

Customer Safety and Incident Learning Summary

Why we review incident information

We review customer incident and near miss information to understand where safety risks are occurring, what customers are experiencing, and where we need to improve our homes, communal spaces and services.

Incident reporting helps us identify themes, learn from what has happened, and take action to reduce the likelihood of similar incidents happening again. Near miss reports are particularly important because they help us identify hazards before someone is injured.

This summary shares the key safety themes we are seeing and the actions we are taking. It does not include personal information, addresses or case-specific details.

What the information tells us

Our customer incident information shows that slips, trips and falls remain the most common safety theme for customers and members of the public.

These incidents are most often linked to environmental conditions in communal and external areas, including:

- uneven surfaces
- loose or damaged paving
- potholes
- steps and stairways
- changes in floor level
- shared estate paths and communal spaces

Near miss reports also show that customers and colleagues are identifying hazards before harm occurs, which helps us respond earlier and reduce risk.

Some other safety risks occur less often but may have a higher potential impact. These are managed through specialist safety, repairs, safeguarding and asset management processes.

What we are doing in response

We use incident and near miss information to help prioritise repairs, inspections and planned improvement work.

Our current focus includes:

- improving communal paths, steps and shared external areas

- responding to reported hazards such as uneven paving, potholes and damaged surfaces
- using estate inspections to identify safety issues earlier
- targeting investment where recurring environmental risks are identified
- strengthening escalation routes for higher-risk safety concerns
- reviewing incident themes to improve future prevention
- improving customer information where specific safety risks need clearer communication

Where incidents identify a wider safety issue, we review the cause, assess whether further controls are needed, and agree actions with the relevant teams.

Slips, trips and falls

Slips, trips and falls continue to be the most common type of customer incident. These incidents are often linked to the condition of outdoor and communal areas, rather than individual behaviour alone.

This means that reducing these incidents depends on a combination of:

- timely reporting by customers and colleagues
- effective repairs and inspections
- planned investment in communal spaces
- better identification of recurring issues
- clear ownership of actions where hazards are found

We are using incident learning to help focus attention on areas where improvements to paths, steps, paving and communal infrastructure can have the greatest impact on customer safety.

Lower-frequency, higher-impact risks

Some risks are reported less often but may have more serious potential consequences. These are managed through specific safety arrangements, including specialist assessment, safeguarding processes, asset management controls and partnership working where needed.

For public reporting, we will share learning and improvement actions from these themes without publishing information that could identify individuals, households or sensitive circumstances.

How customers can help

Customers can help improve safety by reporting hazards, near misses and concerns as soon as they notice them.

Examples include:

- uneven or damaged paving
- loose slabs or trip hazards
- potholes
- damaged steps
- loose or missing handrails
- poor lighting in communal areas
- faulty communal equipment
- damaged flooring
- anything else that could cause harm

Early reporting helps us assess risks and take action sooner.

How we will share incident information

To support transparency, we will share incident information in a way that focuses on:

- broad safety themes
- trends over time
- what we have learned
- what action we have taken
- what improvements are planned
- how customers can report concerns

We will not publish names, addresses, case-specific details, colleague information, or small-number data where this could identify individuals or households.

Where information relates to health, safeguarding, children or personal household circumstances, we will group or summarise the information to protect privacy.

Privacy note

This summary uses aggregated incident and near miss information to support transparency, accountability and learning.

We do not publish personal information, addresses or case-specific details. Where incident numbers are low, or where information relates to health, safeguarding or household circumstances, we group or summarise the information to reduce the risk of identification.