

Members Corner: The Employee Risk Alert System (ERAS)

June 10th 2024

Jane Locke Health & Safety Advisor, CWC

David Curran Services Director, Fibonacci Ltd

CITY OF
WOLVERHAMPTON
COUNCIL

Birmingham Health, Safety
BHSEA
& Environment Association



City of Wolverhampton Council

- City of over 260,000 people
- Over 4,500 employees
- Duty of care to employees
- Previously using Google forms and SharePoint





Key Needs from an ERAS

- Record key information about people and places that pose a risk
- Allow staff to log incidents directly
- Give managers a simple way to risk assess alerts
- Provide automatic escalation
- Let specific staff review recommendations

Technical Requirements

- Usable on PC, tablet or phone
- Flexibility for change
- Single sign-on
- Integration with third-party systems (e.g. Northgate Housing NEC)
- Detailed audit



Referral Process

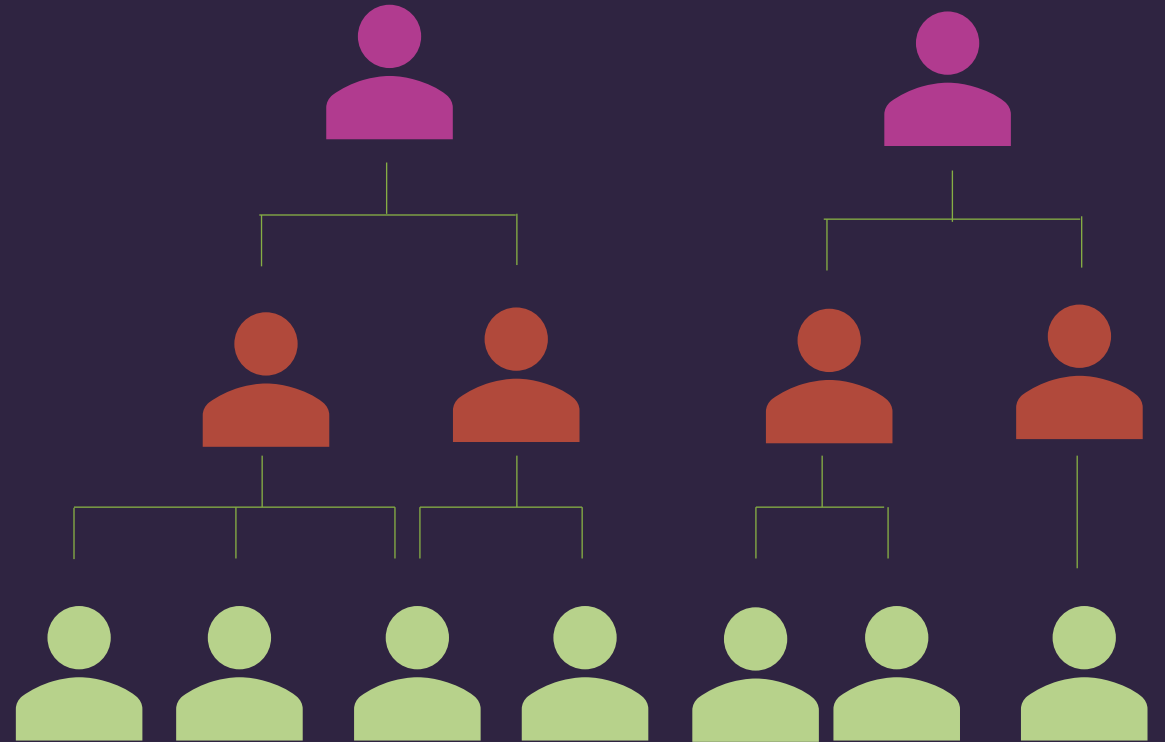
- Worker submits referral detailing potentially violent person or environment and circumstances around the incident
- Manager reviews and makes decision to escalate to an alert, mark as minor incident or no further action
- Recommendation(s) made for employees to follow when making visits
- Date set for follow-up review

The screenshot shows a web form titled 'New Referral' within the 'Employee Risk Alert System' of the 'CITY OF WOLVERHAMPTON COUNCIL'. The form contains several text input fields for providing details of an incident. At the top, there are buttons for 'Submit Referral' and 'Exit'. The form fields are as follows:

- Have the relevant agencies been informed of the incident?
- What was the incident location?
- Tell us about the incident in as much detail as possible.
- If the person was aggressive, in what way were they aggressive?
- If the person was abusive or threatening, how were they abusive/threatening? What words were spoken or actions displayed? Include any foul language or expletives used.
- Was there any discriminatory behaviour? If so provide details.
- Have the police been informed?
- What would be your recommendation when dealing with this individual or individuals?
- Was any injury sustained? If so, please give details and report it to the H&S Team on an accident/incident report form.

Escalation Process

- A user is automatically added to ERAS by coming in through single sign-on
- System managers can add roles (such as HoS, H&S team or system admin)
- **Heads of Service** can specify which users are Managers
- **Managers** can specify which users (workers) are in their team
- ERAS sends notifications up the chain from worker to manager(s) to heads of service
- Health and Safety (H&S) team members have oversight of processes, referrals and alerts



Worker Experience

The screenshot shows the 'Employee Risk Alert System' interface for the City of Wolverhampton Council. The top navigation bar includes 'New Referral', 'Logout', 'My Dashboard', and the council logo. The main content area is divided into several sections:

- Alert Search:** A form with fields for 'Forename includes' (containing 'Mary'), 'Surname includes' (containing 'Bloggs'), 'Street includes', 'Postcode', and 'UPRN'. A 'Search' button is at the bottom.
- Actions Needed:** A section with the heading 'You have the following actions outstanding:' and a table with columns 'Full Name', 'Action', and 'Due'. The table is currently empty, showing 'No data available in table'.
- Audit:** A section with the heading 'Your recent activity is shown below. All usage is monitored.' and a table with columns 'Audit Date', 'Log Type', and 'Log Value'. The table contains the following data:

Audit Date	Log Type	Log Value
10/10/2023	Alert	Mary Bloggs
10/10/2023	Alert	Mary Bloggs
10/10/2023	Alert	Mary Bloggs
10/10/2023	Alert	Mary Bloggs
10/10/2023	Alert	Mary Bloggs
10/10/2023	Alert	Dave Smith
10/10/2023	Alert	Mary Bloggs
10/10/2023	Alert	Mary Bloggs
10/10/2023	Alert	James Davies
10/10/2023	Login	
- Recently Viewed Records:** A section with the heading 'This list includes alerts and referrals you have been looking at recently. Please click on an item to continue' and a table with columns 'Last Viewed', 'Name', 'DOB', and 'Address'.

- Single sign-on using browser
- Search register based on name / address / ID
- Quickly access recent alerts viewed

- See history
- Add/view case notes and mark as secure if needed
- Send messages to H&S team / managers
- Add additional referrals

Save Exit User Agreement CITY OF WOLVERHAMPTON COUNCIL Employee Risk Alert System

Agreement

User Agreement for Accessing the Employee Risk Alert System

Please read this User Agreement carefully before accessing the Employee Risk Alert System. By accessing and using the system, you agree to the conditions outlined in this agreement. If you do not agree with these terms, please refrain from using the system.

1. Confidentiality and Data Protection:

- You understand and acknowledge that the Employee Risk Alert System contains sensitive and confidential information.
- You agree to maintain the strict confidentiality of all information accessed through the system and to use it solely for the purposes intended.
- You will not disclose, share, or distribute any confidential information obtained through the system to unauthorised individuals.
- You agree to report any unauthorised access or disclosure of confidential information to the appropriate authorities immediately.

Change Sequence Add Question Save Exit Manage Questions CITY OF WOLVERHAMPTON COUNCIL

Click on a question to edit its details.
Click on "Change Sequence" above to open a sequence editor.
Questions shown with a secondary background are disabled.

Have the relevant agencies been informed of the incident?

What was the incident location?

Tell us about the incident in as much detail as possible.

If the person was aggressive, in what way were they aggressive?

If the person was abusive or threatening, how were they abusive/threatening? What words were spoken or actions displayed? Include any foul language.

Was there any discriminatory behaviour? If so provide details.

Have the police been informed?

What would be your recommendation when dealing with this individual or individuals?

Was any injury sustained? If so, please give details and report it to the H&S Team on an accident/incident report form.

© 2023 Employee Risk Alert System (ERAS) - [User Agreement](#)

Customisation

- Questions Asked
- Review Dates
- Team Membership
- Terms of Use

Audit and Accountability

- Focus on a person
 - Who has viewed / referred / assessed
- Focus on a worker
 - System usage / changes to user
- Focus on system
 - Messages sent by user/system
- Custom system reports
 - Outstanding referrals
 - Referrals added to system
 - Alerts closed down
 - Users and team setup
 - System usage

The screenshot displays a web application interface for the City of Wolverhampton Council. At the top, the header includes the council's name and 'Employee K...'. Below the header, there are two main sections:

Audit
Your recent activity is shown below. All usage is monitored.

Audit Date	Log Type	Log Value
6/16/2023	Login	David
6/16/2023	Login	David
6/14/2023	Login	David
6/12/2023	Alert	Anne Annabelle
6/12/2023	Alert	Anne Annabelle
6/12/2023	PVPRegister	
6/12/2023	Referral	Anne Annabelle
6/12/2023	Login	David
6/12/2023	Referral	Anne Annabelle
6/12/2023	Referral	Anne Annabelle

Recently Viewed Records
This list includes alerts and referrals you have been looking at recently. Please click on an item to continue

Last Viewed	Name	DOB	Address
6/12/2023	Anne Other	9/29/1947	10 Another Street Anyton OX26 2DY

At the bottom of the page, there is a link for [User Agreement](#).

Key Outcomes

- City of Wolverhampton Council now have a “One Council Approach” supported by Wolverhampton Homes.
- Now able to share key information across the organization in an easier way, ensuring compliance.
- Good feedback from managers who are empowered to assess referrals in a simple and easy way.
- Staff are now aware of risks that they would not otherwise have been aware of, improving safety across the organisation.



Options



My Dashboard

My Recents

Alert Search

New Referral

My Team

Auditing:

Focus On Person

Focus On User

System Settings:

User Management

Email Settings

User Agreement

Lookups

Questions

My Details

Logout

Q&A

Actions Needed

You have the following actions outstanding:

Full Name	Action	Due
No data available in table		

Audit

Your recent activity is shown below. All usage is monitored.

Audit Date	Log Type	Log Value
10/05/2023	UserCreated	

Recently Viewed Records

This list includes alerts and referrals you have been looking at recently. Please click on an item to continue

Start Date	Forename	Surname	DOB	Street No	Street	Town	Postcode
10/05/2023							

[User Agreement](#)