

#### REDUCING RISK:

- Flagging of reports as high importance
- The ability to allocate an incident to a person and to be able to record the lead person or organisation on both a profile and ASB case
- 7 static profile galleries: ASB Offenders, ASB Victims, Self Inclusion, Vulnerable Persons, Offender Management, YOT/YISP and FIP's. Users will then be able to select people from these and add them to their own Personal Gallery
- 'Add all' function on all static galleries
- The ability for users to register an interest on Profiles and Cases and to select the report topics they would like notification on. For example a user can select to receive notification of all reports on person X relating to mental health and ASB.
- Enables a case to be logged on the system
- Enables users to check for any repeats or links to other cases
- Enables case details to be updated
- Ensures partners are aware via online tasking
- The ability to duplicate reports i.e. add the same report to several profiles

## Empowering-Communities Inclusion & Neighbourhood-management System (E-CINS)



E-CINS complements and joins up existing local projects and partnerships dramatically improving information sharing

Accessibility is a key element of E-CINS and by linking up partner agencies the system will enable CSPs to become

much more outward looking and activity focused, it will help prevent any duplication of effort in relation to individuals and families. There are no user licenses and all of your local authorised agencies and organisations can securely access and share information with one another 24/7. This cloud based system will give each CSP or Council District a login page with a local services directory, news and updates section.

E-CINS can be used to help the vulnerable as well as monitoring those subject to court orders and anti-social behaviour contracts. Each Empowering-Communities Inclusion & Neighbourhood-management System will have the option of incorporating the Empowering-Communities 'Self Inclusion' Scheme if required.

#### Improved connectivity and communication

E-CINS is dedicated to supporting the needs of the community, particularly vulnerable individuals and their families. It enables detailed and secure information sharing locally between the Police, Social Services, Probation and other local agencies such as housing associations and local authorities.

E-CINS enables you and your partners to work at your most effective locally as it dramatically improves communication whilst greatly reducing duplication of effort and resources. It creates an environment where everyone knows what everyone else is doing which encourages coordinated action to be taken earlier at a local level. E-CINS can complement and join-up existing local projects and can be securely accessed via the internet, intranet or mobile phone.

*'The main thrust for the next few years will be all about saving money so anything that cuts down on staff travel, endless meetings and staff expenditure are likely to get the green light. E-CINS can in effect become a conference storyboard where interested agencies can in virtual real time provide progress on particular cases without the need for numerous meetings (teas, coffees, room hire, staff time etc). How many times do you turn up at a meeting with the wrong people relying on somebody relaying a message back? Also the infrequencies of these meetings normally mean that intervening information is either lost or rendered no longer relevant. It could also become the collection point for ABC and ASBO evidence gathering.*

*The facility of reporting incidents allows persons with access to ask questions of other members without the need for a formal meeting. This removes the lottery of trying to track down the relevant person by phone. This system also lends itself to our Operation Comfort which is essentially joint visiting by the police and the mental health trust. There would also undoubtedly be cross over between this and the Self Inclusion project.*

*It is particularly useful to be able to list advisory measures for staff who have to visit particular individual's i.e. Reacts badly (or well) to uniforms, will need to be double crewed, is likely to display particular behaviour when anxious or not taking medication, is better at a particular time of day or has certain trigger points or words '*

**Police Officer\***

### **Increased efficiency**

Saving time, increasing efficiency savings, speeding up processes and reducing the need for regular meetings; these are all key elements of E-CINS.

This increased efficiency means CSPs are able to become much more outward looking and activity focused, with the emphasis on doing, rather than meeting.

E-CINS, like the Secure Incident Reporting and Community Engagement System (SIRCS), is designed to strengthen information-sharing through real time cloud-based technology to reduce the need for meetings, saving on staff time and travel costs.

### **Local neighbourhood management**

E-CINS is a cloud-based neighbourhood management tool that provides a more integrated and consistent system of dealing with ASB locally. It brings together ASB and other calls and reports (to police, councils or RSLs) in one place allowing local practitioners to access them in real time and carry out joint tasking over the internet, rather than waiting for meetings to take place – effectively a virtual desktop.

E-CINS boasts a unique and comprehensive search facility and the ability to create “associate links” by person or geographic location. This technology can be hugely beneficial for ASB management and particularly gang crime.

Should you prefer to continue using your current software systems to help develop a case internally E-CINS can complement any existing system by enabling you to manage a case collectively via tasking and informing partners.

Through E-CINS reassurance and feedback to local communities is delivered either collectively or in a linked manner creating a more effective service to communities and neighbourhoods.

### **Enhanced offender management**

E-CINS' is an effective and real time information sharing tool that helps with integrating and delivering better offender care and management to reduce reoffending.

You can create profiles of persons which can include their image, legal or personal circumstances and member reports which list information such as a person's ABC conditions.

You can even build and manage your own galleries of revolving images to help raise awareness and identification of persons. By giving each person high, medium and low priority status you are able to focus your attentions on the most recent reports and persons added to the system.

Profiles move automatically up and down the gallery ensuring easy management.

### **Identify persons and cases of greatest risk and vulnerability**

Ensuring that victims and perpetrators of ASB that are identified as at risk or as a risk are prioritised and actioned collectively is easily achieved through E-CINS.

A 'persons of interest' gallery can be viewed to enable you to monitor persons who might be of interest but not directly related to your work. For example, you might be working with the father but wish to have an overview of the other family members or associates.

This feature plays an important role in identifying vulnerable and at risk victims of ASB, enabling your local partnership to put in place protective measures and manage the case more intensively.

Effective identification, monitoring and improved information sharing ensures that victim management is carried out by the appropriate agency at the right time giving more support to victims and vulnerable persons. E-CINS allows you to record a constant dialogue and evidence that feedback to the victim or witness with regards to progress on their case is or has taken place.

*'Agencies such as FIP, Police and Children's Services would use the system to share information around the most vulnerable families in the area. I would see this as a very valuable tool in light of ongoing recommendations around how we work together as agencies and the implications to vulnerable children when we don't accomplish successful information sharing'.*

**Children's Services\***

*"Workers in communities have always been trying to find a simple means to share practical information on the ground. What you seem to have come up with is the grass-roots workers 'holy grail!!!"*

**Neighbourhood Facilitator, Cre-8-ive Connections\***

The System allows associate linking by persons or geographical location. For example children living in the same road or going to the same school can be linked geographically because of the street or premises. If they are friends or gang members they can be linked by personal association.

One police Inspector reported that SIRCS has reduced the need for 20 people to meet up for 2 hours once a month in relation to crime reduction

**Effective case work management**

E-CINS enables enhanced performance management and enables accountability amongst practitioners and partners at a neighbourhood level to take place. No more duplication of effort or risk of urgent cases being left as no one leads or manages them - E-CINS allows casework management to be undertaken around jointly agreed cases securely, effectively and efficiently.

**Early intervention to reduce offending and the potential break up of the family unit**

The accessibility that E-CINS offers and the capability to upload 'trigger factors' means it has an important role to play in helping to prevent offences and even the break-up of the family unit. The system can be monitored by, amongst others, Health Care Professionals, Outreach workers, Domestic Abuse Teams and their support staff. Information provided by the wider community can act as an early warning to many organisations, allowing for early intervention and prevention procedures to be put in place.

For example, domestic violence perpetrators and their partners can easily drop off the radar as far as support workers and statutory bodies are concerned and in many cases do not come to light again until situations have spiraled out of control, in many cases with violent consequences. If in this situation alcohol or gambling is a trigger then, by 'self including', the perpetrator has effectively asked the wider community for help. If your partnership is informed that gambling self exclusion breaches are taking place early intervention measures can be put in place. To help prevent 'trigger factors' being missed once activated E-CINS will continue to notify you and your partners until you log in and acknowledge the trigger factor.

**Improved staff safety**

Warning markers can be added to a persons profile and there is an 'Alert All' override facility that ensures you and your staff automatically receive personal safety warnings.

**Monitor community engagement and procedural processes**

E-CINS enables you to specify users from each organisation to be given an enhanced 'Manager' access level. This allows supervisors to view their team's user action logs and create additional users from their organisation. These 'Super users' can add, edit and deactivate users. Each user has their own action log showing all their activity within E-CINS over a 5 year period.

**Success through Maximum Participation**

With E-CINS there are no user-licenses, workstation licences or indeed any other hidden fees. Quite literally, if you should be involved you can be involved.

As a not for profit social enterprise one of the reasons Empowering-Communities developed it's software systems was because the practices of commercial software providers and their prohibitive costs coupled with user licences had restricted partnership working. Without these restrictions E-CINS partnerships can engage with unlimited users meaning maximum participation and increased results. E-CINS can work with Self Inclusion and each system covers a CSP<sup>‡</sup> area. This includes secure server hosting, technical, helpline and admin support.

<sup>‡</sup> Where a CSP covers more than one council district the all inclusive rate is charged per council district area.

**No long term contracts**

Partnerships using E-CINS are only charged an annual subscription fee<sup>§</sup>, and are not tied into any long term contracts. The data remains the property of the partnerships and is given to you by Empowering-Communities in a usable format if you decide to no longer use the system.

<sup>§</sup> £5500 plus VAT

### **No staff training required, easy to use system**

E-CINS has been developed to ensure even the lowest skilled user can work on the system. If you can browse a web page you can use E-CINS. The very simple user-interface lets you focus on your work and not on the technology.

### **Free admin support**

The Empowering-Communities team offer free admin support to register organisations and 'super users' for each organisation. You can take advantage of free help desk, telephone support and regular free web-based seminars.

We can provide additional admin support at a low cost, fixed rate. This additional support will be to sign up users and provide monthly active participation reports generated from staff action logs.

### **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.

### **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.

### **'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*

### **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.

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

'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'.



**Empowering Communities** Riverside Business Centre, Riverside Road, Lowestoft, Suffolk, NR33 0TQ  
Tel: +44(0)1502 576888 Fax: +44(0)1502 531988 Email: info@empowering-communities.org  
**www.empowering-communities.org**