

Violent Persons Register



CIVICA

Improving staff safety

Recording and sharing critical information on people that pose a risk to personal safety and dangerous locations

Whether incidents of violence against Local Authority workers are increasing or decreasing, there's no doubt that any frontline worker remains a potential target for verbal and physical abuse. We all have the right to work in an environment that is free from harassment or threat and Local Authorities work in various ways to ensure the safety of their teams. One of the biggest challenges facing authorities tackling this issue is the effective management and secure distribution of a register of aggressive or otherwise problematic individuals and dangerous locations.

Working with its Local Authority partners, Civica has developed a system for reporting and monitoring incidents of violent or aggressive behaviour directed towards frontline workers. Through a formal and defined process repeat offenders can be added to the Authority's violent persons register which is made available, via intranet web pages, to all Local Authority workers. Those viewing the register can search for individuals or locations and take the necessary precautions before visiting the people or places which have been deemed suitable for inclusion in the register.

The solution has been created using the flexibility of the Authority Public Protection (APP) system, in particular the powerful client database, along with the innovative Public and Partner Services web solution. Features of the violent persons register include;

- structured, searchable person and location details
- template based recommended measures or actions
- basis of inclusion on the register
- date of inclusion and review
- full integration with related functions such as ASB teams, etc...

The screenshot displays the 'MAU - Miscellaneous Activities Update (PE710)' application window. It features a 'Violence at Work' dialog box with the following details:

- Basis for Inclusion: ASBO
- Recommended Measures: Do not make lone visits. Visit with accompanying officer
- Date Approved on Reg: 7/7/2008
- Date of Review: 7/7/2009
- Category: A03 Fairly Dangerous

The 'Search - Register' window shows search criteria for 'Mr C. Ivica' and displays the following details:

Name and Address Details	
Reference	000706
Name	Mr C. Ivica
Address	4 Highland Place Clifton Bristol BS8 2UG

Case Details	
Date Approved on Register	29/07/2008
Date of Review	29/07/2008

A 'View Map' button with a map icon is located at the bottom right of the search results.

Process driven

Based on a set of pre-defined workflow templates, this solution offers strict control of the processes involved in managing a register and includes everything from the proposal of a candidate through to decision making and addition to the register. There's even a system for prompting regular review of entries on the register. These workflow templates can also be amended to ensure they reflect local working practise and include any *ad-hoc* actions required during the processing of a case.

Flexible

Standard data about people, places or incidents is a basic component of the solution but additional user definable sets of data can also be captured and reported upon.

Integrated

Standard letters produced from the system are automatically indexed to the relevant case records and any third party documents (incoming letters, emails, etc..) can easily be indexed to the records to ensure a full history of all contact is maintained. Even voice recordings or video can be indexed and links to a wide range of third party systems (eg, EDM) can be created.

Secure

The processing of any candidate through to inclusion in the register is maintained wholly in the APP system which offers the reassurance of individual security settings. No information is included in the on-line register without having been explicitly exported from the APP system. The register itself can be secured so that it is only available to users within the Local Authority Intranet and can optionally be password protected.

Summary of Key Benefits

- Assistance in improving officer safety and awareness of risk
- Tight control of business processes and data published
- All relevant officers/workers access the register without cost
- Pre-configured screens and dictionary minimise setup time and cost
- Configuration options ensure local processes are accommodated

Public and Partner Services

At the heart of the Public and Partner Services solution is the secure sharing of selected information with communities, partners and contractors. Other specific uses of Public and Partner Services include;

- Scores on the Doors food hygiene register enabling members of the public and press to search and view the results of food hygiene inspections
- e-Licensing register to enable the display and searching of information relating to licensed premises
- Online Community Services to receive requests for service and incident reports from members of the public
- Contractor Manager enabling task scheduling, data sharing and on-line updating of tasks assigned to other departments and/or contractors

Product demonstrations are available from the Civica website:

<http://cppaccess.civica.co.uk/civicawebdemonstrations/>

Alternatively, contact our sales service team on **01225 485006**.

Case Study: Newport

Newport City Council has an established Violence at Work Policy which sets out to ensure the safety of its employees. The need for this policy has increased due to the rise in the level of abusive and violent incidents experienced by Council staff over recent years. In order to promote the safety of its employees, the Council are in the process of implementing Civica's Violence at Work system. The system uses the strengths of Civica Authority Public Protection to record details of individuals and locations that may be of risk to Newport City Council staff. Records of individuals have to be cleared through a process (managed from within APP) by nominated officers and the approved records are shown on Newport's Intranet, using Civica's Violence at Work Register. The records of violent or potentially violent people and risky locations can be searched using a number of criteria and details of preventative measures are listed providing members of staff with the information they need to be prepared.

Having the VAW system in place will ensure that Newport's staff have access to the information they need to ensure they are prepared when encountering members of the public during the course of their work. The VAW system will ensure the effective management of this data, enabling it to be kept up to date which is a problem with the current system of paper lists and spreadsheets.

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