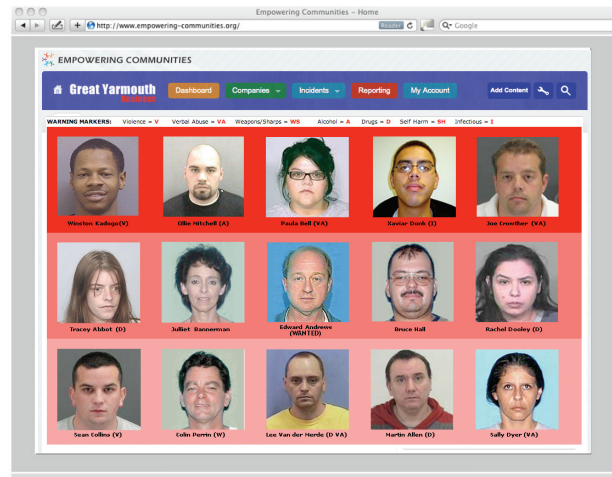


#### FEATURES AT A GLANCE:

- No user licenses
- Enhances and links existing schemes, dramatically improving information sharing
- All local SIRCS Schemes are linked to the SIRCS National Business Crime Reduction Database and National SIRCS Environmental Database which all UK police officers have free access to
- Tackles cross border crime
- Facilitates effective information sharing
- Reduces the need for meetings
- Efficiency savings
- 24/7 access to information
- 24/7 reporting facility
- Secure, encrypted access via the internet, intranet or mobile phone
- Regional alerts allowing information to be passed legally to all SIRCS partnerships in the originating police force area and all surrounding force areas
- Partnership download area
- Fly-tipping, graffiti and environmental section – linked to national database
- Accumulating cost calculation for graffiti tags and fly tipping
- 24/7 Missing persons alert facility
- Stolen property section with images
- Documents and video upload capability to incidents and profiles
- Multi image upload to incident reports and profiles
- User customised dash board
- Geo mapping of crime and environmental incidents
- Auto Geo tagging to members premises
- Electronic intelligence briefings, alerts and reports
- Image and profile section for suspects and offenders
- Warning markers against a person's profile
- ASBO section and image gallery
- Comprehensive search capability
- Incident reports section
- Different access permissions for each user group
- Active Participation and Community Engagement Auto Responder
- Increased community intelligence
- Increased community awareness
- Data Protection Act compliant

## SIRCS (Secure Incident Reporting & Community Engagement System)



SIRCS is a cloud based neighbourhood management tool. It acts as a social action network, motivating and empowering communities, individuals, partnerships and organisations to take an active part in reassuring

the public, reducing crime and disorder, tackling environmental issues and in making communities safer. It complements and joins up existing local projects and dramatically improves information sharing.

It is a proven crime reduction tool which enables the fast and easy identification of suspects and offenders, increased reporting of incidents, better communication between partners and the quick and easy recording and sharing of information.

SIRCS is a secure, encrypted online database that allows each scheme to set a number of access permissions. Neighbourhood-SIRCS schemes have an option of allowing the public restricted access to community intelligence. Members are able to securely access information and images 24/7 using the internet, intranet or mobile phones.

It has a customer base hailing from every county in the UK serving a number of crime reduction partnerships, county councils and police constabularies as well as the UK's gaming industry who use the system to tackle cross border, organised crime. All authorised police officers and police staff accessing SIRCS have free access to the SIRCS National Business Crime Reduction Database and the National SIRCS Environmental Database.

SIRCS is brought to you by Empowering-Communities, a self sustaining, not-for-profit social enterprise which aims to help and empower victims, local communities, vulnerable people and their families.



*'SIRCS makes crime prevention more accessible as it enables multiple agencies/organisations to access the same information in a useable format. Other systems we use are less accessible they are unique to one organisation and do not provide details of other agencies actions/ information'.*

**Police Officer\***

*'SIRCS allows sharing of intelligence between partners normally not 'in the loop' of intelligence flow'.*

**Police Officer\***

*'Businesses are now able to access and input crime information on a daily basis which was previously only available quarterly in hard copy'.*

**CAMBAC - Cambridge\***

*'It makes access to the ShopSafe programme much easier'.*

**Great Yarmouth  
Town Centre Partnership\***

### **Fast, Secure and Accessible**

SIRCS is a powerful and secure, encrypted online database that allows each scheme to set a number of access permissions with an option of allowing the public restricted access to community intelligence (Neighbourhood schemes only). Members are able to securely access and legally share information and images 24/7 using the internet, intranet or mobile phones.

All police officers and police staff have free access to the SIRCS National Business Crime Reduction Database and the National SIRCS Environmental Database.

All partnerships using SIRCS can take advantage of all the features and benefits. The system 'dash board' can be customised for Business Crime Reduction, Neighbourhood Policing or Environmental Issues.

### **No User Licenses to Facilitate Maximum Participation**

As a not for profit social enterprise one of the reasons Empowering-Communities developed SIRCS was to address the prohibitive costs and practices of many of the commercial crime management software providers which had restricted the growth, availability and even the evolution of crime reduction partnerships in the UK. We do not charge user licence fees or tie partnerships into long term contracts. We hope that by pushing boundaries the commercial providers will follow suit saving partnerships and their member's money. SIRCS is available for just £1580 + VAT, a fraction of the cost of commercial systems and the data remains the property of the partnerships marking a new era for crime reduction partnerships in the UK.

### **Part of a National Crime Database**

The National SIRCS Business Crime Reduction Partnership was launched in January 2010. The Partnership's aim is to disrupt and reduce cross-border crime and facilitate proportionate, secure and effective information sharing between business crime reduction partnerships and the police nationally. All authorised police officers and police staff accessing SIRCS have free access to the SIRCS National Business Crime Reduction Database and the National SIRCS Environmental Database.

Each individual SIRCS scheme feeds into the National Business Crime Reduction Database enabling administrators to search all the SIRCS databases around the country, linking them up so they can share vital information.

### **Data Protection**

The SIRCS National Business Crime Reduction Scheme was reviewed by David Evans, Senior Data Protection Practice Manager of the Information Commissioner's Office in January 2010. Commenting on the National SIRCS scheme Mr. Evans wrote:

*'My first point is that I am pleased to see the level of attention paid to data security measures – both technical and organisational... it appears that access is actually more controlled than that and a decision to disclose to another member is taken according to rules which reflect the need to consider data protection principles and data subject rights. In this and other areas the safeguards you have outlined will greatly reduce the risk that personal data are processed in breach of the Data Protection Act 1998'.*

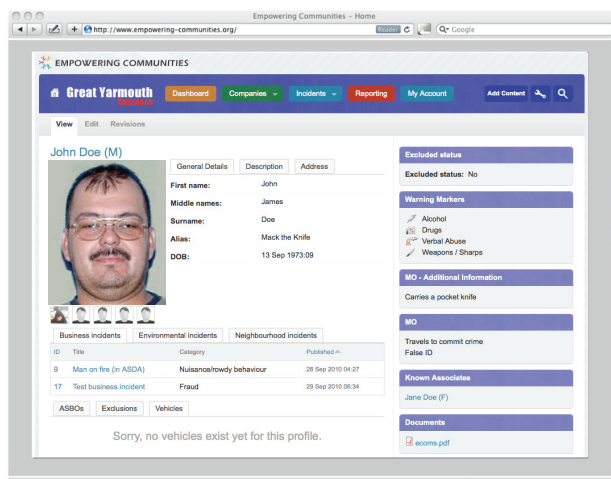


'It's the most cost effective system we trialled out of 3 different databases. One system would have cost us £21,000 over 3 years. SIRCS costs us £1580 per year meaning £4740 over 3 years with unlimited users. Using SIRCS has also meant we do not have to employ a part time admin assistant saving us a further £4,000'.

**CAMBAC - Cambridge\***

'To provide the same level of information sharing from my team which SIRCS provides would be equivalent to roughly 18-20 hours per month'.

**Police Officer\***



**Secure, encrypted system**

You and each user in your partnership are given your own username and a password with over 645 trillion possible combinations. You must agree to the scheme's protocols and terms and conditions each time you log in and there is an action log (audit trail) for each registered user. All Empowering-Communities data management systems are encrypted using an SSL certificate up to 256bit. A 2048-bit encrypted RSA login authentication handler protects

unauthorised access to E-CINS. We use a unique hashed md5 with salt algorithm so when passwords are entered and you log into the system the password which is sent across the internet will be encrypted with 32 hexadecimal characters. Such high level security makes it virtually impossible for unauthorised users to gain access. Other security features include the monitoring of IP addresses, forced password expiry dates and automatic authentication failure lockout after 5 failed login attempts.

**Active participation**

Each registered user has their own action log which provides a complete audit trail going back 5 years. This not only records what a member has viewed and printed, it enables administrators to monitor who is using the system. SIRCS partnerships can separate their members into two group's namely passive and proactive members. For example 80% of your information will invariably come from 20% of your members. With paper-based systems it is impossible to know if members are taking the trouble to read intelligence briefings, incident reports or look at images of suspects and offenders. Measuring how many members regularly access your information and look at images etc is important so that you can engage with the passive members. This targeted engagement is important for two reasons. Firstly there is a tendency for scheme administrators to spend 80% of their time engaging with the 20% of pro-active members. This in a lot of ways is like preaching to the converted. By engaging with and selling the value and benefits of active participation to your passive members you can change the dynamics of your partnership and ultimately its effectiveness.

**Different access permissions for each user group**

Users within your partnership can be given different access permissions. This allows sensitive information to be shared whilst ensuring unauthorised persons are unable to view or search for the information.

**No need to store information separately**

Empowering-Communities systems automatically backup schemes' data once every 24 hours saving you time and ensuring your data is safe and secure.



*'...it is much better than our previous system'.*

**Great Yarmouth  
Town Centre Partnership\***

*'... from a personal perspective (SIRCS saves us) at least 25-30 hours a month'.*

**ALERT - Norwich\***

*'SIRCS enables us to be aware of traveling criminals and crime trends/scams'.*

**CAMBAC - Cambridge\***

*'Criminals don't have boundaries'...*

**Great Yarmouth  
Town Centre Partnership\***

### **Optional admin support**

To help ensure the sustainability of schemes the Empowering-Communities Team offer a number of optional fixed rate scheme administration support options. For Neighbourhood systems the rates are £1,500<sup>§</sup> per annum with no public access and £2,200<sup>§</sup> per annum with public access. Environmental schemes are charged at £2,200<sup>§</sup> per annum. There are two options for business crime reduction partnerships, £3,500<sup>§</sup> per annum for smaller schemes and £4,500<sup>§</sup> for larger schemes. Countywide and national schemes are charged at £15<sup>§</sup> per hour.

Services include processing data and uploading images and reports. Signing up members, registering premises, preparing intelligence briefings, linking reports to the national SIRCS system and monitoring passive and proactive members.

<sup>§</sup>plus vat, fixed rate schemes must be paid in full and in advance.

### **Improves Communication and Confidence**

Feedback from customers has told us that SIRCS has made a real and significant difference to how they communicate and do business.

*'Police now have a much more timely dialogue with other users, incidents are noted and information provided much quicker than before SIRCS, conversations about SIRCS also lead into wider conversations about workloads and cases generally and it provides a platform for the relationship which previously relied on informal networks to make them productive'.*

**Police Officer\***

*'Whilst not embedded in our core policing across our force (yet) two 'Business Against Crime' schemes running in Huntingdon and Cambridge have seen improved communication through security alerts e.g. fraudulent bank notes, and information on shoplifters being banned from stores which when highlighted to other premises reduce the offending rate through simply not letting individuals in to the store. We also see a huge potential for the scheme in relation to environmental ASB issues e.g. Graffiti and fly tipping which potentially will lead to higher detection rates through better sharing of images and intelligence and as a consequence of that cost recovery against offenders'.*

**Police Officer\***

*'We are able to email crime bulletins from Police daily via SIRCS'.*

**CAMBAC - Cambridge\***

*'SIRCS has provided us with a method of communicating information to our members very efficiently'.*

**Great Yarmouth Town Centre Partnership\***

*'We have seen increased and improved communication with the police, as part of the scheme and through the forum'.*

**ALERT - Norwich City Centre\***

*'The sharing of information between commercial premises and in relation to issues received also by Neighbourhood Officers through notifications which they would have been blind to previously. SIRCS can be used by schools, youth workers and voluntary service providers who are currently engaged with young people to inform them of trends and issues which they can then use as a foundation for their engagement activities'.*

**Police Officer\***

*'I think that it has created an increased confidence in the ShopSafe programme, especially Exclusions'.*

**Great Yarmouth Town Centre Partnership\***



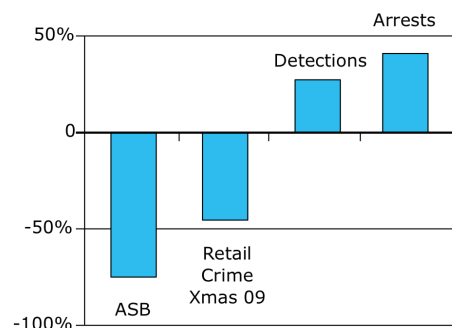
'We had compiled a prosecution file on a female ready to try and obtain a CRASBO. We were also looking at obtaining an ASBO against two males for alcohol related ASB. All three were served exclusion notices by a SIRCS partnership and they all completely dropped off the ASB radar and haven't been reoffending. This community action via SIRCS has changed their behaviour'.

**ASB Coordinator\***

### **Increases community intelligence and awareness resulting in reduced crime and disorder**

Presenting at the 2010 British Retail Consortium Conference Jonathan Newman, Town Centre Manager for Great Yarmouth said:

'We have been using SIRCS since August 2008. Benefits include our members receiving information and images faster, increased membership engagement, 24/7 access to information and email notifications including intelligence bulletins. Since using SIRCS we have seen anti-social behaviour fall by 75%, Christmas shop theft being down 48%; and a 40% increase in arrests. This is because of the increased awareness SIRCS provides our partnership'.



"...the power of SIRCS in managing offenders and restricting their opportunities to re-offend cannot be overstated

**Police Officer\***

Does SIRCS help reduce and or prevent crime? 'Yes *shoplifting*'.

**CAMBAC - Cambridge\***

'Cost saving would be the approx staff cost for the admin function provided by Empowering-Communities versus the provision of a full time member of staff, estimated at around £15k'.

**ALERT - Norwich\***

### **Saves administration time and expenses**

All schemes using SIRCS are encouraged to come away from the heavy reliance on the police for hard copy photo albums of offenders. Mike Jones a data protection officer in Norfolk no longer has to produce an album for three local schemes that are using SIRCS. This has saved him 10% of his total working year.

PC Colin McCabe of Essex Police has calculated it was taking him 12 working days per year to prepare and distribute a quarterly album of offenders to the retail partnership in Basildon. Now the partnership are using and sharing information via SIRCS they are using their own images. He now uses this time to spend more time on patrol.

A PCSO was spending 12 weeks per year providing photo albums and running meetings for the local Pubwatch. The scheme now uses SIRCS and the officer no longer has to attend or arrange meetings and the Pubwatch use their own images.

### **Reduces the need for face-to-face meetings**

'We currently hold a 2 hour meeting every month which covers issues which could be addressed through use of SIRCS without the need for a meeting at all. This would negate the need for 20 persons to travel, attend the meeting, prepare, read minutes etc. The cost saving in time could be enormous in my one area alone'.

**Police Officer\***



### **Helping to tackle ASB and youth crime**

*'SIRCS can be used by schools, youth workers and voluntary service providers who are currently engaged with young people to inform them of trends and issues which they can then use as a foundation for their engagement activities'.*

**Police Officer\***

*'Information / intelligence sharing, identifying hotspot areas to Neighbourhood policing teams enabling targeting through a flow of intelligence not previously received. My involvement stems from a desire to improve our activity and performance around Graffiti. Simply being able to share Graffiti 'Tags' will enable to prevent more offences through targeting resources, detect more offenders as a result of better sharing of intelligence and through these improve cost recovery through convictions and compensation orders'.*

**Police Officer\***

*'We had compiled a prosecution file on a female ready to try and obtain a CRASBO. We were also looking at obtaining an ASBO against two males for alcohol related ASB. All three were served exclusion notices by a SIRCS partnership and they all completely dropped off the ASB radar and haven't been reoffending. This community action via SIRCS has changed their behaviour'.*

**ASB Coordinator\***

\* Names can be supplied on application to Empowering-Communities



## SIRCS Features

### **Partnership download area**

Scheme posters and documentation can be accessed and downloaded from the SIRCS member's area. This saves time and money and allows for ready access to forms such as Anti-Social Behaviour logs.

### **Multi-access level community engagement calendar**

This in-built bespoke events and community engagement calendar has different access permissions. This allows Community Champions, Speed Watch and other members to register their patrols and schemes can post their community events to keep one another updated.

### **Ability to send electronic community intelligence briefings, alerts and reports**

Schemes using SIRCS can easily issue newsletters, crime alerts and bulletins to their members using the messaging and email facility so they can immediately be made aware of incidents.

### **On-line tutorials, helpdesk and user action logs**

Easy to use for both users and administrators plus there are written and video tutorials available and the Empowering-Communities Team is on hand to provide telephone support when you need it. .

### **24/7 Missing persons alert facility**

Information about missing persons including their image can quickly and easily be uploaded and shared with members.

### **Geo-Mapping of crime and environmental issues**

SIRCS will allow scheme administrators to produce maps from around the country using Geo-Tagging of crime and environmental incidents. For example a particular graffiti tag can be plotted on a map for evidential purposes.

### **ASBO section and Image Gallery**

This section allows scheme administrators to share information and images about a persons subject to ASBO's to scheme members with the relevant access permissions.

### **Incident reports with comprehensive search facility**

Every SIRCS Database comes with a comprehensive search facility both for incident reports and within the environmental section. This is easy to use and includes a key word search. Police officers will have the advantage of having free access to search the SIRCS National Business Crime Reduction Database and the National SIRCS Environmental Database. This national access helps to disrupt and reduce cross border crime and facilitates proportionate, secure and effective information sharing between crime reduction partnerships and the police. (Please note our systems have been checked and reviewed by a senior compliance team from the Information Commissioners Office.)



### **Stolen Property Section**

This section allows identifiable stolen property and images to be uploaded and shared locally, regionally and nationally. This feature will encourage the use of SIRCS by a number of police departments and saves on expensive print and postage costs.

### **Optional public reporting facility**

Neighbourhood-SIRCS schemes have the option to allow the public to report incidents and submit images to a number of Public Authorities using just one electronic form. This is done by the relevant agencies selecting which report topics they would like to be automatically made aware of. For example the Education Department could select to receive information on truancy, the Environmental Health Department might select fly-tipping, litter, and noise and the police could select to receive all reports relating to retail crime, stolen property, criminal damage and anti-social behaviour. This feature is intended to complement existing reporting channels.

### **Active Participation and Community Engagement Auto Responder**

This new feature allows key messages to be sent to Neighbourhood-SIRCS users helping to build relationships with members starting the moment they sign up.

The Empowering-Communities Active Participation and Community Engagement Auto Responder can welcome new members, educate them about their scheme, send out surveys and feedback forms and promote key messages. Actively selling the benefits of active participation will have a positive impact on local schemes.

### **Accumulating cost calculation for graffiti and fly tipping**

To help the police and local authorities tackle environmental issues all SIRCS partnerships are linked to the National SIRCS Environmental database. The system also calculates the accumulating cost of removing and dealing with graffiti and fly tipping. This means every time the same graffiti tag for example is removed it can not only be geo tagged but the on going cost automatically calculated for evidential purposes. These and other environmental features have been developed in consultation with Cambridge City and Basildon District Council who use SIRCS.

### **'Helping to empower victims, local communities, vulnerable people and their families'**

*Social Enterprise Mark  
Award winners 2010*

*Essex & Suffolk Water  
Community Impact Award  
Winners 2009*

*SSDM Award for Innovation  
through Technology 2008*

'As a self sustaining not for profit organisation our sustainability and security is strengthened by the fact that although as a social enterprise we compete in the market place like other businesses we do not exist to serve the interests of shareholders. We are not motivated by personal gain and are continually reinvesting back into the organisation or, as in the case of our Domestic Abuse Survivors Programme, directly into the community'.

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