



Tenancy Management Account Marker Policy

Regulation & Legislation	This policy links to the Neighbourhood and Community RSH Regulatory Standard
Approved by	Customer Services SMT – Aug 2020
Supporting documents	Account Marker Procedure, MAPPA Policy, MAPPA Procedure
Scope	<p>This policy outlines our approach to identifying and flagging hazards, that could impact our colleagues, agents and contractors, with the aim of reducing risk while delivering our service</p> <p>This policy forms part of the wider Community Safety and Anti-Fraud agenda</p>
Reference to “Orbit” means Orbit Group which consists of Orbit Group Limited, Heart of England Housing Association Limited, Orbit South Housing Association Limited, Orbit Homes (2020) Limited, Orbit Treasury Limited and Orbit Capital Limited.	

1. Introduction

- 1.1 This policy demonstrates our strong commitment to protecting colleagues, agents and contractors from hazards and risks when visiting customers’ homes or coming into contact with customers. We acknowledge that due to our business model - including lone working and a diverse customer base, that hazards and risks are a fact and need to be mitigated.
- 1.2 This policy is part of a suite under the umbrella of Tenancy Services, which includes Anti-Social Behaviour, Domestic Abuse, Hate Incidents, Multi-Agency Public Protection Arrangements, Safeguarding and Tenancy Fraud. This policy also links to our Tenancy Policy and to the Regulator of Social Housing Neighbourhood and Community Regulatory Standard.
- 1.3 This policy relates to any person or property that our colleagues, agents or contractors come into contact with while at work.

2. Policy Statement

- 2.1** At times, colleagues, agents or contractors may come into contact with people or properties that pose a hazard or risk to them and this policy sets out when and how we will highlight these on our IT system through the addition of an Account Marker.
- 2.2** We will place an Account Marker against a customer or property record to make clear when:
- ☐ there is a risk of verbal or physical aggression from the customer, a household member or visitor identified from a specific incident;
 - ☐ there is an environmental hazard such as needles, weapons or unsanitary conditions identified from a specific incident;
 - ☐ there are Multi Agency Public Protection Arrangements (MAPPA) in place;
 - ☐ there is a Safeguarding Concern and action/inaction is required to avoid distress being caused to a customer or placing a colleague, agent or contractor in a challenging position when delivering our day to day services;
 - ☐ the customer is absent from the property for more than 28 days; or
 - ☐ there is a communication plan in place to manage a vexatious customer.
- 2.3** To reduce the actual or perceived risks, one or more of the following flags will be assigned to the Account Marker:
- Do not visit alone
 - Visit only with Police accompaniment
 - Female colleague/contractor must be accompanied
 - Male colleague/contractor must be accompanied
 - Male colleague/contractor visits only
 - Female colleague/contractor visits only
 - Dangerous animal in property
 - Environmental hazard; proceed with caution
 - Injunction in place-seek further advice from the Tenancy Management Triage Team before visiting
 - Contact the Tenancy Management Triage Team before visiting/meeting
 - Contact the Tenancy Management Triage Team before rehousing, on receipt of a mutual exchange request, adding an occupant or on receipt of a notice to terminate
 - Customer absent from property until [date]
 - Refer to communication plan dated [date]
- 2.4** An Account Marker is solely for flagging adjustments that need to be made to our service to reduce risk to colleagues, agents and contractors. If the circumstances for which the Account Marker is applied would also constitute a breach of tenancy

including Anti-Social Behaviour, Domestic Abuse, Hate Incident, Safeguarding

Concern or Tenancy Fraud, this would be managed in line with the relevant policy and the application for an Account Marker will not influence the decision of whether any further action is taken.

- 2.5** Account Markers will be visible to all colleagues when they access a customer record. However, only the type of Account Marker and the flag assigned to it will be visible and not the details of why it was added. We will also share the existence of an Account Marker and flag with agents and contractors who provide services on our behalf.
- 2.6** To ensure that Account Markers are applied fairly and consistently, our procedure contains strict segregation of duties as follows:
- **Colleague, Agent or Contractor** - Request for an Account Marker
 - **Line Manager** - Consideration resulting in rejection, or recommendation to add
 - **Tenancy Management Triage Team** - Final approval or rejection
- 2.7** There must be a legitimate reason for adding an Account Marker in order to comply with GDPR and these are:
- Legal requirement or lawful reason
 - Health and Safety risk
 - Legitimate business need
- 2.8** For transparency, we will in writing notify a customer, household member or visitor where possible that they or their property is subject to an Account Marker. We will explain the reason(s) why and advise the length of time it will be in place and the possible impact it may have on any services we supply including delays while measures are put in place to ensure the safety of colleagues, agents and contractors.
- 2.9** The exception to 2.8 is if such a notification would pose a substantial risk of harm or it is not in the public interest to do so. In such circumstances an approval process for no notification is in place.
- 2.10** Account Markers will be reviewed to ensure that they are not kept for longer than necessary and the review date will depend on the type of marker. In all cases though, reviews will take place no longer than 12 months from the date the marker was added.
- 2.11** We will consider the relevance of disclosing an Account Marker when providing a landlord reference.

3. Roles and Responsibilities

- 3.1** All colleagues, agents and contractors have a responsibility to identify hazards and any colleague, contractor or agent can request an Account Marker be added.
- 3.2** Agents and contractors will liaise with their Orbit contract manager to request an Account Marker be added on their behalf.

- 3.3** Line managers are responsible for either recommending the request for approval or declining it.
- 3.4** The Tenancy Management Triage Team are responsible for approving, entering the marker on the system and notifying the customer, or obtaining authorisation from a Tenancy Management Manager not to do so if 2.9 refers.

4. Performance Controls and Business Risk

- 4.1** Oversight of Account Markers sits with the Head of Tenancy Management. Management information about volume, categories and trends will be reported to the Head of Tenancy Management each May.
- 4.2** Management information about verbal and physical risk Account Markers will be reported to the Health and Safety Committee each quarter.
- 4.3** Orbit will carry out a fundamental review of this policy every three years subject to legal, regulatory changes or in accordance with the agreed Policy Review programme.

5. Essential information

- 5.1** All policies and procedures are developed in line with our approach to the following, data protection, equality, diversity and inclusion, complaints and customer care policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Orbits privacy policy can be accessed on our website www.orbitcustomerhub.org.uk/publications/policies/

EA	Equality Analysis was completed on 30 June and is available to view
DPIA	A DPIA was completed on 29 June and is available to view
Consultation	Internal: Customer Services Directorate and Customer and Communities Board
	External: Customers
Applies to	All colleagues, agents and contractors

Document control

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		Date
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Revision History

Version Number	Date	Comments / Reason for revision
v1.0		Published
v1.1	Aug 2022	Amendment made due to changes in roles & responsibilities