

## PLYMOUTH CITY COUNCIL

**Subject:** Customer Alerts and PVP Update  
**Committee:** Employment Liaison Committee  
**Date:** 14 October 2013  
**Cabinet Member:** Councillor Peter Smith  
**CMT Member:** Mark Grimley, Assistant Director for HR and Organisational Development  
**Author:** Emma Rose, Head of Health, Safety and Wellbeing  
**Contact details:** Tel: 01752 312571  
Email: emma.rose@plymouth.gov.uk

**Ref:**

**Key Decision:** No

**Part:** I

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### **Purpose of the report:**

To update the Employment Liaison Committee on the development of the corporate system for managing customer alerts, including potentially violent persons (PVP). This update is given via a presentation, the slides of which are included in the body of this report.

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### **The Brilliant Co-operative Council Corporate Plan 2013/14 -2016/17:**

The Health, Safety and Wellbeing team supports our employees to be safe, fit, healthy and productive and as such, contributes to the delivery of all of the Council's values. The PVP project promotes the safety of our employees, so has particular impact on the 'Caring Plymouth' objective.

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### **Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land:**

None identified.

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### **Other Implications: e.g. Child Poverty, Community Safety, Health and Safety and Risk Management:**

None identified.

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**Equality and Diversity:**

Has an Equality Impact Assessment been undertaken? Yes/No

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**Recommendations and Reasons for recommended action:**

This report is for information only.

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**Alternative options considered and rejected:**

None.

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**Published work / information:**

None.

**Background papers:**

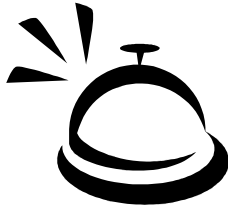
Title	Part I	Part II	Exemption Paragraph Number							
			1	2	3	4	5	6	7	

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**Sign off:**

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Originating SMT Member:													
Has the Cabinet Member(s) agreed the content of the report? Yes / No													

## CUSTOMER ALERTS



Health, Safety and Wellbeing

## BRIEFING



- Update on corporate system
- Introduction to the use of customer alerts
- Develop understanding of the principles and practice of managing a Potentially Violent Person Alert System
- Raise and search for Customer Alerts.

## CUSTOMER ALERTS

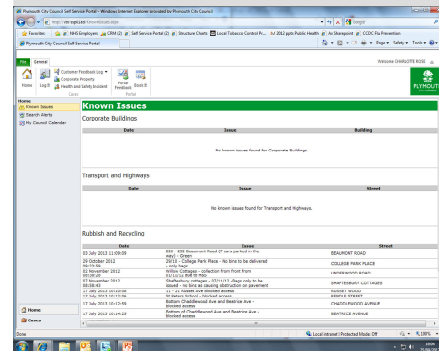


- Customer Alert Types
- Managers raise and manage Customer Alerts other than PVP Alerts directly using the self-service portal

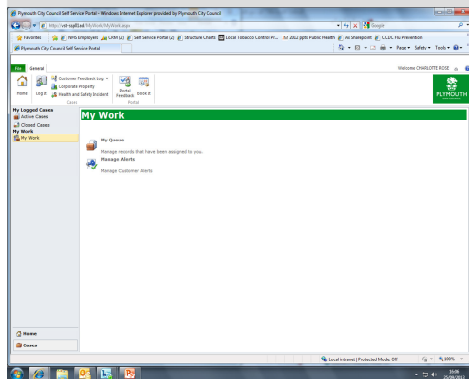
[Plymouth City Council Self Service Portal](#)

- PVP Alert types are raised differently.

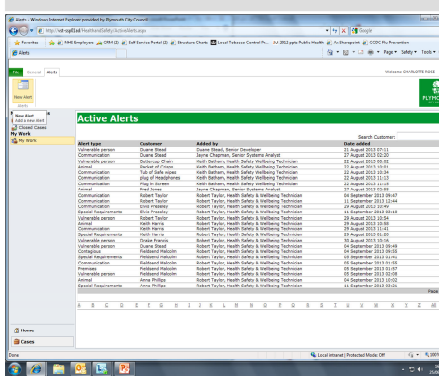
## HOME PAGE



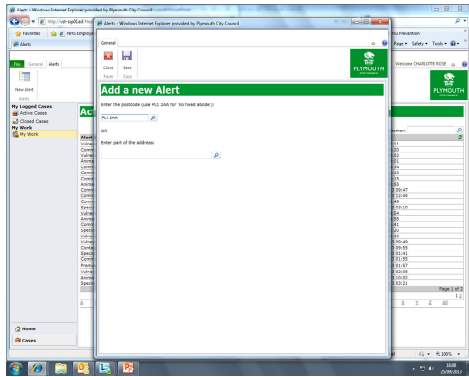
## MANAGE ALERTS



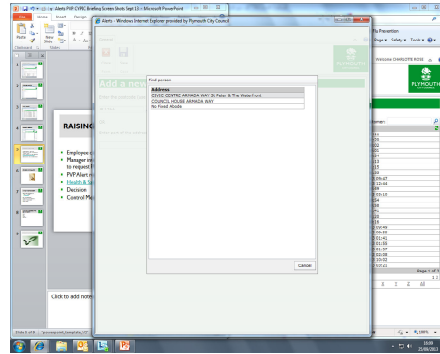
## NEW ALERT



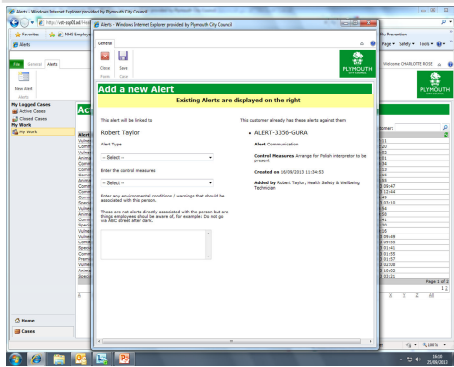
## SEARCH ADDRESS



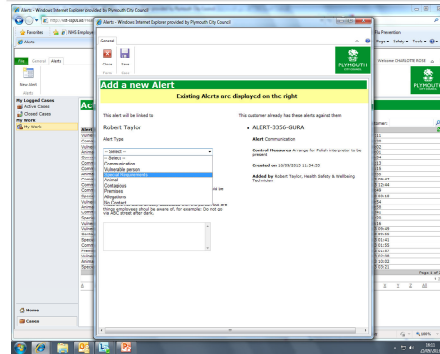
## ADD NEW ALERT



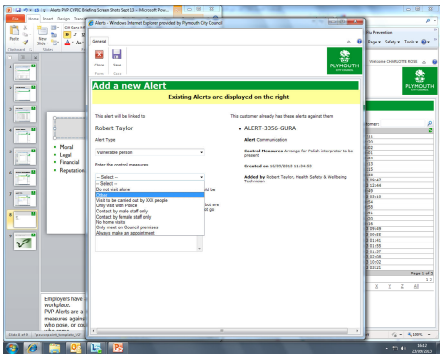
## CHOOSE PERSON/ADDRESS



## ALERT TYPE



## CONTROL



## WHAT IS A POTENTIALLY VIOLENT PERSON?



# PVP?



- Each situation considered individually
- Grey areas
- Consider:
  - nature of the threat;
  - degree of violence used or threatened;
  - whether or not the incident indicates a credible risk of violence to staff.

# PVP ALERT DECISION TABLE



Potentially Violent Person?	
Potentially	Probably Not
Actual Assault	One off incident with no further implied threat
Attempted Assault	Pinching/grabbing of staff by clients in care settings
Object thrown at employee	Member of public accidentally drops object which injures employee
Person lashes out at employee but does not connect	Violence between members of the public
Employee threatened by a weapon	Threats made by clients in care settings
Credible threats against Staff	Threats made in the heat of the moment
Staff prevented from leaving a property	Staff accidentally locked into property

# RAISING A PVP ALERT



- Employee completes Incident Form
- Manager investigates incident and decides whether to request PVP Alert
- PVP Alert requested using Incident Report Form.
- [Health & Safety Incident Report Form](#)
- Decision
- Control Measures added to customer address.....

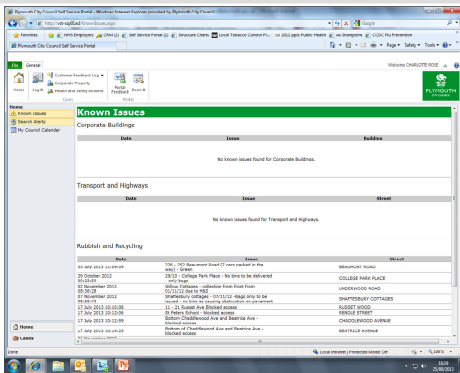
# CHECKING FOR ALERTS



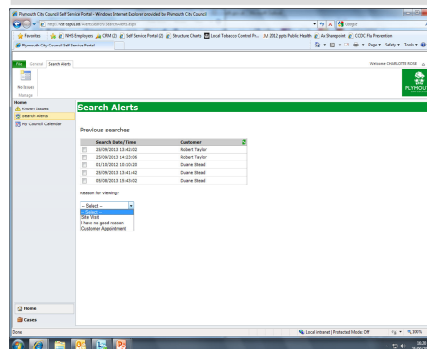
Always Check First!



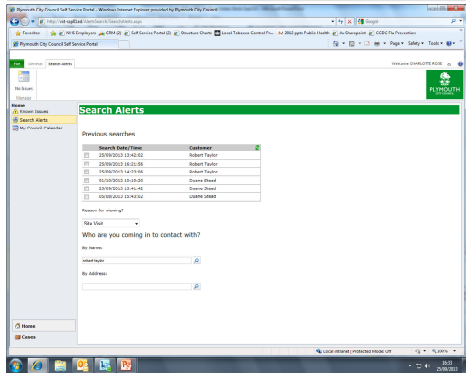
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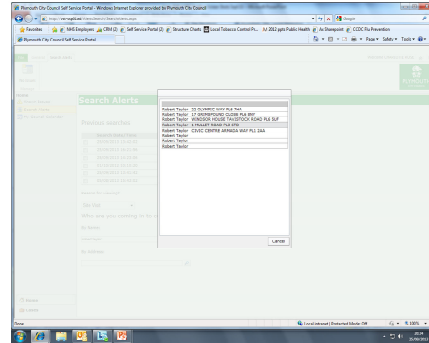
# SEARCH ALERTS



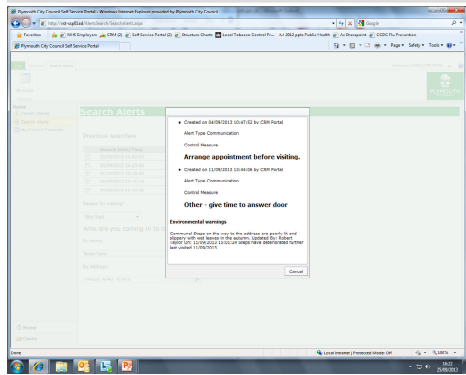
## SEARCH ALERTS 2



## CHOOSE RECORD



## ALERT RESULTS

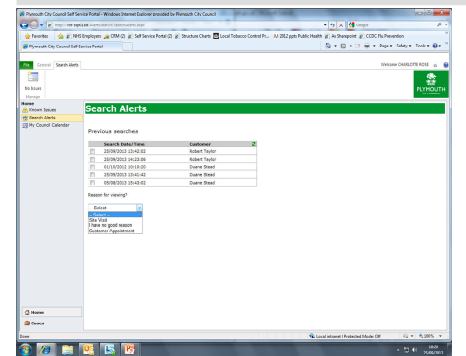


## WHAT HAPPENS NEXT?

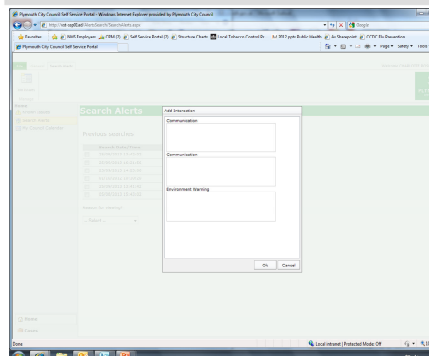


- Update record with outcome of visit
  - What is an interaction?
  - Why do we need to add one?
  - [Demonstration](#)
- Alerts Panel review PVP Alert
- Decision made to retain/remove/revise
- Reason for decision recorded
- Subject informed.

## SEARCH HISTORY



## INTERACTIONS



## WHY IS IT IMPORTANT TO GET IT RIGHT?



- Moral
- Legal
- Financial
- Reputation.

## ANY QUESTIONS

