



Employee Risk Alert System (ERAS)

The [Employee Risk Alert System](#) provides employers with the ability to record information about potentially violent people or people who are a threat to their staff. Often information is held in ad-hoc systems across the business and is not shared, or health and safety supervisors are informed of an alert but are unable to respond to it immediately.

This could potentially have a detrimental impact on the safe and wellbeing of your employees.

So, to keep them safe, ERAS allows them to raise referrals directly and search for recommendations, whether on a laptop in the office or from their mobile device while out and about.

Your health and safety team can retrieve audit reports, and your managers are able to monitor alerts and provide justification for adding individuals to the system.

ERAS can also connect to other systems, allowing secure access to the list of individuals, and link them to other CMS platforms you may have within your business.

Employee Risk Alert System (ERAS)



Protecting their employees while visiting clients is a paramount duty for local authorities. The nature of these visits often exposes staff to a diverse range of situations, requiring thoughtful planning and proactive measures to guarantee their safety.

Here's a summary of key considerations:

Pre-Visit Risk Assessment:

Client Information: Review any available information about the client, including potential risks like aggressive behaviour, mental health concerns, or history of violence. Check for warning flags within official systems.

Location Assessment: Consider the location's safety, potential hazards like poor lighting or dangerous neighbourhoods, and accessibility for emergency services.

Visit Purpose & Necessity: Evaluate if the visit can be done remotely or in a controlled environment. If crucial, plan the visit timing strategically and inform concerned parties (family, neighbours) beforehand.

Preparation & Training:

Safety Training: Equip staff with de-escalation techniques, conflict resolution skills, and physical self-defence training.

Lone Worker Procedures: Implement protocols for lone workers, including regular check-ins with colleagues, buddy systems, and emergency contact procedures.

Personal Protective Equipment (PPE): Provide appropriate PPE based on potential risks, like body cameras, alarms, or panic buttons.

During the Visit:

Professional Demeanour: Maintain a calm and professional presence, fostering open communication and trust with the client.

Awareness & Observation: Be keenly aware of your surroundings, body language cues, and potential danger signs. Trust your instincts and don't hesitate to de-escalate or excuse yourself if feeling unsafe.

Communication & Reporting: Keep in touch with colleagues or supervisors during the visit. Report any concerning behaviour or incidents immediately upon returning.

Post-Visit Support:

Debriefing & Counselling: Offer confidential debriefing sessions and access to counselling services for employees who experience stressful or traumatic situations during visits.

Incident Review & Analysis: Review every incident to identify any patterns or systemic issues requiring mitigation. Update procedures and training based on learnings.



Prioritising employee safety while visiting clients is not just a legal obligation, but a moral imperative. By implementing these measures, local authorities can create a culture of safety and equip their staff with the knowledge and tools to face challenges with confidence.

Every employer has a legal duty of care towards their employees under the Health and Safety at Work Act (HSWA) 1974. This includes ensuring their safety "at work," which extends to client visits in homes. Employers must conduct risk assessments, implement control measures, and provide information, instruction, training, and supervision to mitigate risks.

Common law principles, like negligence and vicarious liability, can also apply. These may hold employers liable for injuries sustained by employees if they failed to take reasonable steps to ensure their safety.

Employee safety is paramount. Employers must actively manage risks and ensure their policies and procedures comply with all relevant legal requirements.

Key Features:



Single Sign On

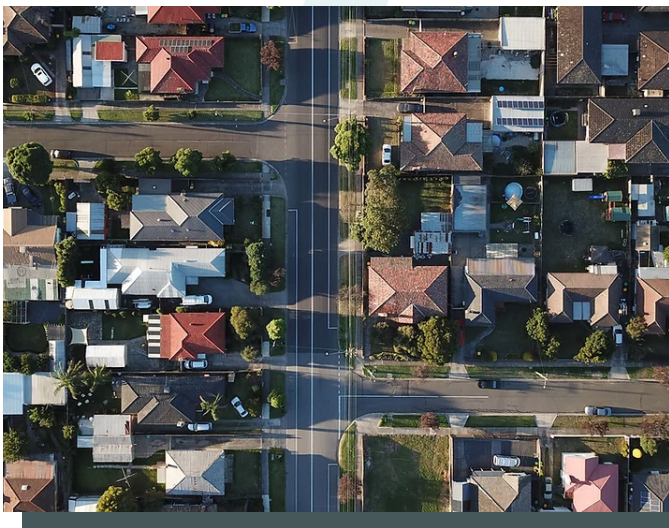
Everyone hates repetitive logins, so ERAS integrates with Azure Entra ID (Azure) providing single sign-on for your organisation.

User Orientated Dashboard

The homepage dashboard provides quick access to search the register, see if there's any actions that need to be taken (such as reviewing an alert) and review your recent activity.

Third-Party Integration

Many organisations have multiple systems that record critical information, so ERAS comes with facilities to automatically ingest relevant information from your existing case management systems, and APIs so information can be sent back when needed.



Multi-Platform

ERAS is web-based and responsive whether using a laptop, mobile or tablet device. All your users need is a browser and network access.

Organised Escalation Measures

By organising your workers, supervisors and managers into hierarchy, referrals can be properly assessed and reviewed with automatic escalation if no action is taken in a timely manner.

Customisable

Get the information relevant to your organisation - customise the recommendations given, the questions asked, the answers that can be given, and the order they appear, without any extra coding or scripting needed.

Search form fields:

- Forename includes: Anne
- Surname includes: Other
- Street includes: [empty]
- Postcode: [empty]
- UPRN: [empty]

Search button: Search

Secure Audit Trail

ERAS allows you to specify your own internal terms of use and ensure your users have agreed to them, and all activity is audited allowing managers to drill down by user or individual to know who, why, and when records were accessed.

First-Rate Support

Use of ERAS is backed up by our much-lauded support service, providing you with experienced help every step of the way.

Case Study:

City of Wolverhampton Council



Challenges Faced

City of Wolverhampton Council wanted a system that could help keep workers safe by:

- Recoding key information about people and places that pose a risk
- Allowing staff to log alerts directly on the system
- Giving managers a simple way to risk assess alerts
- Provide escalation to Heads of Service
- Let specific members of staff review recommendations

Given the nature of the information being handled it was also important that the system is highly secure and access is tightly monitored.

It was also important that different roles are properly involved, such escalation to Heads of Service, and the involvement of Health & Safety as appropriate.

Other Issues

As well as a core recording and reporting system, some other issues also needed to be addressed:

- Availability in the field; usable on PC, tablet or mobile phone
- Flexibility for change; for example, configurable assessments without software changes
- Easy user access by single sign on; no repeated username / password entry
- Quick access to information; comprehensive opening dashboard
- Third party integration; safe and secure exchange of data both inwards and outwards
- Detailed audit trail; know who, why and when records are accessed

The Solution

Fibonacci's ERAS was built specifically to deal with these requirements.

ERAS allows staff to raise referrals directly and search for recommendations, whether on a laptop in the office or from their mobile device while out and about.

The health and safety team can retrieve audit reports, and managers are able to monitor alerts and provide justification for adding individuals to the system.

Referrals can be properly assessed and reviewed with automatic escalation if no action is taken in a timely manner.

Questions asked when adding a referral are customisable, including the order in which they are asked and the answers that can be given. This helps guide staff when making a report.

Managers can view and drill down into an extensive audit trail.

Facilities are available to access data from external systems and to make data available (under strict security) to third parties.

Outcomes

Wolverhampton Council reported that their two key outcomes were met:

- They are now able to share key information across the organisation in an easier way, ensuring compliance
- Making staff aware of risks that they would not otherwise have been aware of



Next Steps

If you're interested in the benefits of the Employee Risk Alert System, contact David Curran or Keith Williams via email to arrange a short 30 minute demonstration.

Why Choose Fibonacci?

As a leading software delivery company with over 15 years of experience in the public sector, we are uniquely positioned to provide our clients with the expertise and resources they need to successfully deliver their software projects. Our unwavering focus on the user experience ensures that our software is not only functional and reliable, but also intuitive and engaging for its intended users. We understand the critical importance of data security, and we implement stringent security protocols to safeguard your sensitive information. Our track record of success is evident in our extensive portfolio of clients, which includes numerous local authorities, the Department for Environment, Food and Rural Affairs, and a variety of private sector companies. We are known for software solutions that meet our customers specific needs and exceed their expectations.