Risk and alert register

The standard you can expect from us.

Our risk and alert register helps us to make sure we maintain a safe working environment for our staff and effectively manage risks related to some customer behaviour.

This service identifies and records people who pose, or may pose, a risk of violence or inappropriate behaviour to our staff. The register helps us proactively safeguard our staff, be fair to you and recognise where you may have additional needs we need to understand.

The service you can expect from us

- We make sure our process for identifying and managing risks is fair, lawful, and transparent.
- Our risk and alert register is overseen by the Head of Housing and Neighbourhood Services and supported by relevant officers.
- Alerts are added to the register based on clearly defined criteria and specific incidents. A fair and consistent review process make sure that any updates reflect current risks.
- Information on the register is shared internally across relevant teams, in line with General Data Protection Regulations (GDPR) 2018, information-sharing protocols and strict confidentiality of sensitive data.
- If we decide to add you to the register, and it is safe and appropriate to do so, we will tell you and offer you the right to appeal this decision.
- We review our register every six months to make sure it's accurate and relevant, and will tell you if you are removed from it.

How we will make sure we are doing what we say

- We provide regular training for staff on identifying risks and reporting incidents.
- Our risk and alert register is reviewed every six months by the Head of Housing and Neighbourhood Services.
- We work together with health professionals and other experts, where necessary, to inform our decisions in relation to the register.
- We collect feedback from staff and customers about the effectiveness of the register so we can listen and improve our service.
- We will share a summary of the outcomes of our six-monthly reviews with relevant teams and committees, whilst following data protection rules.

How you can help us

- Please report incidents or behaviours that could pose a risk to our staff as quickly as possible.
- Provide as much accurate information as you can about any concerns you have. This helps us to understand and assess risks effectively.
- Raise concerns or disputes about the register using our complaints process. You can understand more about our complaints process by calling us on 0300 333 6540, emailing enquiries@bvt.org.uk or go to www.bvt.org.uk/help-and-support/make-a-complaint-or-compliment/

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Frequently asked questions (FAQs)

1. How is a decision made to add a customer to the register?

Decisions are based on objective criteria. This includes the nature of a threat/s, the degree of violence used or threatened, and whether a customer poses a credible risk.

2. Will you tell me if I'm added to the register?

In most cases yes, we will tell you and explain the reasons why you have been added to the register. The only reason we may not tell you is if we believe that this may lead to a substantial risk of harm to our staff.

3. What steps are taken to manage any risks identified?

Our staff are briefed and advised on arrangements that we put in place to manage risks. This can include staff visiting you in pairs or holding meetings at designated safe locations.