

SUMMARY OF SECURITY REVIEW MEETING

SOUTHERN RESPONSE OFFICES 27 MAY 2014

Present: Victor Wells (VW) (Southern Response-SRES)

[REDACTED] (SRES)
[REDACTED] (SRES)
[REDACTED] (SRES)
[REDACTED] (SRES)

Nick Thompson (NT) (Thompson & Clark Investigations Ltd- TCIL)

[REDACTED] (TCIL)

Purpose:

To review progress following the Security Review Report provided by TCIL relating to SRES in February 2014.

A comprehensive review of SRES general security was conducted by TCIL with a detailed report provided in February 2014. This meeting was to discuss, proposals for moving forward and more specifically the implementation of general security measures in relation to the increasing numbers of vulnerable/angry/aggressive customers and trying to manage customer and staff safety.

Meeting content:

Assessment of Individuals

Recent media statistics relating to SRES demonstrate a significant decrease in interest since the protests leading TCIL to assert the outstanding risks now result from *Issue Motivated Individuals*. These individuals include vulnerable clients with Mental Health issues (either pre-existing or developing as a result of prolonged stress/anxiety/frustration), those who have developed fundamentalist tendencies towards SRES during lengthy or disputed claims and those who fail to manage anger in dealing with SRES staff day to day resulting in verbal or other abuse.

Risk assessment of individuals causing harm to themselves, other customers or themselves was proposed as part of standard case management procedure with an indicator system to highlight customers assessed as posing a risk. The risk assessment would be conducted as a *Vulnerability Profile* assessment rather than Security risk or rating with an indicator system providing a caution flag clear to all staff without holding any sensitive information which could cause offense or dispute upon disclosure under a Privacy/OIA disclosure request.

An initial brief assessment as standard case management was proposed with quick questions (approx 5) to prompt staff to consider whether any risk/security issues/warning signs may be presented by the customer eg:

Has there been any past history of abusive/aggressive behavior, dispute or difficulties dealing with this customer?

Is the customer assessed as vulnerable and why?

Does this claim involve any particularly complex issues likely to cause increased delay/frustration/concern (cross-lease, multi dwelling etc)?

Has anything about this customer or claim made you feel uncomfortable or raised any concern for you?

Where any issues are raised by this initial assessment the case should be flagged and appropriate referral made for further assessment if deemed appropriate.

A risk rating system should be considered as part of a Vulnerability Profile and referral to the Customer Support Team considered for those potentially posing a risk. Increased Customer Support Team staff as 'liaison officers' should be considered to assist in relationship and expectation management.

The customer portal is expected to assist in the management of client expectations.

In order to assess the level of requirement for a risk assessment system/tool for individuals, it was agreed that a brief staff survey should be conducted to assess the types and levels of abuse/aggression is being experienced by staff.

Physical Staff Security

The following issues were discussed:

- Visitor and Staff Access/ID cards have been introduced following TCIL recommendations which greatly improve security within the office building.
- TCIL recommended consideration of a process for visitors waiting downstairs with reception in the foyer, and collected by the relevant staff member rather than being permitted to access the office levels unaccompanied.
- Procedure for staff visiting customers at home (specifically Customer Support Staff attending homes of vulnerable customers) was discussed with advice that this should be reviewed with a process implemented. Risk assessments of visits? Manager authority for visits? Accompanied visits for more high risk customers? Process to be reviewed.

Panic Alarm Procedure

The most appropriate response to panic alarm activation was discussed. VW advised the previous system with the building security guard responding to the clearly audible alarm had not been considered appropriate or beneficial to customer relations.

VW advised that the proposal was for staff to activate the (now silent in meeting rooms) alarm, leave the room and for staff to be alerted via the flashing light by the reception and associated quiet alarm. Senior management were to respond to the alarm and resolve the situation. It was proposed management responsible for this role should undertake the appropriate training. The security guard is tasked with remaining downstairs and undertaking door control. This approach was approved by TCIL.

Policy and Procedure

TCIL suggested the Health and Safety Procedure be amended to include Health Safety Security and Environment Procedure. Consider a 'Prevention of Violence Policy' to address Prevention Planning.

Strategic Direction was recommended from the Board and Management with the provision of a one page Policy (Vision) Statement to confirm to staff, contractors and customers the Senior Management Response: Zero Harm Organisation, zero tolerance re abusive/aggressive behavior towards staff. The intention is to remind staff that no level of abuse or aggression is acceptable and reassure staff they have management support in refusing to tolerate such behavior. Staff awareness training proposed.

Inter agency communication to flag vulnerable customer and those posing potential risk is encouraged. There is a need to review the position with regard to Privacy in these cases.

SCUTA RISK TOOL

The SCUTA Risk Tool developed by TCIL for risk management procedure and assessment was outlined. If required, this system can be implemented at various levels of complexity. It was agreed that a staff survey should be conducted to ascertain whether the introduction of this system is necessary or whether internal processes can be developed for risk assessment in this area.

Actions to be taken:

1. Review of House Visit Procedure and Risks
2. Consideration of procedure for visitors to be accompanied around the building by staff
3. Sourcing and completion of appropriate conflict management training for senior management tasked with responding to panic alarm (Arrow International arranged training in this area with 'All Safe' for staff)
4. Inclusion of Security and Environmental Issues in Health and Safety Policy
5. Preparation of Policy Statement/Vision Statement demonstrating Senior Management Response and Strategic Direction for zero harm organization and zero tolerance of abuse/aggression against staff-consideration of staff awareness/situational training
6. Drafting of Proposal for development of Risk assessment tool for individuals
7. Survey of staff regarding levels and types of abuse to ascertain whether risk assessment tool required/depth of assessment, policy and procedure development necessary.
8. Staff awareness/situational training
9. Consideration of increased interagency communication regarding vulnerable/high risk customers-Privacy issues to be assessed
10. 'Prevention of Violence Policy' introduction consideration to address Prevention Planning.

PROACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD