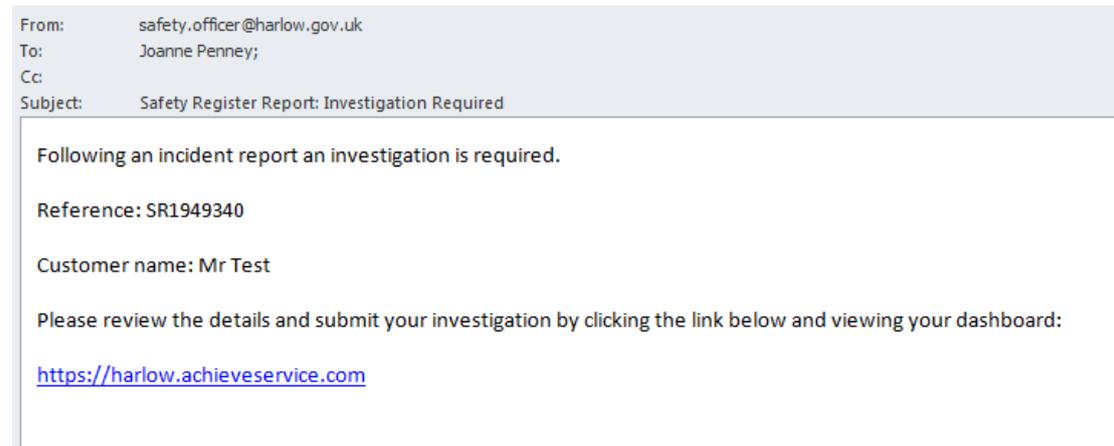
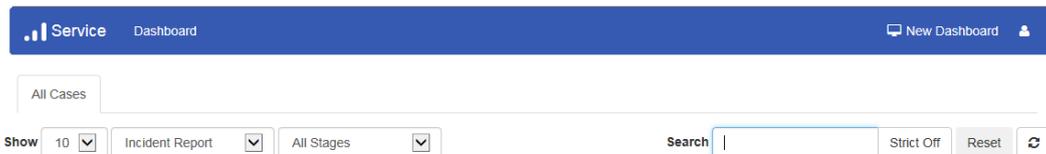


Investigating an aggressive incident

When a report has been submitted you will receive an email.



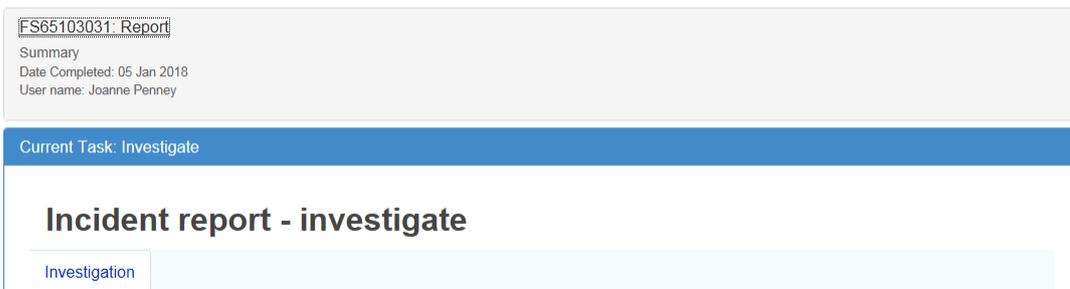
Select dashboard and then filter by 'Incident Report'



Please select this icon  to open the report to start investigation.

The report will not be able to be viewed using this icon  as the process has been restricted

Once you have opened the report you will be able to view the incident details by clicking on the '(Reference number)– Report'



By clicking on each tab 'Customer', 'Incident' and 'Investigate' you will be able to view the full details

Incident report

Customer

Incident

Investigation

After reading the incident details you then need to make a decision on this case.

The 'Actions' options will determine if the case is added to the Staff Safety register as an alert.

Actions *

No action required Add to Safety Register Notify customer

No action required – This will close the case keeping a record of the incident but **no marker** will appear on the customer profile or any other systems.

Add to Safety Register – This will place the marker on the customer and notify all other systems.

Notify customer - This will close the case keeping a record of the incident but no marker will appear on the customer profile or any other systems. Any letters that have been sent regarding behaviour and incidents, a copy must be sent to Health and Safety.

Once an action has been decided you must give a detailed reason.

Reason for action *

Investigate by *

Investigator's Job title *

Reported by *

Add to Safety Register

When adding a customer to the Safety Register you will first need to indicate the level of threat this person has to staff.

This will range from 0 – 5. 0 being no threat and 5 being a severe threat.

Incident report - investigate

Investigation Cautionary contact

ICO Threat level assessment *

Select
 0 - no threat
 1
 2
 3
 4
 5

ⓘ Please indicate the level of threat the person has to staff.

You will then need to give a brief recommendation for precaution. Please keep this minimal and do not disclose any officer details as this will be visible on the customer profile on the alert marker.

This information will be displayed on the alert marker.

Please give a brief recommendation as a guide to other members of staff.

For example - Visit in pairs

Recommended precautions *

You will need to give a brief reason for the caution. Please keep this minimal and **do not** disclose any officer or incident details as this will be visible on the customer profile on the alert marker.

This information will be displayed on the alert marker.

Please state your team, so if any further enquiries need to be made the team can be contacted.

For example - Refer to Community Safety

Reason for caution *

The review date has been set to 30 days as this is the time period the customer has to appeal.

You can alter the 'End date' depending on whether you have informed the customer they will remain on the Safety Register for 6 or 12 months

Review date *

End Date *

When you submit the alert marker will appear on the customer profile on Achieve. An email will then be sent to all other IT applications used by Harlow Council to update their systems



Letters and documents

All letter templates can be found at <http://infonet.harlow.gov.uk/infonet/staff-safety-register>

Any letters or documents which are sent, a copy will need to be sent to Health and Safety via email safety.officer@harlow.gov.uk

No letters or documents will be attached to Achieve.