



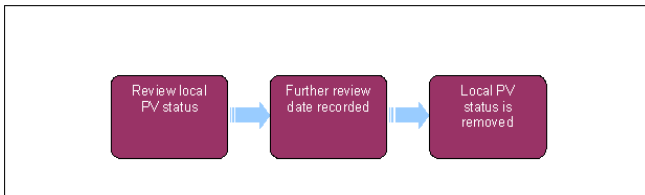
Potentially Violent Status - Review

This procedure will take you through carrying out a review where a client has been marked with a local potentially violent (PV) status. A local PV status is marked on the client where the Child Maintenance Group (CMG) feel that they have been or could be violent towards colleagues. The marking helps to make sure the client is handled accordingly. A local PV marker will only show on our system.

The CMG will review the local PV status on a regular basis on a minimum of once every year. Once a review date has passed a team leader (TL) will receive a management information (MI) report listing any clients due for PV review. The TL will perform any necessary system action but ensure the nominated officer is aware they must review the status and make the final decision. The nominated officer must be of higher executive officer (HEO) level or above and will make the final decision and ensure full consideration is given to all circumstances and evidence.

The process will include making a decision as to whether the local PV Status should remain or be removed, and marking a further review date where needed.


For more information refer to the Policy, Law and Decision Making Guidance. 



When speaking to clients always use the new terminology - for more information refer to [Terminology Changes](#).

Review Local PV Status

1. When the local potentially violent (PV) status review date expires the system will automatically generate a service request (SR). It will then assign the SR to a case owning team leader (TL) to ensure a review is carried out.
2. An SR and management information (MI) report is received listing the clients for whom the PV status is marked and due for review.
3. The SR is pre-populated with the following information:
 - **Process = Special Case Management**
 - **Area = Client Unacceptable Behaviour**
 - **Sub Area = Review PV Status**
4. Update the SR **Status** to **In Progress**. The system will generate an activity plan for you to follow.
5. Inform the nominated officer by email that the review is due:
 - **Plymouth - CM 2012 Scheme South West Potentially Violent SPOC**
 - **Belfast - STEPHEN.CAMPBELL5@CMS.GSI.GOV.UK**
 - **Hastings - CSA Hastings PV and Committals Admin**
 - **Falkirk - CM 2012 Scheme Northern Potentially Violent SPOC**
6. The nominated officer must select the **Instances** tab to review why a PV status has been set for the client. Consideration must be given to how serious the instance/s recorded are, how long it has been since the last recorded instance and whether a relationship with the client has been re-established.

- Using the information recorded within the Instances tab, determine whether or not the local PV marker can be removed.
For more information on when it is appropriate to remove a PV marker, refer to the Policy, Law and Decision Making Guidance. 

Local PV status is removed

- Once the nominated officer has reached a decision to remove the PV status the team leader will be informed offline and the nominated officer will archive the client record from the staff protection list.
<http://np-sswapgrpweb.link2.gpn.gov.uk/UCBWeb/intranetstaffprotection/search>
- The team leader will navigate to the **Potentially Violent Details** applet and uncheck The **Local PV Marker**. The client's local PV status will be removed. This will remove the local PV review date automatically, and the SR can now be closed.

Further review date recorded

- Where the nominated officer has considered the evidence and circumstances at **step 6** and decided the local PV status should remain in place, update the **Notes** field within the SR explaining the reason for the decision.
- Enter a new review date within the SR. The future review date field will be automatically populated with a date one year in the future. Following discussion with the nominated officer, a future review date can be reduced where appropriate.
- Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

MI Report - Generate

Terminology Changes

Unacceptable Customer Behaviour

Will the 2012 system pick up a PV marker from other DWP systems through CIS?

No, all relevant system will be checked for PV markers.

Will a PV marker that has been removed still show in the history on the system?

Yes, notes are retained within the Instances screen.

Will caseworkers be alerted to conduct annual PV reviews on the 2012 system?

There is a default PV review date of 12 months, after which the system will generate a Review SR, caseworkers can manually override this and put an earlier date if they feel it is justified.