to issue warrants.

- RESOLVED – (i) That the financial management of the revenue and repairs budgets at the end of the third quarter 2013/14 be noted.
- (ii) That the committee receive more details in future reports around the reasons for the increased expenditure repairing void properties.
- (iii) That the committee receive a breakdown for the reasons for the increased cost in insurance claims.

## **50 SICKNESS ABSENCE AND HUMAN RESOURCES UPDATE**

The committee received an update on general human resources initiatives and developments including sickness absence and learning and development from April to December 2013.

The total sickness absence for the period equates to 5.52 days per person compared to 5.76 days for the same period last year which is a reduction of 4.17%.

Short term absence is defined as a period of less than 15 working days in duration and long term absence is greater than 15 days in duration. Short term absence for the period was 2.14 days per person and long term absence was 3.38 days. This compares with 2.28 days short term absence and 3.49 days long term absence for the same period last year. This represents a reduction of 6.14% in short term absence and a reduction of 3.15% in long term absence.

The biggest cause of absence was post operation recovery with 516 days lost compared to 315 days lost last year. This is an increase of 38.95%.

Stress related absence was 373 days for the period compared to 746 days for the same period last year. This equates to a 50% reduction.

There were 267 days of stress related absence reported as non-work related stress. This equates to 71.6% as non-work related absence and 28.4% work related absence.

The financial cost of sickness absence to the Company for the period was £185,924 as compared to £199,353 for the same period last year.

The company has held 18 short term and 11 longer term sickness absence review meetings in the period. Five first written cautions were issued and one second written caution was issued following a short term absence review meeting.

The committee also received details of the North East Health and Wellbeing Award, health and wellbeing with the Company as well as other HR initiatives and developments.

Details of learning and development activity during the period were reported. These included the North East Employment and Skills Network, the training matrix and health and safety and ICT training.

RESOLVED – That the information be noted.

## **51 HEALTH AND SAFETY UPDATE**

The committee received an update in the following health and safety activities for the period October to December 2013: -

- Policy, procedure and safe systems
- Partners activity
- Accident reporting
- Accidents/incidents near misses TGHC employees
- Accidents/incidents near misses to 3<sup>rd</sup> party/sub-contractors
- Asbestos management
- Fire safety management
- Legionella control
- Cyclical repair and maintenance
- Lift maintenance
- Company construction related activities
- Health and safety legislation changes.

The committee received an assurance that appropriate measures were in place for carrying out gas services during mutual exchanges.

RESOLVED – (i) That the information be noted.

- (ii) That Officers look into whether the Fire Service was no longer attending lift entrapments and were expecting organisations to have methods in place to deal with them themselves.

## **52 EQUALITY AND DIVERSITY UPDATE**

The committee received a summary of equality and diversity work within the organisation in the third quarter of 2013/14.

The Company continues to collect information about its customers to ensure that it understands the communities it is providing services to and details of the profile of its main tenants as at 31 December 2013 were reported.

In the last period, the results for the 2014 Stonewall Workplace Equality Index have been released, details of which were reported. The index shows how employers are performing to provide the best possible working environments for lesbian, gay and bisexual employees, which ultimately creates a more inclusive working environment for all employees. The company has increased from 181<sup>st</sup> with a score of 112 out of 200 in 2013, to 155<sup>th</sup> with a score of 128 this year which exceeds the average score of 115.

In the last period, the licence for the e-learning equality and diversity training, equality and diversity essentials have been renewed so that this can be provided for the next three years.

The Company has recently signed up to be part of the Housing Quality Network's Equality and Diversity Exchange attending the first meeting in January.

The Company has continued to recognise a number of national events as part of its general awareness raising of equality issues.

Following the update at the last meeting, Mears have now commenced a programme of equality and diversity training for all operatives. The positive feedback from the sessions was provided.

In the last quarter, Mears have also taken on a work placement as part of the Employability Project delivered by Percy Hedley Trust. The summary of the placement was reported. The committee asked if there was scope for this to be expanded.

RESOLVED – That the equality and diversity carried out in the third quarter of 2013/14 be noted.

### **53 DATE AND TIME OF MEETINGS 2014/15**

RESOLVED – That the following date and time of meetings in 2014/15 be approved: -

- Tuesday 6 May 2014 at 2pm
- Tuesday 9 September 2014 at 10am
- Tuesday 4 November 2014 at 2pm
- Tuesday 24 February 2015 at 2pm

### **54 EXCLUSION OF THE PRESS AND PUBLIC**

RESOLVED – That the press and public be excluded from the meeting during consideration of the remaining business in accordance with Category 1 of the Company's Access to Information Rules.

### **55 MINUTES (Category 1)**

The minutes of the last meeting of the committee held on 5 November 2013 approved as a correct record.





## Report to Resources Committee

6 May 2014

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**Title:** Equality and Diversity Annual Report 2013/14

**Report of:** Involvement and Diversity Manager

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### **Purpose of Report**

1. To provide the committee with a draft of the Equality and Diversity Annual Report 2013/14 for approval.

### **Background**

2. Equality and diversity is at the heart of everything the company does, as highlighted in the company value of 'Embracing Equality'.
3. The company's Single Equality Scheme brings together all areas of our approach to Equality and Diversity in one document, providing a clear outline for all employees, customers and Board Members.
4. The Public Sector Equality Duty set out in the Equality Act 2010 places an expectation on public organisations to publish key equality information on employees and service users.
5. The company produces a report annually summarising key activities undertaken to provide a public account of how we are progressing equality and diversity for tenants, leaseholders, employees and stakeholders. This report supports our compliance with the equality duty.

### **Summary**

6. The draft report covers the financial year 1 April 2013 to 31 March 2014 and is attached at the appendix to this report. The report covers a number of areas including:
  - Information on the legislation and regulation on equality and diversity
  - Highlights of our activities during each quarter of 2013/14
  - Information on our progress towards the goals set out in the Single Equality Scheme
  - Monitoring information on our customer profile, satisfaction information, employee and board information
  - Our focus for equality in 2014/15

7. Subject to approval of the draft report at this committee, the report will be designed and made available on our website and will be issued on request.

### **Link to values**

8. This report relates to the following company values: -
  - Being a listening and learning organisation
  - Being motivated, trained, and committed
  - Being customer focused, innovative and professional
  - Caring and respecting
  - Embracing equality
  - A commitment to all our employees.

### **Impact on tenants**

9. Equality legislation expects public organisations to ensure that tenants have access to clear and transparent information to understand how we are working to progress equality.
10. Access to clear information enables tenants and leaseholders to hold us to account and challenge us where appropriate to improve services.

### **Risk Management Implications**

11. Not meeting the requirements of current and new diversity legislation has been identified as an operational risk for the company, which if breached could lead to significant financial loss and risk of reputation.
12. The annual report fulfils the requirements of the specific duties contained within the Equality Act to provide certain equality information to demonstrate that organisations have complied with the general duty. Although as an arm's length management organisation, the company is not considered a listed body, it is considered good practice for us to follow these principles. This report sets out the activities we have undertaken to ensure that we comply with the legislation.

### **Financial Implications**

13. The Head of Corporate Services confirms that any costs arising from this report can be met from existing budgets. There is an allocated budget to progress equality and diversity work within the company. Any future financial implications will be reported to this committee.

### **Equality and Diversity Implications**

14. The Single Equality Scheme provides a focus for our approach to being an equal opportunities employer and service provider, promoting equality in relation to access to goods, facilities and services and helping us to ensure that no individual or group experiences direct or indirect discrimination. The annual report sets out how we are currently achieving this and how we plan to progress it in the future.

### **Value for Money Implications**

15. The actions outlined in this report help us to understand the specific needs of our customers and employees and respond accordingly. This results in value for money savings by getting things right at the outset rather than having to amend or correct service provision in the future.
16. The annual report is made available on the company website and printed on request rather than issuing hard copies to ensure that it provides value for money.

### **Health Implications**

17. The annual report highlights the wellbeing initiatives the company has embarked on during 2013/14 for employees recognising the positive impact that this can bring in terms of having healthy, positive employees providing the best possible service to our customers.

### **Environmental Implications**

18. There are no direct environmental implications arising from this report.

### **Consultation carried out**

19. The draft of this report will be reviewed by the Involvement Service Improvement Group to agree the designed version to be placed on the website.

### **Recommendation (s)**

20. The committee is recommended to approve the draft Equality and Diversity Annual Report 2013/14

### Foreword

Welcome to the Equality and Diversity report for 2013/14. The Gateshead Housing Company continues to put equality and diversity at the heart of the way we deliver services and this is reflected in one of our company values being to 'Embrace Equality'.

This report highlights some of the activity we been involved in over the last 12 months to support our equality priorities and those of Gateshead Council. This is not about new initiatives. but about making equality part of our everyday work to ensure that we remain focussed on providing a workplace where employees feel comfortable to be themselves to provide the best service to our customers. It is also about understanding the communities in which we work to ensure that our services are tailored to those needs.

In the last year we have seen the importance of understanding who our customers are even more so than usual, helping us to prepare for the changes brought about by welfare reform. By having a comprehensive database of information about our tenants and leaseholders we were able to understand fully those who would be affected and target our approach with this in mind.

We know that we can't achieve our goals and objectives in isolation, with partnership working being the key to success and this is reflected in some of the activity included in the report.

You will find in this report, some of the highlights of this year as well as some of the activities we will focus on in 2014/15.

**Jon Mallen-Beadle**  
**Managing Director and Corporate Lead for Equality**

### Introduction

The company's overall approach to equality is set out in the Single Equality Scheme which has been in place for a number of years. This scheme sets out how the organisation will work to ensure that equality issues are considered throughout the work of the business and that we provide an open and inclusive workplace for employees.

There are three overarching goals of the scheme which are:

- Maintain a corporate commitment to equality issues
- Work in partnership with customers and stakeholders to deliver equitable services and improve social cohesion in the borough
- Be an equal opportunities employer with a workforce that represents the community it serves and is committed to equality and diversity.

The Managing Director is the Corporate Lead for Equality and regularly communicates messages to the company on key activities.

The Resources Committee have responsibility for overseeing equality in the organisation and receive a report at each meeting which summarises work undertaken. The committee also receive any updates or changes to legislation or best practice which may affect the way we work.

### Legislation and Regulation

The Equality Act 2010, and specifically the Public Sector Equality Duty sets out the requirements for organisations undertaking public functions to have due regard to equality in the way we deliver our services.

In particular there is a requirement for us to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity between different groups
- Foster good relations between different groups

The activities set out in this report demonstrate how we are working to ensure that we are meeting these requirements.

In addition the Homes and Communities Agency (HCA)'s Regulatory Framework includes the requirement in the Involvement and Empowerment Standard for landlords to treat all tenants with fairness and respect and demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs

### What did we do in 2013/14?

These are just some of the highlights of our activities over the last year.

#### April – June

- Hosted a joint forum of the Disabled Persons Housing Forum and BME Housing Forum supporting Gateshead Together Week.

#### July - September


- Supported Newcastle Pride in July for the 6<sup>th</sup> consecutive year, sponsoring and attending the event, gathering information on experiences of Lesbian, Gay, Bisexual and Transgender friendly workplaces and landlords.
- Started delivery of the 2013/14 Hoops for Health Programme in partnership with Newcastle Eagles focussing on hate crime and stereotyping.
- Joined the HQN Equality Exchange

#### October – December

- Supported the North East Equality Awards, co-sponsoring an award for Equality in the Housing Sector for contractors.
- Secured external funding and began roll out of 12 Energy Best Deal sessions to improve fuel poverty for tenants and leaseholders
- Mears began a weekly programme to deliver Equality training to all employees working on the repairs and maintenance contract

#### January - March

- Received our results for the Stonewall workplace equality index, moving up 26 places.

- Carried out an exercise to increase and update the profile data on a sample of tenants.
  - Shortlisted for TPAS Northern Award in Equality and Diversity for Hoops for Health Programme
  - Successfully achieved the Bronze Health and Wellbeing Award
  - Provided training for Board Members on the Equality Act, what this means for them and what their role is in ensuring the organisation meets their equality obligations.
  - First contractor completed their equality work following attendance at the 'Equality: It Pays to Know Event'
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## How are we doing?

The next sections of this report show the work we have been carrying out and how this fits with progressing our three goals.

## Maintain a corporate commitment to equality issues

During this year we have continued to maintain our commitment to equality, demonstrated through a range of activities undertaken.

As the Corporate Lead for Equality, our Managing Director ensures that it is clear that our commitment to this comes from the top. The image below, used regularly with employees to demonstrate the focus of the business going forward shows clearly how equality fits into this picture.



All service areas are expected to consider the equality implications of the decisions they are making and this is reflected in the reports provided to Board or committees, where a section on equality implications is required. This ensures that any impacts can be reflected on and mitigating action put into place where possible.

In order to ensure that Board members fully understand the requirements of them when receiving reports, in February this year, a session was delivered to members of the board. This was delivered in partnership between the Litigation Manager of Gateshead Council and the company's Involvement and Diversity Manager. The session covered the key elements of the equality act and how this applied to the company. It also provided an opportunity for board members to work through different scenarios to try and identify the potential impact these may have on different protected groups. The session

was well received, providing a refresher for some members and the first opportunity to discuss equality issues in a group setting for others. The aim of this session is to ensure that Board members feel comfortable to challenge officers in committee on the equality information they are providing so that they are able to suitably demonstrate we have fulfilled our requirements.

In addition to the work we have undertaken in the company, we have continued to work with our contractors to ensure they are working to the same equality values and principles. Building on from the success of the equality event for contractors held in March 2013, 'Equality and Diversity: It Pays to Know', a number of organisations who attended the event went on to form links with the organisation who supported the event to undertake training of employees or forming equality strategies. Most recently the first organisation, Sykes, have completed their programme of activity putting employees through an online E&D training course.

### Case Study: Mears

Equality was a key part of the original tendering process which led to Mears being appointed as our Repairs and Maintenance contractor. Whilst there is a legislative requirement to ensure that they do not discriminate against anyone in their practices, it is also very important to ensure that as the people who are most likely to enter our customers' homes, they understand the potential vulnerability of our tenants and leaseholders.

In the last year Mears have worked with Percy Hedley Foundation to provide face to face training for all employees working on the Gateshead contract with this due to be completed in April 2014. This training covers the key elements of the equality act, what this means for operatives entering people's homes and in particular it covered issues of disability. This is particularly significant when over a third of our households have indicated there is at least one person with a disability living in them and this can have significant impacts on the way in which repairs and maintenance needs to be undertaken.

In addition to this, Mears' Customer Service Manager has attended Safeguarding Training provided through Gateshead Council in order to support the role of the contractor to highlight any potential safeguarding issues when they are entering people's homes. Due to the success of this, and the recognised need for Mears to play a key role in this area, training will be rolled out to all operatives following the completion of the equality training.

In order to ensure that we maintain our commitment and our knowledge of recent events and best practice in equality and diversity, in the last year we signed up to the Housing Quality Network's Equality Exchange. This is a network of organisations with a focus on equality and diversity, gaining access to a range of specialists in the area for advice and guidance and in addition will ensure that the company receives briefings on any key case law or developments.

## **Involvement, partnership and access**

### **Knowing our customers**

A key element to our approach to equality is to ensure that we hold detailed, up to date records on our customers. This ensures that we are able to provide services in the



appropriate way, both by tailoring a service individually where necessary but also to create plans for how services should be provided in the future.

Our approach to this is called 'Knowing your customer' and this is supplemented by our housing system providing a summary sheet of key information for front line officers to consider when dealing with a tenant or leaseholder. For example this flags up to us if they need an interpreter if their first language is not English or if they have a disability which may need consideration in any works being carried out to the property.

In addition to this, we collect other information for monitoring purposes which can be used to compare satisfaction, service take up or complaints by people who share a protected characteristic.

We continue to collect this information at each available opportunity starting from the housing application form, at sign up and periodically after this. At the end of this financial year we undertook an exercise with an external organisation to update a sample of tenants records, aiming to ensure that the information held was complete and collecting additional information around national insurance numbers and access to bank accounts to help prepare for the introduction of universal credit.

At the end of this year (31 March 2014) we had 19337 tenancies with:

- 545 BME tenants, with the majority being Black African
- 620 tenants under 25
- 3367 being over 75
- 5557 tenants have told us they have a disability, with mobility difficulties and mental health difficulties being the highest proportion
- 7468 tenants have indicated their religion or belief with 5140 of these declaring that they are Christian.
- 7406 tenants have declared their sexuality with 135 stating they are Lesbian, Gay or Bisexual.
- 944 stated that they required information in a specific format, specifically with 808 stating they require large print.

### **Involving customers in shaping and scrutinising our services**

We have continued to work with tenants and leaseholders during the year to ensure that they play a key role in developing and influencing the way we deliver services. We place an emphasis on monitoring the diversity profile of our involved residents to aim for a representative selection of people engaging with us.

In particular, through our Disabled Persons Housing Forum and BME Housing Forums, residents work with officers on service provision. The groups contribute to national debates as well as being involved in local service provision, having previously provided feedback to national consultations around disability. Most recently they have been involved in developing guidance around hate crime with the Neighbourhood Relations Team Manager.

In addition to our organised groups, we also attend a range of existing sessions and drop ins taking place across Gateshead to offer support, information and advice. This includes drop in sessions at Gateshead Muslim Society and attendance at a Polish Saturday school to provide information about how to apply for a property with the housing company. These sessions have been particularly successful in improving links with different communities living in Gateshead and dealing with any individual issues.

In November we attended a joint LGBT Housing Event with other local housing providers in the North East. This event, held in Newcastle and facilitated by the LGBT Federation was a follow up to an event held two years previously. The aim was to bring service providers and LGBT tenants together to highlight progress made and identify any barriers that still exist.

We continue to provide training to involved residents on equality to ensure that our events are an open and inclusive environment. TALISMAN members have had the opportunity to undertake our e-learning course 'Equality and Diversity Essentials' or have attended our diversity course delivered through the Moving Forward programme 'Understanding Differences in People'.

### **Supporting Local Communities**

In the last year we have supported a range of community groups through the company's Community Fund, supported by Mears and Local Environmental Services. The fund provides cash and in kind support to groups for projects that make a difference for the communities we work in.

Groups are encouraged to make applications to the fund during the year and are successful where the projects can demonstrate that they will either:

- Support people to overcome disadvantage
- Create stronger communities
- Make Gateshead an even better place to live.

Some of the groups and activities we have supported during the year include:

- Gateshead Young Women's Outreach Project to deliver a project about the suffragettes
- Chopwell and Blackhall Mill Live at Home Scheme to deliver an activity club for socially isolated older people
- Rookie Sports to deliver a golfing project in sheltered schemes
- Gateshead African Community Association to deliver a number of events leading up to their 10<sup>th</sup> anniversary

### **Partnership working and supporting victims of anti-social behaviour**

In order to work towards our equality objectives and those of Gateshead Council, we regularly work in partnership with other organisations.

We continue to work with partners to help achieve the Safer Gateshead priority of 'Protecting & Supporting Vulnerable Victims and Communities'. Specifically in the last year we have trained officers from the Neighbourhood Relations Team in an updated Domestic Abuse session which now includes Honour Based Violence, Forced Marriage and the MARAC referral process. This will allow those officers to roll out this training to other officers. In the last year we had set a target in line with our partners to increase the number of domestic abuse incidents reported with an aim to make people feel comfortable and confident to report incidents when they occur. In the last year 282 incidents were reported compared to 212 in the previous year, demonstrating the impact of the work we have carried out.

We have a range of partnering arrangements in place to enable us to offer the most appropriate support and advice to our tenants and leaseholders which includes access to a Mental Health Link Worker, Victim Support Champion and our Safeguarding arrangements for both adults and children.

In the last year we also set a target in line with our partners to increase the number of hate crimes reported. This year 55 incidents were reported compared to 59 in the previous year. We are currently working to update our guidance both for employees and tenants and leaseholders, with training due to be rolled out in the new financial year. We will also be focussing our attention on increasing reporting in areas where this has typically be lower such as people with disabilities and LGBT tenants.

### **Example: Newcastle Eagles – Hoops for Health**

We have worked in partnership with Newcastle Eagles basketball team for a number of years on the Hoops for Health project. This involves going into local primary schools to deliver activities covering health eating, physical activity, smoking cessation and a community station.

In 2013/14, recognising the company and wider council priorities around hate crime, the community station was focussed on hate crime and stereotyping. The session involves the school children matching a range of photographs to professions to promote discussions around stereotyping and role models.

The sessions have been particularly effective and have helped the school children understand the impact of their actions, in particular through them being delivered by a range of basketball players who all have very different backgrounds and characteristics.

The company was recently shortlisted for an award in the Equality and Diversity category at the TPAS Northern Awards for this project recognising it as an effective and innovative way to deliver this message.

### **An equal opportunities employer with a workforce that represents the community it serves and is committed to equality and diversity**

We are focussed on providing a workplace which is open and fair, recognising the strengths that a diverse workforce can bring. Any managers involved in recruitment undertake a two day Recruitment and Selection Course to ensure that selection activities are a fair process. In addition monitoring is undertaken of both those applying for vacancies and those successful in being offered employment and is reported quarterly to Resources Committee as part of the HR Update.

### **Case Study: Stonewall Workplace Equality Index**

As Stonewall Diversity Champions we entered the workplace equality index for the fourth year in 2013/14. This index measures how employers are performing to provide the best working environments for lesbian, gay and bisexual employees although the impact of this work ultimately creates a more inclusive working environment for all employees.

This year 369 organisations entered the index across public, private and voluntary sectors and we increased our placing again rising from 181<sup>st</sup> in 2013 with a score of 112 out of 200, to 155<sup>th</sup> with a score of 128 this year. Our score exceeded the average overall which was 115.

Some of the positive practice highlighted through this exercise was our approach to community engagement and our work with suppliers.

We are working on an action plan to target some areas for development which include looking at the use of positive role models and staff networks.

### **Health and Wellbeing**

In the last year we have continued to deliver a number of health and wellbeing initiatives led by our Health Advocates. These sessions are about improving health and wellbeing, ultimately resulting in employees who are able to provide an excellent service to our customers.

Events organised by the advocates included cancer awareness sessions, a 'Walk to Work' week and a 'Stress Down Day' which saw a range of organisations having stands for employees to gain information and advice on wellbeing issues.

This work culminated in the company successfully achieving the Bronze level in the Better Health at Work Standard.



### Where will we be focussing our efforts in 2014/15?

In order to ensure that we continue to deliver on our values to embrace equality, there are a number of actions we will be undertaking this year.

- Conclude the review of the Single Equality Scheme
- Conduct an assessment of Investors in People to build on work highlighted through previous employee surveys and activities carried out.
- We will continue to work with our main repairs and maintenance contractor Mears and other contractors to progress activities around equality and demonstrating compliance with the Public Sector Equality Duty.
- Continue the focus on improving our placement in the Stonewall Workplace Equality Index building on the success of this year to create an LGBT inclusive workplace.
- Develop guidance and roll out refreshed Hate Crime training for employees.
- Continue to ensure that we collect and update customer profiling information so that we have good quality data to be able to understand our customers and anticipate the impacts of any decisions we make including preparing for the impending introduction of Universal Credit.
- Ensure that all employees complete a refresher of the Equality and Diversity online training supported by any other relevant training.

### Contacts

For further information please visit: [www.gatesheadhousing.co.uk/equality](http://www.gatesheadhousing.co.uk/equality)

If you would like to discuss anything in this document or have an issue relating to our approach to equality and diversity please contact:

Louise Taylor  
Involvement and Diversity Manager  
The Gateshead Housing Company  
The Gateshead Housing Company  
Civic Centre,  
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Gateshead,  
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**Minicom:** 0191 433 5349  
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## Performance Framework

## Customer Profile of main tenant as at 31/03/2014

Gender	Total	%
Male	7992	41.32%
Female	11343	58.67%
Unknown	2	0.01%
<b>Total</b>	<b>19337</b>	<b>100.00%</b>

Age	Total	%
No Date of Birth	1	0.01%
16 - 24	620	3.21%
25 - 39	4074	21.07%
40 - 49	3304	17.09%
50 - 59	3385	17.51%
60 - 74	4586	23.72%
75 and over	3367	17.41%
<b>Total</b>	<b>19337</b>	<b>100.00%</b>

Ethnicity	Total	%
Asian Or Asian British Bangladeshi	14	0.07%
Asian Or Asian British Indian	11	0.06%
Asian Or Asian British Other	110	0.57%
Asian Or Asian British Pakistan	12	0.06%
Black Or Black British African	199	1.03%
Black Or Black British Caribbean	6	0.03%
Black Or Black British Other	27	0.14%
Chinese	21	0.11%
Mixed Other	25	0.13%
Mixed White & Asian	16	0.08%
Mixed White & Black African	15	0.08%
Mixed White & Black Caribbean	5	0.03%
Other	84	0.43%
Refused	22	0.11%
Unknown	73	0.38%
White British	18348	94.89%
White Irish	36	0.19%
White Other	313	1.62%
<b>Total BME</b>	<b>545</b>	<b>2.82%</b>
<b>Total</b>	<b>19337</b>	<b>100.00%</b>

People of a disability	Total	%
Yes	5557	28.74%
No	13684	70.77%
Not disclosed	4	0.02%
Refused	25	0.13%
Blank	71	0.37%

Information Formats special requirements	Total
3 <sup>rd</sup> Party contact	16
Audio	41
Braille	3
Large Print	808
Lip Reader	5
Other Language	19
BSL Interpreter	14
Translation	18
Type talk	20
<b>Total</b>	<b>944</b>

Faith or Religion	Total	%
Buddhist	14	0.07%
Christian	5140	26.58%
Hindu	6	0.03%
Humanist	20	0.10%
Jewish	2	0.01%
Muslim	128	0.66%
No religion	760	3.93%
Other	2156	11.15%
Prefer not to say	183	0.95%
Sikh	2	0.01%
Blank	10926	56.51%
<b>Total</b>	<b>19337</b>	<b>100.00%</b>

Sexuality	Total	%
Bisexual	55	0.28%
Blank	11213	57.99%
Gay Man	47	0.24%
Gay Woman / Lesbian	33	0.17%
Heterosexual / Straight	7271	37.60%
Prefer Not To Say	718	3.71%
<b>Total</b>	<b>19337</b>	<b>100.00%</b>

## Use of Support Services

Language line calls	Total calls
Albanian	1
Arabic	0
Bengali	1
Cantonese	0
Chinese	0
Czech	1
Farsi	5
French	1
Hindi	0
Korean	0
Kurdish	0
Latvian	0
Lithuanian	0
Mandarin	0
Polish	15
Portuguese	0
Punjabi	0
Russian	0
Serbian	0
Slovak	0
Sorani	0
Somali	0
Spanish	0
Swahili	0
Tamil	0
Thai	0
Tigrinya	0
Turkish	0
Urdu	0
Total	24

<b>BSL Interpreters</b>	0
<b>Face to Face Interpreters (other language)</b>	10



## Annual Survey 2013/14\*

		Response rate	Satisfaction with overall services	Satisfaction with home	Satisfaction with neighbourhood	Satisfaction that rent and service charges are VFM	Satisfaction with opportunities to participate	Satisfaction with views are taken into account
	<b>Total responses</b>	<b>1266</b>	88.70%	87.50%	87.30%	85.60%	73.60%	73.90%
<b>Ethnicity</b>	<b>BME</b>	<b>1215</b>	80.77%	64.29%	67.86%	71.43%	60.71%	73.74%
	<b>Non BME</b>	<b>28</b>	89.09%	88.13%	87.67%	85.91%	73.73%	67.86%
<b>Gender</b>	<b>Male</b>	<b>629</b>	91.23%	85.78%	86.31%	83.20%	74.12%	72.52%
	<b>Female</b>	<b>637</b>	86.28%	89.12%	88.17%	87.96%	72.70%	74.88%
<b>Disability</b>	<b>Yes</b>	<b>528</b>	91.01%	90.29%	89.73%	88.89%	74.81%	76.67%
	<b>No</b>	<b>730</b>	87.15%	85.44%	85.32%	83.49%	72.40%	71.11%
<b>Age</b>	<b>under 25</b>	<b>4</b>	50.00%	50.00%	50.00%	50.00%	50.00%	25.00%
	<b>25-55</b>	<b>260</b>	79%	75.49%	74%	68.34%	62.26%	59.53%
	<b>Over 55</b>	<b>999</b>	91.14%	91.13%	90.95%	89.97%	75.41%	77.72%

\*Results are from the survey undertaken in May 2013. This survey will next be undertaken in May 2015 in line with the company's 2 year delivery plan and objectives.

## Employee and Board Information as at 31 March 2014

		% of company employees	% of Board members	% of top five per cent earners	% of new employees	% of employees ending their employment
Ethnicity	<b>Total count</b>	325	15	16	18	19
		%	%	%	%	%
	<b>BME</b>	3.38	13	0	5.55	15.79
	<b>Non BME</b>	96.62	87	100	94.45	84.21
Gender	<b>Male</b>	42.76	53	75	33.34	26.32
	<b>Female</b>	57.24	47	25	66.66	73.68
	<b>Not known</b>	0			0	0
Age	<b>under 25</b>	5.84	0	0	27.78	0
	<b>25-39</b>	43.70	0	31.25	44.44	47.37
	<b>40-49</b>	20.62	20	56.25	5.55	21.05
	<b>50-59</b>	24.92	40	12.5	16.68	10.53
	<b>60-74</b>	4.92	40	0	5.55	21.05
	<b>75+</b>	0	0	0	0	0
	<b>Not Known</b>				0	0
Disability	<b>Yes</b>	9.85	20	12.5	0	0
	<b>No</b>	90.15	80	81.25	100	100
	<b>Not known</b>	0	0	6.25	0	0

		% of company employees	% of Board members	% of top five percent earners	% of new employees	% of employees ending their employment
<b>Sexual Orientation</b>	<b>Bisexual</b>	0.61	Not collected	0	0	0
	<b>Gay man</b>	0.30		0	0	0
	<b>Gay woman/lesbian</b>	0.30		0	0	0
	<b>Heterosexual/Straight</b>	56.62		75	88.89	84.22
	<b>Prefer not to say</b>	5.84		18.75	11.11	0
	<b>Not known</b>	36.33		6.25	0	15.78
<b>Religion or Belief</b>	<b>Buddhist</b>	0	Not collected		11.11	0
	<b>Christian</b>	44.93		50	22.22	47.37
	<b>Hindu</b>	0		0	0	0
	<b>Humanist</b>	0		0	0	0
	<b>Jewish</b>	0		0	0	0
	<b>Muslim</b>	0.30		0	0	5.26
	<b>Sikh</b>	0.30		0	0	0
	<b>Other</b>	0.93		0	22.22	5.26
	<b>No religion</b>	20		18.75	0	21.05
	<b>Prefer not to say</b>	12		25	44.44	5.26
	<b>Not known</b>	21.54		6.25	0	15.80

**Appendix**

## Report to Resources Committee

6 May 2014




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**Title:** Sickness Absence and Human Resources Update

**Report of:** Support Services Manager

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### **Purpose of Report**

1. To provide the committee with an update on general HR initiatives and developments from 1 April 2013 to 31 March 2014 including sickness absence and learning and development activity.

### **Employee and HR Monitoring Digest**

2. Attached at Appendix 1 to this report is an analysis of the key employee data and HR monitoring to provide the committee with an overview of the Company's performance and key priorities.

### **Sickness Absence Update**

3. Attached at Appendix 2 is an analysis of the sickness absence levels for the period from 1 April 2013 to 31 March 2014.
4. Appendix 3 provides in a graphical format the reasons for absence within each directorate of the company for the period 1 April 2013 to 31 March 2014.
5. In comparing absence between 1 April 2013 and 31 March 2014 with the same period in the previous year, the following trends have occurred.
6. The total sickness absence for the period equates to 8.58 days per person compared to 7.67 days for the same period last year which is an increase of 10.61%.
7. Short term absence is defined as a period of less than 15 working days in duration and long term absence is greater than 15 days in duration. Short term absence for the period was 3.10 days per person and long term absence was 5.48 days. This compares with 3.34 days short term absence and 4.34 days long term absence for the same period last year. This represents a reduction of 7.74% in short term absence and an increase of 20.80% in long term absence.

8. The biggest cause of absence was post operation recovery with 756 days lost compared to 420 days lost last year. This is an increase of 44%.
9. Stress related absence was 630 days for the period April 2013 to March 2014 compared to 918 days for the same period last year. This equates to a 45% reduction.
10. 418 days of stress related absence was reported as non work related stress. This equates to 66% as non-work related absence and 34% work related absence.
11. Since 2006/7, we have consistently reduced sickness absence every year and we are therefore disappointed at the increase this year which can be attributed to long term absence as employees recover from operations. We will review our initiatives to build employee resilience, management information about planned surgery to establish likely recovery periods, reasonable adjustments and support to prepare for a return to work. We are pleased to report that we have continued to reduce short term absence, stress related absence and the numbers of occasions of absence.
12. A personal support package continues to be provided to employees who are absent due to stress to include occupational health, occupational therapy, home visits, counselling and cognitive behavioural therapy (CBT).

### **Managing Sickness Absence**

13. The company has held 25 sickness absence review meetings (short term) in the period 1 April 2013 to 31 March 2014. These meetings are triggered in response to four periods of absence or two periods of 15 days or more in a rolling 12 month period.
14. Eight first written cautions were issued and one second written caution was issued following an absence review meeting.
15. Under procedure two an absence management review (long term absence) considers an employee's health and future employability with the company. Options discussed at the absence reviews include phased return to work, redeployment, work life balance, reduced hours, reasonable adjustments to the working environment and ill health retirement.
16. 21 absence review meetings were held in line with procedure two in the period 1 April 2013 to 31 March 2014.
17. In the period 1 April 2013 to 31 March 2014, four employees attended an occupational health physician's appointment as a result of absence review meetings.
18. In the period 1 April 2013 to 31 March 2014, 12 cognitive behavioural therapy (CBT)/counselling sessions were supported by the company.

19. We continue to work with an Occupational Therapist who specialises in supporting individuals with impaired mental wellbeing. During the period October 2013 to March 2014, 34 occupational therapy sessions were supported by the company.
20. In the period 1 April 2013 to 31 March 2014, 28 employees were referred to occupational health for an initial assessment. 52 employees attended an occupational health review.
21. 14 employees returned to work on phased hours and duties in the period April 2013 to March 2014.
22. Management information and guidance on managing sickness absence is provided to managers on a monthly basis.

### **NE Health and Wellbeing Award**

23. Representatives from the Health and Wellbeing Advocacy Group attended a presentation evening at The Stadium of Light in March 2014.
24. The event was organised by Amacus Ltd in conjunction with the Trade Union Congress (TUC). Representative advocates were presented with a Bronze Level award in recognition of the health and wellbeing activity in Company.
25. Workplace Health Advocates are meeting with Amacus Ltd in April to determine the requirements to progress to Silver Level Award. Activities to achieve the award will be planned during the period April 2014 to March 2015.

### **Chartered Institute of Personnel and Development (CIPD) Engagement and Wellbeing Award**

26. We have submitted an entry for employee engagement and wellbeing to the CIPD – North East Branch for consideration.

### **Health and Wellbeing**

27. We continue to investigate initiatives that will help us to better understand the causes of depression, anxiety and stress. We aim to use the knowledge gained in this area to research new initiatives to assist employees to manage their condition and remain in work.

### **Information Sharing**

28. The Company continues to work with Gateshead Council to more closely align our services through sharing information and initiatives.
29. We have contributed to scoping meetings in relation to a proposed replacement for the PSE system for payroll and HR.

### **Other HR initiatives and Developments**

30. The Company continues to offer a chiropody service from the Occupational Health suite at Gateshead Council. Employees are now offered a wider range of

appointment dates and times with the Chiropodist who attended Keelman House and out based housing offices. We will continue to offer off site Chiropody to out based offices on request.

31. Pay Day Pamper Days are also administered via Gateshead Occupational Health Service which offers employees a wider choice of appointment times and dates.

### **Work Life Balance**

32. In the period April 2013 to March 2014, the following work life balance applications have been approved:

<b>No of Applications</b>	<b>Type of Work Life Balance Request</b>
9	Applications to reduce working hours
3	Application for compressed hours

### **Investigation and Disciplinary**

33. In the period April 2013 to March 2014 the following activities have taken place:

<b>Investigation</b>	<b>Outcome</b>
3	1 Progressed to Disciplinary meeting
<b>Disciplinary</b>	<b>Outcome</b>
1	1 Dismissal
<b>Appeal</b>	<b>Outcome</b>
1	Not Upheld

### **Grievances**

34. In the period 1 April 2013 to 31 March 2014, there were no reported grievances.

### **Bullying and Harassment**

35. In the period 1 April 2013 to 31 March 2014 there were no allegations of bullying or harassment.

### **Probity (including whistleblowing, bribery, fraud and corruption)**

36. In the period April 2013 to March 2014, there were no reported incidents.

### **Other HR Initiatives and Developments**

#### **Recruitment**

37. In the period April 2013 to March 2014, the company has advertised 21 jobs. 3 jobs were ring fenced to employees of the Company only. 18 were advertised across the Company and Gateshead Council, 3 then went externally as we were unable to recruit to the positions.

### **Child Care Scheme**

38. The company continues to offer a salary sacrifice scheme. In March 2014, 13 employees were in the scheme.

### **HR Hits the Road**

39. The HR/OD team were 'out and about' visiting local offices. The informal visits were designed to give employees and managers an informal setting to ask any questions about assessments and the recruitment process in general. A session is also planned in April for Caretakers at Warwick Court.

### **Flexi Scheme**

40. We have adopted the Council's flexi system to record and monitor clockings in and out of the Civic Centre and Housing offices. The system is web based with a work flow system. We are developing our training and a management information.

### **ISO 14001 accreditation**

41. Following relocation to the Civic Centre we have reviewed our approach to the management of environmental issues as most of the activity required to achieve the standard is no longer within our control. We remain keen to follow the environmental policy and maintain the principles that have been established through the working group. The cost of accreditation, valid for three years is £1600, with each annual audit inspection £2500 per year. We therefore seek the committee's approval to let the ISO14001 accreditation lapse in June 2014 which will also result in a financial saving of £9,100 over three years. We would continue to monitor our performance against the ISO principles through the working group and continue to implement best practice.

### **Decommissioning of Keelman House**

42. The decommissioning of Keelman House is progressing well and the building is expected to be empty by the end of April 2014. It should be noted that additional work carried out by the company's Administration Team has resulted in a substantial reduction from the initial forecast of Dilapidations submitted by the Landlord. Subsequently a £49k saving has been agreed with the Landlord's representative.
43. A large amount of furniture and fittings have been donated to local charity organisations throughout the Borough. The remainder is to be divided between the Council's Facility Management for storage and the unwanted items are to be donated to the British Heart Foundation.

### **Exit Interviews**

44. In the period 1 April 2013 to 31 March 2014, 18 employees left the Company. Of these, 12 exit interviews were held with an HR advisor 6 employees did not have an exit interview for the following reasons:-

1 was dismissed



1 employee was on maternity leave and did not return  
1 employee was absent due to ill health  
3 employees did not to attend the planned interview

45. All employees were contacted and given the opportunity of an exit interview with an option to complete the exit interview form without an HR advisor and return in the post.
46. Of the 12 exit interviews carried out general comments indicate:
- The majority of employees enjoyed working for The Gateshead Housing Company
  - Employees indicated they had a good relationship with colleagues and management
  - Employees would return to work for the company in the future

## **Learning and Development Activity**

### **Communication Training**

47. In response to employee feedback from Customer Service sessions and Best Companies, some new, specific training for managers was developed and delivered by an OD Advisor. The three sessions which were called “Communication – Do you know what I mean?” and were facilitative and participative, offering managers some tips and techniques along with the opportunity to discuss best practice in this key area. The evaluations were excellent and there is scope to plan in further sessions.

### **Performance Management Training**

48. As the appraisal cycle begins for 2014, a new course was developed and delivered by an OD Advisor. This session was a refresher for experienced managers or an introduction for managers new to the appraisal process. The session focussed not only on appraisals but included all aspects of performance management. It provided clarification and information on tools available to support managers, including coaching.

### **Investors in People (IiP) Survey**

49. The company is being re-assessed for Investors in People Accreditation in June 2014. An IiP Survey was carried in February 2014 and 34% (111 of 325) employees responded to the survey which covered areas of the IiP standard. The results have been used to populate an IiP Action Plan and shared with the IiP working group and employees via a team brief.

### **Mentoring**

50. The companies mentoring scheme has been re launched and publicised in the core brief to ensure all employees have the opportunity to be either a mentor or mentee. The mentor supports the mentee by using development techniques such as questioning, listening, clarifying and reframing during discussions which may involve sharing their knowledge in a particular area or subject to help them

develop both personally and professionally. Mentoring has many benefits which can include increased progression opportunities, increased confidence and motivation, personal skill and professional development.

### **Health and Safety Training**

51. In the period April 2013 to March 2014, the following health and safety training has been delivered:

- Asbestos Awareness
- Appointed first aider training (3 days with test to become a first-aider)
- COSHH Interactive
- COSHH - classroom
- Driving Safety
- DSE Interactive
- Fire Safety
- Health and Safety for Managers
- Induction Safety Interactive
- Manual Handling Interactive
- Office Safety Interactive
- Stress Management
- Risk Assessment one day course and refresher
- One day first aid training
- Water Mains Connection and L8 Regulations and How this affects what we Do (one hour workshop delivered by Gateshead Council)

### **ICT Training**

52. In the period April 2013 to March 2014 the following ICT training has been delivered:

- Informal training for asset management team in Microsoft Project.
- Keystone Asbestos Register E-Learning. 35 individuals from across the company completed an e-learning module.
- Northgate v6 Tenancies Signup manuals (currently in production and review by Housing Management)

53. A Northgate V6 training manual has been created for Sheltered Housing covering recording contact details for older persons. This has now been implemented as the procedure is up and running.

54. Also, another new manual has been created for users of Northgate – entitled Creating a New Person. This procedure is used across the business (i.e. new tenancies, household members, etc.)

### **Link to values**

55. This report links to the following company values: -

- Being honest, accountable and transparent
- Being motivated, trained and committed across the company
- Being caring and respecting

- A commitment to all our employees
- Embracing equality

### **Impact on Customers**

56. Sickness absence impacts on the level of service provided to customers. Every effort is taken to keep this to a minimum. Managing absence and delivering in our commitment to have a well trained and responsive workforce will directly lead to improved services to customers.

### **Risk Management Implications**

57. Manager's not managing sickness in accordance with Policy has been identified as an operational risk and controls and future actions are in place to mitigate the risk.
58. Absence due to an epidemic has also been identified as an operational risk and if there was an epidemic which significantly reduced the workforce, this would be addressed through the Business Continuity Plan once it has been launched and gone live.

### **Financial Implications**

59. The financial cost of sickness absence to the Company for the period April to March 2014 was £289,476 as compared to £264,699 for the same period last year. There is a financial saving of £9,100 over three years should ISO 14001 lapse in June 2014. We have also agreed a saving of £49k to the original cost of dilapidations associated to the decommissioning of Keelman House.

### **Equality and Diversity Implications**

60. The Company's commitment to being an equal opportunities employer is an integral part of every aspect of the company's activities. All training is designed to meet the diverse needs of the community and employees.

### **Value for Money implications**

61. We continue to manage sickness absence in order to maximise service delivery to tenants and customers. Through an increased use of internal delivery and development value for money is being achieved. We aim to use the most beneficial methods of delivery to maximise the return for the benefit of the company and customers. Value for money principles are followed in all aspects of the service to include work life balance requests, recruitment and selection and as shown in this report, the decommissioning of Keelman House.

### **Health Implications**

62. The initiatives and prevention work that has been introduced over the past year have had a positive impact on the health of our employees. The clearest measure of this is the achievement of Investors in People (IiP) Gold award and

Health and wellbeing award and the North East Health and Wellbeing Award Bronze level.

63. The Company's commitment to learning and development is embedded in the Investors in People award (IIP) and is applied consistently across the company. Our approach to provide tailored learning will have a positive impact on employee's health and overall wellbeing and will minimise any stress.

### **Environmental Implications**



64. There are no environmental implications arising from this report.



### **Consultation carried out**



65. The Company's HR consultants EEF Northern and Trade Unions have been consulted on aspects of the report. Trade Unions are always consulted prior to any changes being implemented and we continue to enjoy a good relationship with them. A number of the courses delivered and developed were identified by employees, as part of the annual appraisal process.

### **Recommendation**

66. The views of the committee are sought on
- (i) The decision to let ISO 14001 lapse in June 2014
  - (ii) Whether it is satisfied with the update on HR initiatives and developments.

					
<b>Employee and HR Monitoring Digest 2013/14</b>					
<b>Performance Measure</b>		<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>	<b>Qtr 4</b>
<b>Number of people employed by TGHC</b>					
Male		137	140	143	139
Female		187	181	187	186
Permanent Employees		323	320	325	320
Temporary Employees		1	1	5	5
Full Time		261	259	263	259
Part Time		63	62	67	66
Number of starters (since 01 April 2013)		6	10	20	21
Number of leavers (since 01 April 2013)		5	11	12	18
Ill health retirements		0	0	0	0
Number of employees seeking redeployment		0	0	0	1
<b>Diversity Monitoring</b>					
<b>Gender</b>					
Male		137	140	143	139
Female		187	181	187	186
<b>Age</b>					
Under 18		0	0	0	0
18 – 25		21	18	20	22
26 – 35		108	106	106	101
36 – 45		71	72	75	76
46 – 55		88	84	84	82
56 – 65		35	40	42	41
66 +		1	1	3	3
<b>Disability</b>					
Perceived themselves as disabled		36	37	36	38
Do not perceive themselves as disabled		288	284	294	287

 <b>The Gateshead Housing Company</b> Working with Gateshead Council					
<b>Employee and HR Monitoring Digest 2013/14</b>					
Performance Measure	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
<b>Ethnicity</b>					
White British	310	307	316	311	
White Irish	2	2	2	2	
White Other	1	1	1	1	
White and Black Caribbean	0	0	0	0	
White and Black African	1	1	1	1	
White and Asian	1	1	1	1	
Asian or Asian British Indian	1	1	1	1	
Asian or Asian British Pakistani	0	0	0	0	
Asian or Asian British Bangladeshi	1	1	1	1	
Asian or Asian British Other	1	1	1	1	
Black or Black British Caribbean	0	0	0	0	
Black or Black British African	4	3	3	3	
Black or Black British Other	1	1	1	1	
Chinese	1	1	1	1	
Other	0	1	1	1	
<b>Recruitment Monitoring</b>					
Number of BME applicants for posts					
Application for employment	12	1	0	0	
Short listed for interview	5	1	0	0	
Offered post	0	0	0	0	
Number of disabled applicants for posts					
Application for Employment	10	0	2	0	
Short listed for interview	3	0	2	0	
Offered post	0	0	Ongoing	0	
<b>HR advisory issues</b>					
Investigations	1	0	1	1	
Disciplinary	1	0	0	0	
Suspensions	1	0	0	0	
No Further Action	0	0	1	1	
Oral Warning	0	0	0	0	
First Written Warning	0	0	0	0	
Final Written Warning	0	0	0	0	
Dismissals	1	0	0	0	
Appeals Submitted	1	0	0	0	

					
<b>Employee and HR Monitoring Digest 2013/14</b>					
<b>Performance Measure</b>	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Stage 1 Grievance	0	0	0	0	
Stage 2 Grievance	0	0	0	0	
Capability	0	0	0	0	
Bullying and Harassment	0	0	0	0	
Whistleblowing	0	0	1	0	
Employment Tribunals	0	1	1	0	
<b>Health and Wellbeing</b>					
Total number of working days lost per employee (target 7.50 April to March 2014)	1.63	1.89	2.00	3.06	
Total number of working days lost to sickness	488.8	563.50	600.80	920.70	
Number of Occupational Health appointments					
<ul style="list-style-type: none"> <li>• New referrals</li> <li>• Review appointments</li> </ul>	8 12	8 16	7 15	5 9	
<ul style="list-style-type: none"> <li>• Surgery appointments</li> <li>• Home appointments</li> </ul>	2 0	0 0	2 0	0 0	
Number of employee counselling/CBT sessions	7	0	14	29	
Number of Absence Management Reviews					
<ul style="list-style-type: none"> <li>• Short Term</li> <li>• Long Term</li> </ul>	6 0	7 0	5 7	7 14	
Number of employees who have had a phased return	2	3	4	5	
<b>Learning and Development</b>					
Number of new staff receiving induction	6	4	10	1	
Number of staff undertaking professional Qualifications (report in Qtr 2)	4	13	13	13	

2013/2014	Customers & Communities - Customer Services	Customers & Communities Neighbourhood Services	Customers & Communities Property Services	Corporate Services Finance	Corporate Services Support Services	All employees TGHC	TGHC cumulative	2012/13 TGHC Cumulative	Days Lost per month	Days Lost Short Term Absence	No of Occurrences Short Term	Days Lost Long Term Absence	No of Occurrences Long Term
April	0.54	0.72	0.03	0.35	0.38	0.54	0.54	0.95	161.00	0.34	29.00	0.20	3.00
May	0.15	0.70	0.19	0.59	0.65	0.48	1.02	2.06	144.50	0.23	21.00	0.25	4.00
June	0.59	0.95	0.15	0.00	0.00	0.61	1.63	3.01	183.30	0.26	23.00	0.35	6.00
July	0.37	1.22	0.15	0.09	0.00	0.69	2.32	3.57	205.40	0.23	19.00	0.46	7.00
August	0.24	1.08	0.40	0.18	0.08	0.62	2.94	3.96	185.90	0.22	17.00	0.40	6.00
September	0.46	0.92	0.31	0.00	0.00	0.58	3.52	4.22	172.20	0.17	18.00	0.41	6.00
October	0.91	0.94	0.15	0.11	0.09	0.71	4.23	4.69	213.50	0.35	31.00	0.36	5.00
November	0.43	1.10	0.00	0.00	0.00	0.65	4.88	5.27	195.50	0.21	20.00	0.44	7.00
December	0.52	0.98	0.00	0.09	0.00	0.64	5.52	5.76	191.80	0.13	19.00	0.51	9.00
January	0.42	1.56	0.00	0.07	0.05	0.94	6.46	6.67	283.50	0.22	22.00	0.72	11.00
February	0.81	1.85	0.00	0.04	0.00	1.13	7.59	7.18	340.60	0.40	22.00	0.73	12.00
March	0.83	1.51	0.19	0.12	0.05	0.99	8.58	7.67	296.60	0.34	35.00	0.65	10.00
<b>Cumulative by service area</b>	<b>6.27</b>	<b>13.53</b>	<b>1.57</b>	<b>1.64</b>	<b>1.30</b>	<b>8.58</b>			<b>2573.80</b>	<b>3.10</b>	<b>276.00</b>	<b>5.48</b>	<b>86.00</b>

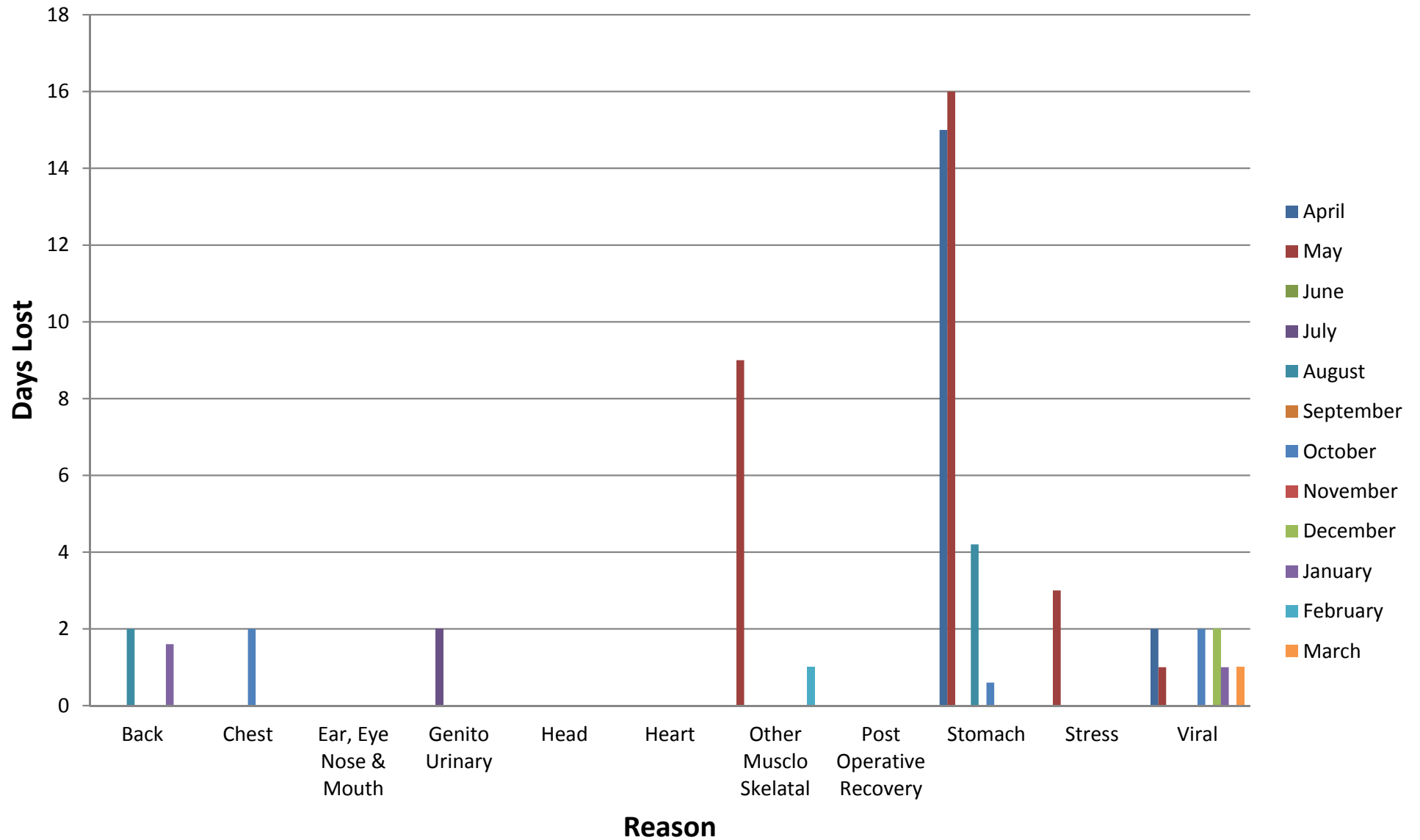
\* Days Lost = No of days absence / FTE in the service

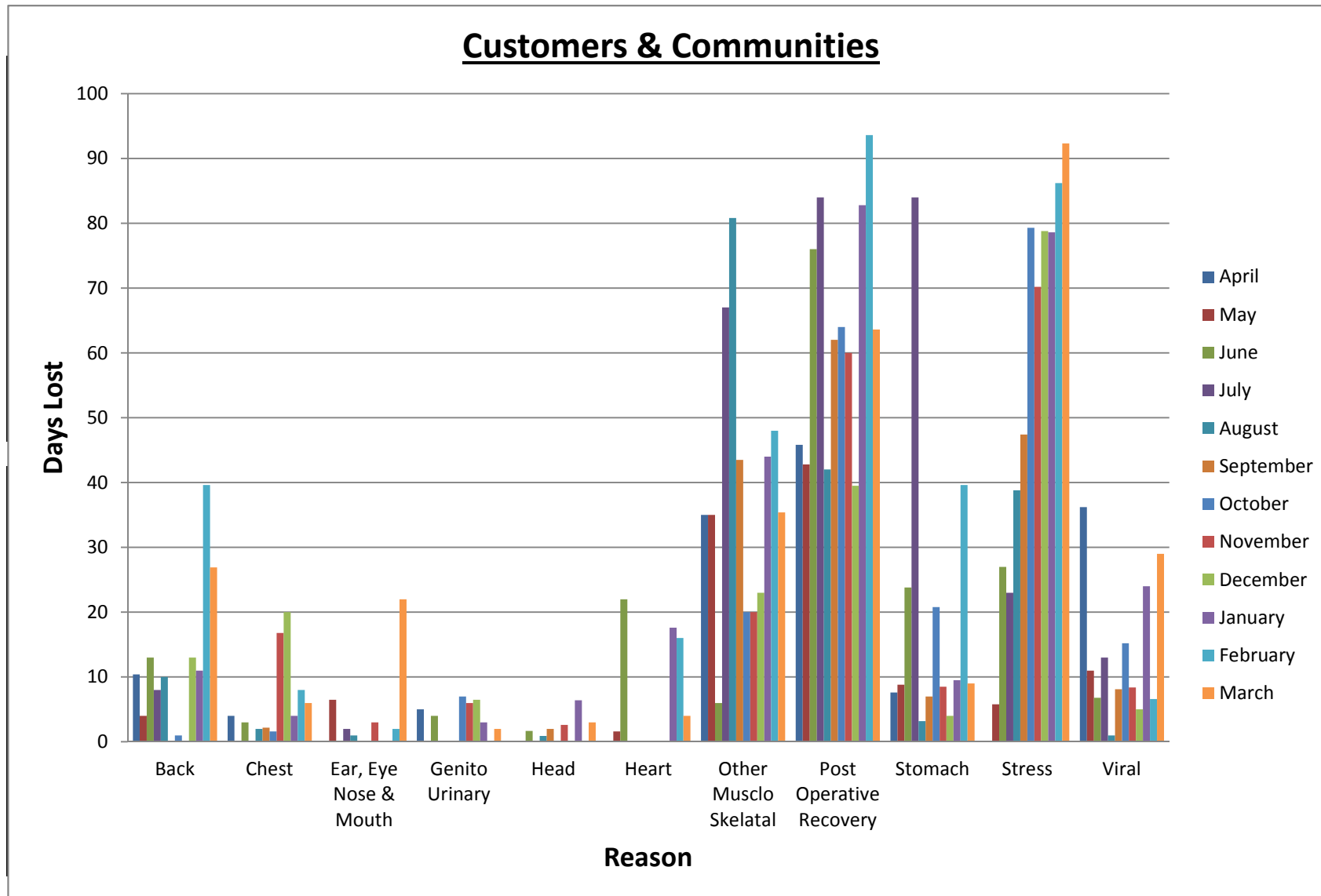
BV12

excludes temp employees with <12 months service



### Corporate Services







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**Title:** Health and Safety Update

**Report of:** Support Services Manager

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### **Purpose of Report**

1. To provide the committee with a report on the company's health and safety activities for the period January to March 2014.

### **Background**

2. The Safety, Health and Environmental Team ("SHE Team") are responsible for a number of activities designed to eliminate, reduce and mitigate accidents in the workplace and to ensure, safety of residents and members of the public who access our services and premises.
3. In addition to this the team act in an advisory role to ensure company wide compliance with a number of statutory and regulatory requirements including: -
  - Occupational Health and Safety
  - Health and Safety Training
  - Occupational Hygiene
  - Environmental Management
4. They also have responsibility for ensuring the company's compliance with statutory regulatory requirements as follows: -
  - Water Management - Risk assessments and water testing.
  - Electrical Safety - Cyclical electrical testing, fixed wire testing, portable appliance testing and emergency lighting testing.
  - Fire Safety - Risk assessment, maintenance, repair and testing of fire alarms and fire appliances.
  - Passengers Lifts Operations - Lift Repairs, maintenance, refurbishment and upgrade to DDA standard.
5. They are also responsible for the coordination and monitoring of health and safety on construction sites including:
  - CDM Coordination (Construction, Design, Management) and Control of Contractors

- Site Waste Management Plans

### **Partners Activity Update**

6. In the period January to March 2014 we have monitored our Partner's activity and reviewed all asbestos related incidents and working practices. Repairs works are visited weekly to ensure compliance with policy and procedures and good working practices. We continue to work closely with Mears Safety Advisors for compliance and safe systems of working.
7. During the period January to March 2014 monthly joint Health and Safety site inspection visits have taken place with Mears. The works visited have covered void property refurbishments, gas boiler installations, bathroom adaptations and general repairs.
8. All operatives audited had personal identification on hand, asbestos information was available on site in a folder or on a hand held device. In addition appropriate personal protective equipment (PPE) was being worn. Customer service advice was provided and where required operatives were reminded that dust sheets and floor protection should be used at all times.
9. There were no significant areas of weakness identified on the site visits. A number of minor recommendations and areas for improvement were identified and arrangements have been made to implement the recommendations.

### **Accident Reporting**

#### **Accidents / Incidents near misses TGHC Employees**

10. In the period April 2013 to March 2014, 14 non reportable Accidents / Near Misses were reported. There were no reportable accidents under RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

#### **Accidents / Incidents near misses to 3<sup>rd</sup> Party / Subcontractors**

11. In the period April 2013 to March 2014 33 non-reportable Accidents / Near Misses were reported and 2 reportable accidents under RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
12. Appendix 1 to this report provides the committee with the details of the reported accidents and near misses by Gateshead Housing and Partnering Organisations.

#### **Violent Incidents and Warning Alerts**

13. In the reporting period April 2013 to March 2014, there have been 68 violent incidents. Further management information about violent incidents and warning alerts is attached at Appendix 2 to this report.
14. All accidents and reported violent incidents have been investigated and follow up action taken to include a review of safe systems of work.

### **Asbestos Management**

15. In March 2014 the company has appointed Gateshead Council Procurement

Service to carry out a tender for Asbestos Management. The tender process will take approximately 6-9 months to complete. Initial discussions have been held and a draft action plan developed to manage the process.

16. The following asbestos surveys have taken place for refurbishment and demolition (R&D):
  - 10 Surveys for maintaining decency investment works
  - 15 Surveys for repairs and maintenance including gas servicing
  - 15 Surveys to void properties and for aids and adaptations.
  - 45 Air stage four test
  - 17 Re-inspections of known asbestos containing materials (ACM) in non-domestic buildings
17. During the period January to March 2014, there was one incident reported by a third party that is being investigated by TGHC Health and Safety.

### **Fire Safety Management**

18. Proactive monitoring of our Fire Safety strategy continues to take place through joint working and regular meetings with Tyne and Wear Fire and Rescue Service (TWFRS).
19. The work programme for the Sheltered Housing buildings is progressing with several schemes completed during the reporting period.
20. We continue to review and update fire safety arrangements for the Multi and Sheltered Housing Schemes through fire audits and inspection of all buildings.
21. During this reporting period there were no major incidents to report.

### **Legionella Control**

22. 67 (100%) risk assessments were completed in High Rise Buildings, Sheltered Housing Communal lounges and Housing Offices. The risk assessments were completed as part of the Approved Code of Practice (ACOP) L8 requiring organisations to complete or review risk assessments every two years.
23. 126 of 130 (97%) of annual water hygiene inspection treatments have been completed by Local Environmental services.
24. Monthly meetings with our maintenance contractor are ongoing. No significant risks have been identified.

### **Fire Alarm Systems and Sprinkler System**

25. 14 (100%) quarterly inspections have been carried out multi storey blocks and sheltered housing communal areas.

### **Emergency Lighting**

26. 179 (100%) inspections have been carried out to emergency lighting systems. This includes inspections carried out at various intervals in accordance with

statutory requirements and agreed delivery programme with Local Environmental Services to ensure compliance.

27. 35 (100%) of quarterly emergency light invertors (battery checks) have been inspected.

#### **Wet and Dry Riser Tests and inspections**

28. 26 (100%) annual inspections have been carried out to wet and dry risers in 25 multi storey blocks and an inspection at Angel Court. Remedial works have been carried out to eight blocks and the remaining work is planned.

#### **Bin Chute Fire Shut Off Tests and Inspections**

29. 25 (100%) annual inspections have been carried out to multi storey blocks with a refuse chute fire shutter. 25 Certificates of Compliance have been issued which are valid to May 2014 . There were no activations or repairs required in the period January to March 2014.

#### **Cyclical Repair and Maintenance Update**

30. Bi-monthly meetings with Gateshead Council Local Environmental Services and the Gateshead Housing Company are progressing with the monitoring of the delivery of the cyclical maintenance programme. Inspections of Fire alarms, emergency lighting systems, dry and wet risers have been completed in line the maintenance programme.
31. No immediate actions have been identified during this reporting period.

#### **Lift Maintenance**

32. There are no relevant immediate actions in relation to breakdowns, maintenance and repairs have been reported during the period January to March 2014.
33. There were eight reported lift entrapments in the period January to March 2014.
34. Passengers were released to our agreed service standard response time by the lift maintenance company.

#### **Update on the Company Construction Related Activities**

35. There are twelve construction related projects ongoing with notifications to the HSE.
36. Works are ongoing on ten projects involving multiple sites as follows:
- Insulation works to non traditional properties in Springwell
  - Maintaining decency works covering various estates across the Borough
  - Planned painting works across various sites
  - Fire safety improvement works to Sheltered Housing across various sites.
  - Tunstall Telecare upgrades across the Borough
  - Lift replacement at 1- 23 Pleasant Place
  - Lifts replacement at Priory, Park and Peareth Courts
  - Barnes Close electrical upgrade works

- Accessibly improvement works in Sheltered Housing across various sites.
  - New Build development of 20 homes
37. Minor non-compliances identified during the site visits have been discussed with the Principal Contractors and remedial actions agreed to mitigate the risk from construction related activities.

### **Update on Health and Safety Legislation Changes**

38. The following code of practices have been reviewed during this reporting period as follows:-

*Revision of the Construction (Design and Management) Regulations and Approved Code of Practice.* A radical overhaul of the CDM regulations is being consulted on with respondents given until 6 June 2014 to comment on the proposals. The planned changes would align the regulations with the minimum requirements of the Temporary & Mobile Construction Sites (TMCS) Directive. Industry specialists will be encouraged to develop sector specific guidance.

### **Links to Values**

39. This report links to the following company values: -
- Being honest, accountable and transparent
  - Being motivated, trained and committed across the company
  - Being caring and respecting
  - A commitment to all our employees
  - Embracing equality.

### **Impact on Customers**

40. The improvements identified and actions carried out will help us to provide healthy and safe environments for employees, residents, members of the public and partners.

### **Risk Management Implications**

41. Not meeting the requirement of current and new Health and Safety legislation has been identified as an operational risk for the company.

### **Financial Implications**

42. The Head of Corporate Services confirms that a budget is available to support the activities mentioned in this report through revenue or capital budgets.

### **Equality and Diversity Implications**

43. Detailed Equality Impact Assessments are carried out on all Health & Safety policies and procedures to ensure that they do not adversely impact on any customers.

### **Value for Money Implications**

44. Value for money principles are followed in all health and safety activity.

### **Health Implications**

45. The company's approach to Health and Safety, embedded within everything that we do and the actions specifically mentioned within this report, ultimately will have a positive impact on people's health and overall wellbeing. By working to ensure that any services we provide meet the needs of the customers, partners and of employees and do not cause undue stress to either party.

### **Environmental Implications**

46. The work detailed in this report will be carried out to ensure we meet our ISO 14001 standards and principles. We will make choices that reflect our social responsibility to improve the environment in which we work and live.

### **Recommendation**

47. The views of the committee are sought on whether it is satisfied with the update on health and safety activities and developments

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Contact: Roberto Demidio Health Safety & Environmental Manager Tel: (0191) 433 5324

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## Appendix 1

	Q1 - April June 13	Q2 July September 13	Q3 October December 13	Q4 January March 14	SUB TOTAL
Accidents - Incidents - Near Miss TGHC Employees	5	7	2	0	14
Accidents - Incidents - Near Miss 3rd Party and Sub	12	11	10	0	33
RIDDOR TGHC Employees	0	0	0	0	0
RIDDOR Subcontractors	1	0	1	0	2
Total	18	18	13	0	49

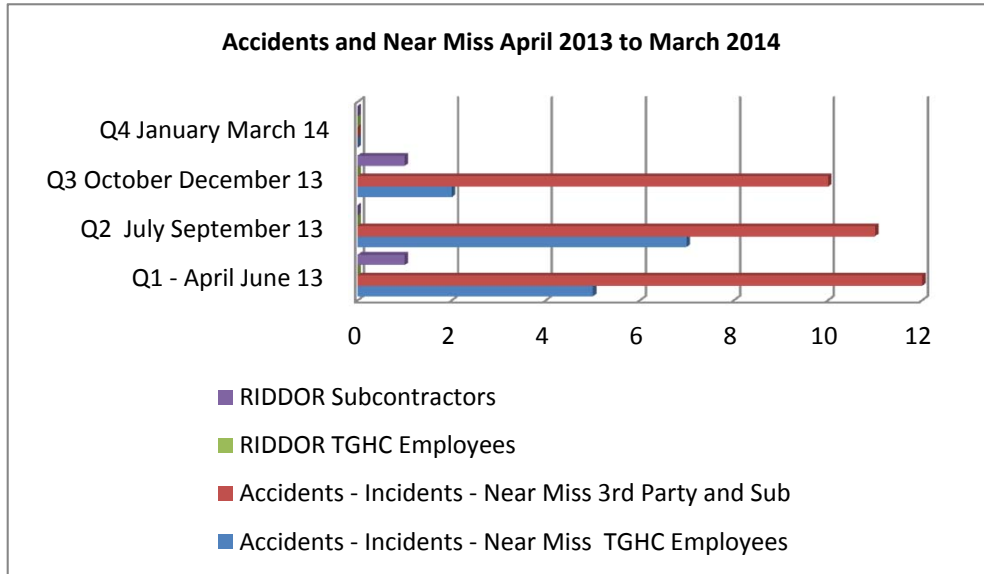
## Accident and Near Miss Breakdown by Quarter for the Period of April 2013 to March 2014

Quarter	Accidents - Incidents -	Accidents - Incidents -	RIDDOR TGHC	RIDDOR
Q1 - April June 13	<p>Employee was cut on the hand by the fall of an unsafely stacked fire door at Regent Court</p> <p>Employee was bruised on the chest when they stretched over a garden fence</p> <p>Employee suffered injuries to the lower back as a result of a trip and fall in a tenant's garden</p> <p>Employee suffered a near miss from falling concrete debris at Abbott Court</p> <p>Employee suffered a near miss from a falling glass bottle in the bin chute room</p>	<p>Former tenant had a near miss by falling concrete debris</p> <p>Plumber suffered minor back injuries from lowering a soil pipe</p> <p>Roofer fell from a garage roof and fractured his wrist</p> <p>Plasterer slipped and suffered contusions to his nose</p> <p>Labourer suffered minor cuts to head while loading old fence timbers onto a vehicle</p> <p>Glazier suffered a minor injury to the eyes when removing the eye protection</p> <p>Gas Engineer slipped and suffered a sprained ankle</p> <p>Electrician suffered a minor cut to his head from a kitchen unit coming off the wall</p> <p>Joiner suffered a cut on his finger from a rough edge of a plinth</p> <p>Resident Liaison Officer suffered a dog bite</p> <p>A contractor suffered a cut from a knife when laying the flooring</p> <p>A plumber suffered a cut from a sharp edge on a pipe when stripping redundant copper piping.</p>	0	A property inspector slipped and fell onto a handrail and fractured his right shoulder
<b>Total for Q1</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>1</b>

Quarter	Accidents - Incidents -	Accidents - Incidents -	RIDDOR TGHC	RIDDOR
Q2 July September 13	<p>Employee suffered minor cuts when slipped on a broken pavement.</p> <p>Two employee's suffered back injuries by slipping on a wet floor</p> <p>Employee suffered minor back injury by overexerting</p> <p>Employee suffered minor cuts whilst opening a defective fire door</p> <p>Employee suffered minor bruising to the foot whilst going through a door</p> <p>Employee suffered minor dislocation to a lower limb as result of trip and fall by stepping on an uneven floor</p>	<p>Plumber suffered minor cuts whilst carrying out maintenance work on pipe work.</p> <p>Labourer suffered minor back injuries in lifting and handling a door.</p> <p>Electrician suffered minor grazing from pulling an electrical cable.</p> <p>Painter removing ladders from roof rack suffered minor cut to his forehead.</p> <p>Plumber carrying out maintenance to a sink, slipped and fell suffering minor muscular strains</p> <p>Tyler removing wall tiles suffered minor cuts to his hand.</p> <p>Painter and Decorator removing wall covering suffered minor cut to his hand.</p> <p>Bricklayer in removing a wall unit suffered minor head injury</p> <p>Labourer suffered minor injuries from a dog bite.</p> <p>Carpet Fitter suffered minor cut to his hand whilst fitting flooring in a property.</p> <p>Three Electrician reported near miss with suspected Asbestos Material</p>		
<b>Total for Q2</b>	<b>7</b>	<b>11</b>	<b>0</b>	<b>0</b>

## Appendix 1

Quarter	Accidents - Incidents -	Accidents - Incidents -	RIDDOR TGHC	RIDDOR
Q3 October December 13	<p>Employee suffered minor contusions as result of door falling on her during a site inspection.</p> <p>Employee suffered whiplash as result of car accident during working hours.</p>	<p>Labourer suffered minor back injuries from lifting a bag of waste from a bin</p> <p>Labourer suffered a minor bruise to the lower limb as a result of a fall during refurbishment</p> <p>Carpet Fitter suffered a laceration to their hand as a result of misuse of a stanley knife. Plasterer suffered a minor eye injury as a result of dust ingress. Labourer tripped over a scaffold under construction sustaining minor bruising. Labourer was bitten by a cat suffering a minor puncture to their hand. Labourer was bitten by a dog suffering minor puncture to their lower limb. Joiner sustained minor bruises to their hand from a falling hand tool Labourer suffered minor contusion from a flying object to their head Plumber fell through ceiling boards with no injuries sustained.</p>		<p>Labourer tripped and fell down stairs sustaining cuts to the head, bruises to shoulder and ribcage. This accident was reported to the HSE under RIDDOR 2013</p>
<b>Total for Q3</b>	<b>2</b>	<b>10</b>	<b>0</b>	<b>1</b>
Quarter	Accidents - Incidents -	Accidents - Incidents -	RIDDOR TGHC	RIDDOR
Q4 January March 14	Nil Returns	Nil Returns	Nil	Nil Returns
<b>Total for Q4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



## Violent Incidents and Warning Alerts

1 April 2013 – 31 March 2014

### Violent Incidents and Warning Alerts

During this period 68 violent incidents and warning alerts have been reported and passed to NRT for investigation. This compares to 48 in the previous year.

These incidents and warning alerts are broken down by neighbourhood below;

West	Inner West	Central	East	South	Unknown
8	8	17	9	21	5

The nature of the violent incidents and warning alerts can be broken further down as follows: -

Verbal Abuse/ Swearing	41
Threatening behaviour	21
Dangerous Animal	3
Aggressive / confrontational behaviour	1
Actual Violence	1
Inappropriate Comments	1
<b>Total</b>	<b>68</b>

The service areas reporting violent incidents and warning alerts are detailed below: -

Housing Office	22
Repairs	12
RAIT	12
Investment team	7
Caretaker/ Concierge	6
Improvement Team	3
NRT	3
Lettings	1
HR	1
Voids Team	1
<b>Total</b>	<b>68</b>

- 88 % of reports resulted in further action being taken.
  - The remaining 8 (12%) did not either have a perpetrator name or address to progress the report further.
- 54% of reports resulted in a formal warning being issued to the tenant/perpetrator
- 34% resulted in the perpetrator being interviewed & advice given about their future conduct.
- The one incident of actual violence related to a tenant assaulting a member of staff. NRT applied to Court and an injunction was granted against the perpetrator providing protection to the member of staff and other employees or agents from further reports.

- Of the 68 reports, in 11 cases (16%) the perpetrator stated that they had become aggressive or abusive due to their frustration with poor service or lack of information.
- Of the 68 reports investigated this resulted in 22 Warning Alert markers being applied relating to the incidents involving a threat or actual violence.

### **Tenancy Warning Alerts**

The revised tenancy warning alert procedure has been in operation since February 2013. During this period 78 warning alerts have been requested; 7 were rejected as they did not meet the criteria. The 71 requests that met the criteria were from the following areas:

Central	17
Inner West	10
West	10
East	6
South	16
Housing Applicants outside of the borough	12

These tenancy warning alerts were applied for the following reasons:

- 62 Serious verbal threat, Physical assault, Violent offender, Harassment, physical, sexual, racial or otherwise discriminatory. (only 1 case related to physical assault)
- 4 Needles/ Sharps
- 2 Threats to Self-Harm
- 3 Dangerous Animals