

Activity 2

Initial Report Task

- **In your Breakout Room read the brief**
- **Complete the Risk Matrix**
- **Make a draft initial action plan**

Brief part a

Your colleague has taken a call from Mr Marsden one of your tenants reporting kids playing football outside his house and wants something done about it. Your colleague is due to call them back and asks you what they should say

Task: With this information agree the response your colleague should give. The report needs to be recorded as Low, Medium or High. Record which

category your colleague should record the report under

Brief part b

Assume Brief part a never existed

Your colleague has taken a call from Mr Marsden one of your tenants reporting kids playing football outside the house. It's school holidays and since the ball hit his front room window and he had told them to move off, they have been back everyday around the same time. Mr Marsden sees them looking through his window, sticking fingers up at him and he is sure they aim the ball at his window. During a call to his son who lives 3 hours away, his son told Mr Marsden to ignore them but he can't and is anxious and scared at what may happen next with living on his own.

He has mentioned this to his carer who visits once a week who has advised Mr Marsden to see his GP to up his medication to stabilise his mood. Mr Marsden does have one friend on the street but they do not want to get involved as they have had problems with the eldest boy in the group before outside the local shops and has heard others have too. The boy was with an older group drinking cans of beer and swearing at passers by and asking for money. Mr Marsden says the problem is getting worse as they stay longer and the eldest boy encourages the others to shout and swear at Mr Marsden when they see him. His car has been scratched but he hasn't reported anything to anyone as he knows he can't prove it was them and Mr Marsden does not want to

make matters worse if they find out it's him who has reported them.

Task: With this information please complete the ASB Risk Assessment Matrix

Agree the initial action plan and response your colleague should give. Should the report be recorded as Low, Medium or High?