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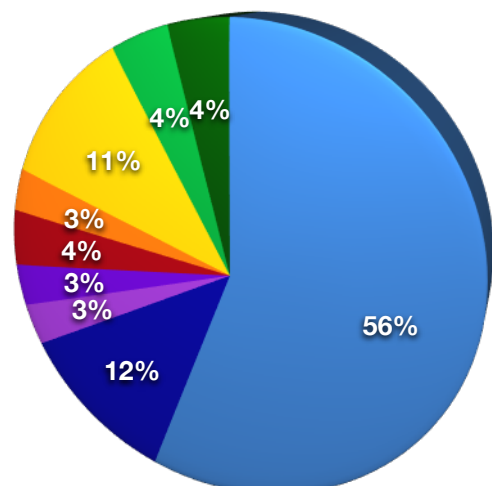
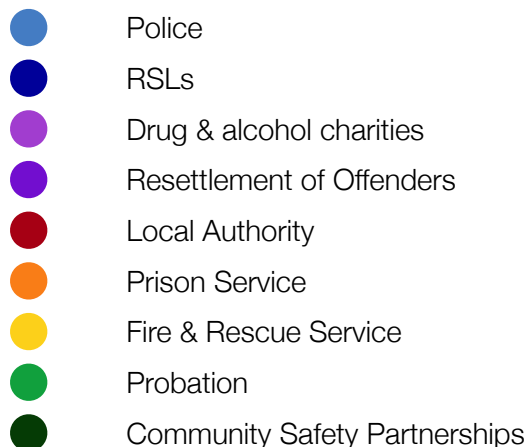
E-CINS Update and User Survey Results

We recently carried out a survey amongst a sample of our Empowering-Communities Inclusion & Neighbourhood-management System (E-CINS) users to gather views and opinions on the system which we could learn from and share with others. The feedback we received was both insightful and pleasing.

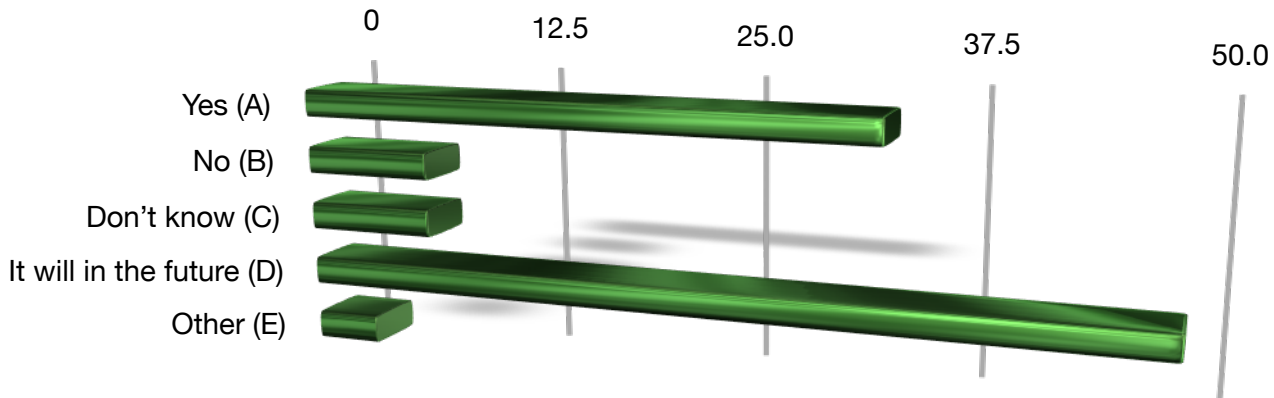
The surveys were sent to a representative sample of users of all levels including system administrators and those with purchasing authority. Some of the users were very new to the system having only gone live a few days before. We will continue to survey the same people throughout the course of their progress with the system so that we can measure views and opinions as their experience of the system grows. Additionally we will be holding face-to-face User Group Meetings to give people the opportunity to network with other users and share best practice. The first of these meetings will be held on 21st September 2011 at Cambridgeshire Police HeadQuarters.

Completed surveys were received back from a broad spectrum of organisations as follows: 56% of responders were from the police, 4% Community Safety Partnership, 12% RSLs, 11% Fire and Rescue Service, 3% Drug & Alcohol Charity, 3% HMPS, 4% Local Authority, 3% Resettlement of Offenders and 4% Probation.

Organisation worked for



Question 1



81% of users feel that E-CINS has or will have a positive effect

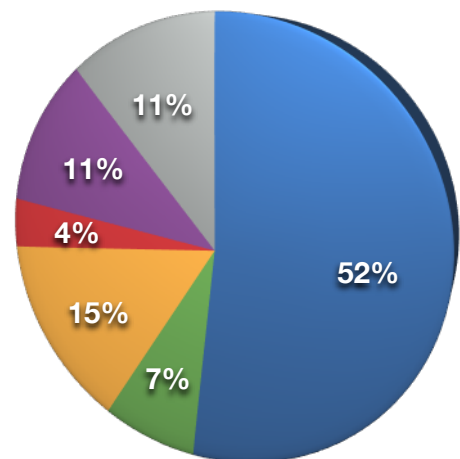
A third (33.3%) of responders said that they felt E-CINS has had a positive effect on the way they and/or their colleagues work and a further 48.1% said that it would in the future.

Of those who responded either “No” or “Don't know” the main reasons given were that they were very new E-CINS users with no experiences of the new system; experienced an initial problem logging in when the system first went live due to being given the wrong information by a supervisor.

Question 2

On average how often do you access E-CINS at work?

- Daily (A)
- 2 or 3 times a week (B)
- Once a week (C)
- Once a Month (D)
- Never (E)
- Other (F)



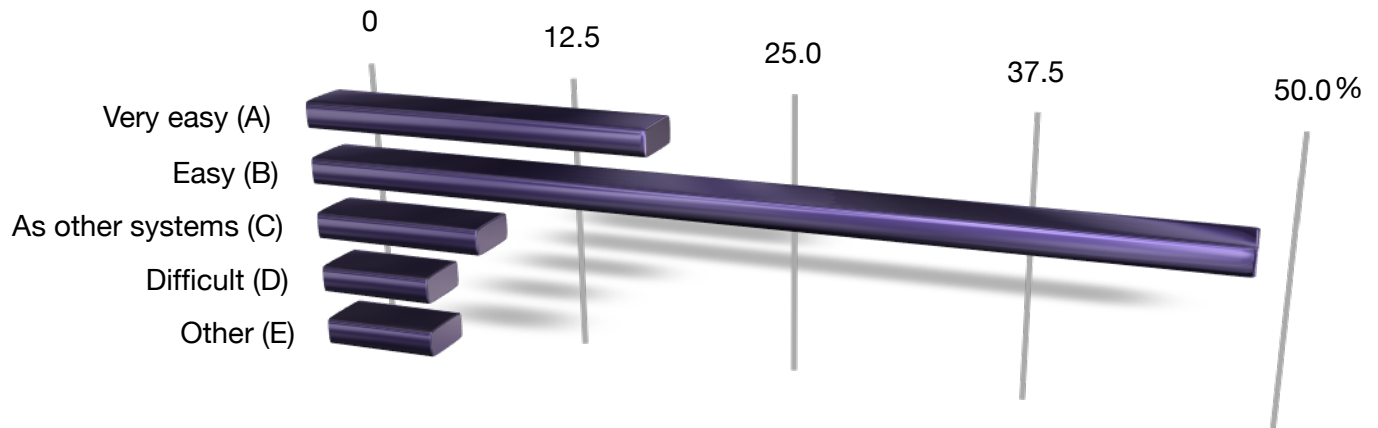
More than half (51.9%) of responders said that they access E-CINS on a daily basis.

A further 22.2% access it either once, twice or three times a week.

Reasons given for those who responded either “never” or “other” were that they were still in development, “it varies” and “just started”.

Question 3

Is E-CINS easy to use?



75% of responders said that they find E-CINS either very easy or easy to use.

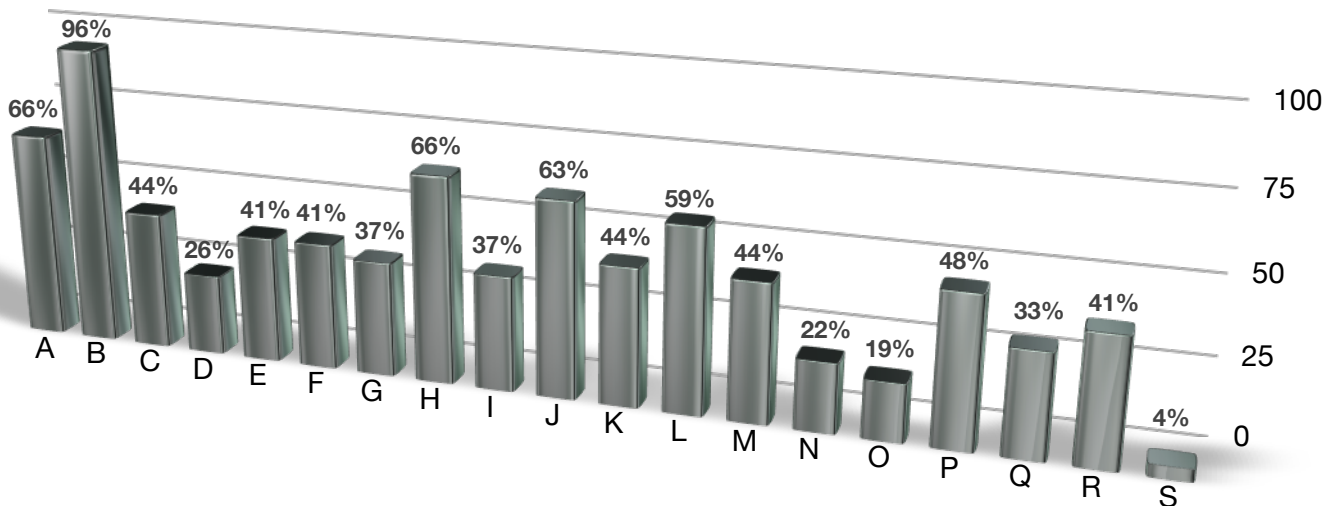
A further 10.7% find it as easy to use as their other systems.

Only two people said they found it difficult to use citing initial log-in difficulties due to an internal communication problem and having minimum experience of using the system. It is worth noting that despite experiencing initial start-up problems the same responders felt that E-CINS was able to evidence that it is delivering the majority of key benefits it was set up to achieve.

Question 4

This list summarises what E-CINS was developed to achieve

Please select the points below that you feel E-CINS has or will help to achieve



- A** Create an environment where everyone knows what everyone else is doing
- B** Improve connectivity locally between the Police, Social Services, Probation, RSLs, other agencies and statutory bodies
- C** Save staff time
- D** Increase efficiency savings
- E** Speed up processes
- F** Reduce the need for regular meetings
- G** Reduce the need for face to face meetings

- H** Reduce duplication of effort and resources
- I** Facilitate efficient and effective local neighbourhood management
- J** Enable real time, secure, fast and efficient information sharing and disclosure
- K** Enhance offender management
- L** Identify persons and cases of greatest risk and vulnerability
- M** Improve the support and monitoring of victims and vulnerable persons
- N** Facilitate early intervention to reduce offending and the possible break up of the family unit
- O** Improve staff safety
- P** Enable co-ordinated action to be taken earlier in ASB cases at a local level
- Q** Provide a cost effective system that facilitates maximum participation
- R** Enable practitioners to quickly and effectively wrap support around the victims, vulnerable persons or offenders they are working with.
- S** Other

Responders were given the option to choose multiple answers.

The collective results shows that E-CINS is succeeding in achieving in all of the key areas it was developed for.

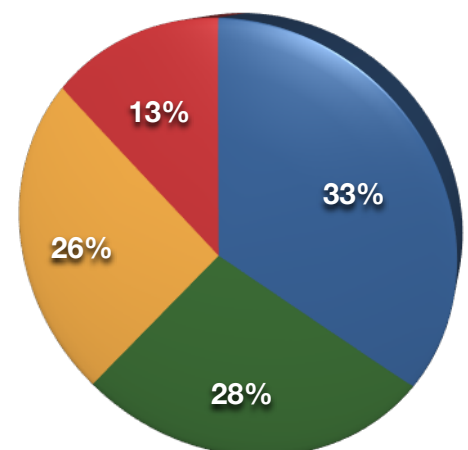
The two main benefits according to the survey respondents are that it creates an environment where everyone knows what everyone else is doing and that it improves connectivity locally between multiple agencies.

The fact that it reduces duplication of effort and resources also scores high amongst users closely followed by its ability to offer users a real time, secure, fast and efficient information sharing and disclosure tool.

Question 5

How could E-CINS be enhanced to help you work more effectively?

- Extend it to more agencies I work with (A)
- Roll it out across my whole county (B)
- Share & receive information with users in other counties (C)
- Other (D)



A third of responders want E-CINS to be extended to more agencies they work with and almost equal numbers of responders (28.2% and 25.6% respectively) want it to be either rolled out across their whole county or to be able to share and receive information with users in other counties.

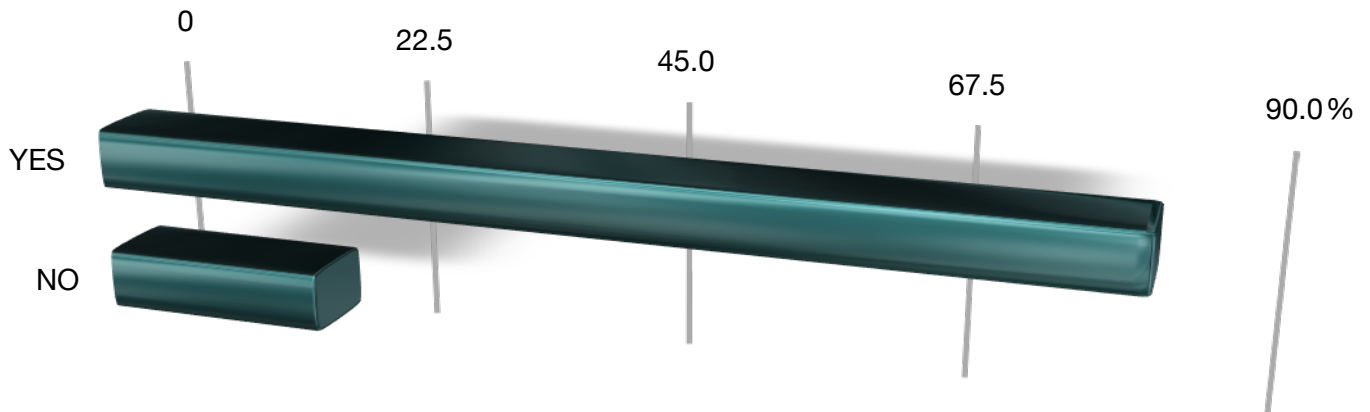
Some of the comments received under “Other” include:

We need more central Government support for it's use

Once all partners agree to use the system it will become much more effective and efficient

Question 6

Would you recommend E-CINS to your colleagues in other departments?



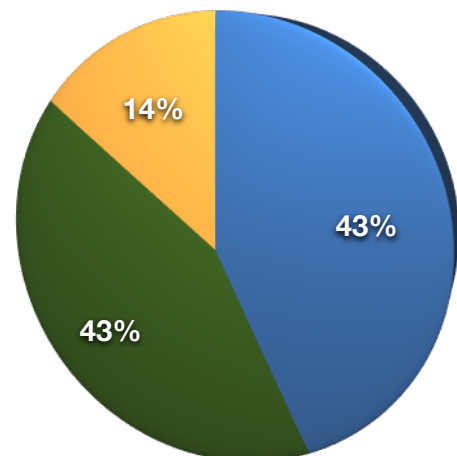
81.5% of responders would recommend E-CINS to their colleagues in other departments.

The main reason reported by those who responded negatively was that they had not been using the system for very long and it was too early to give an informed view.

Question 7

Are you using E-CINS as a stand-alone system or to complement a system you already had in place?

- I am using E-CINS as a stand alone system, we had no system in place (A)
- I am using E-CINS together with an existing system (B)
- E-CINS has replaced my existing/old system (C)



43% of responders had no system in place prior to using E-CINS and are using E-CINS as a stand-alone system. The same number of responders are using E-CINS together with an existing system and 14% of responders have reported that E-CINS has entirely replaced their old or existing systems.

User Comments and Feedback

We asked users to tell us what they think about the system. Here are some of their comments:



'Having seen ECINS in action it is one of the most functional, easy-to-use, innovative and cost effective internet based casework management modules I have come across whilst on secondment to ASBU at the Home Office. E-CINS will not replace existing partner agency databases that are in place, but it would create a virtual tasking desk for signed up partners. Importantly, it would leave a clear footprint of agency interventions and provide insight into how effective these have been.'

Aaron Devereaux, Community Safety Manager-ASB for Brighton & Hove

'E-CINS presents us with a cost effective option to increase our service standards whilst freeing up time for front line staff in a victim focused environment. There is still some work to do to realise the full potential of this system, but the staff at Empowering-Communities could not be more accommodating in helping to make things happen'

PC 585 Kevin Miller, Suffolk Coastal District ASB Unit

'The staff at Empowering Communities are extremely helpful with no query being too much trouble, they respond positively, effectively and promptly'

DS Zoe Hardman, Norfolk 180 (IOM)

'E-CINS is a useful tool, time saving also. But is only as good as the information placed on to the system'

Alicia Day, Cambridgeshire Constabulary

'A good way to access information quickly providing it is kept up to date and relevant'

Police Officer, Norfolk 180 (IOM)

'The Empowering-Communities staff have answered every query and have been able to resolve any issues on the day of us reporting it to them. Very pleased with the user support'

Rachel Tucker (Anti-Social Behaviour Officer), Waveney District Council, Suffolk

'It can be a useful tool in information sharing. It helps to bring on board other agencies'

Prison Officer

'The Empowering Communities team were friendly, approachable, quick to make changes and very patient with us'

IOM lead

'More than anything else E-CINS has been a conduit to focus partnership working'

Geoff Quince, Cambs Fire & Rescue

'ECINS assists in ensuring that the loop is always closed and that everyone knows who is doing what, this saves duplication and many phone calls'

Sherradin Lee, Roddons Housing association, Fenland, Cambridgeshire

'E-CINS provides practitioners with an opportunity to quickly and effectively 'wrap' support around the person they are dealing with and that applies to victims, vulnerable persons or offenders'



E-CINS moved from the concept stage to the proof of concept stage in March 2011.

It is now live in 4 counties.

Need More Information?

If you would like more information on this ground breaking system or would like to book a live demonstration all you need to do is email your details to info@empowering-communities.org and we will do the rest and contact you.

E-CINS is provided non-commercially at a cost of just £15 per day for an entire Local Council District Area. You can have as many users, departments, RSL's and organisations accessing E-CINS as you need as there are no individual user licences to maximise participation.

E-CINS has already been described as the grass roots practitioners holy grail and as former Home Office ASB advisor Paul Cullen said:

'It will make a significant difference to the way partnerships and communities do business locally'.

For more information go to:

www.empowering-communities.org/ecins/

To download the E-CINS data sheet go to :

www.empowering-communities.org/ecins/ECINS_Data_Sheets.pdf

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