

## RISK ASSESSMENT CASE STUDY

### A Story of Success

#### The Problem

Our client in the social housing sector had no consistent system for risk assessment throughout the different parts of its business, and no method for tracking or monitoring which assessments had been completed.

#### PHSC's Solution

We reviewed the existing templates being used throughout the business, and learned about which bits of the system the staff liked and found helpful, as well as those that were not working.

We redesigned the system based on this feedback, and using our wider experience of what has worked well elsewhere. We integrated the HSE's risk matrix into the template as well as colour-coded guidance for each step so managers didn't have to keep cross-referring to other documents.

We then worked with each part of the business, from Customer Services through to Housing Officers, Neighbourhood Departments and the Property Team and prepared assessments with key staff so they had buy-in to the process and shadow training.

The assessments were typed up and put into a central drive, by department, so everyone could have access, review and compare what other departments were doing so everyone could learn from each other and share their knowledge. An internal person was given authority for coordinating the central folder.

We then provided on-the-job practical training in how to use these within each department so everyone knew what to do and how to get best use out of them.

#### Conclusion

Everyone within the business was able to complete their assessments in a consistent format, and monitor progress. Assessments for all parts of the business were completed quickly and with minimal disruption, and it is now integrated into a routine task

*" PHSC's support has been valuable asset to our company"* Kayleigh Buckingham, Irwell Valley Housing Association Ltd.