

# Facilitating collaborative working to help reduce Rough Sleeping and Homelessness

We're now in our third decade of creating single and multi-agency cloud-based community management systems that help you to share information with partners and deliver joined-up interventions.

Addressing rough sleeping is a national priority with the Government committing to halve in this Parliament and to end for good by 2027.

Rough sleeping is a complex issue that affects some of the most vulnerable people in society. It impacts different people in different ways and people who sleep rough can be vulnerable to being victims of serious harm, significant health problems, hate crime, trafficking, modern slavery and even death.

Tackling this issue requires a multi-level approach and involves collaboration and joint working between multiple agencies - local authorities, police, health, support services, charities, probation, prison authorities, employability, rehabilitation, community, faith and voluntary groups and the general public - to help identify people who are at risk of homelessness, prevent it from happening by joining up interventions and assisting people through recovery programmes by guiding them through a range of support systems to get them the help they need.

Only by working together can we ensure everyone in our society has the dignity and security they need.

Our products and methodology encourage and enable all practitioners to collaborate to tackle this complex problem, quickly and efficiently, whilst making significant time and cost savings for everyone involved.



Our methodology of **Identity, Refer, Engage, Divert and Support (I-REDS)** gives local authorities, the police and their partners a means to take their community engagement and support of vulnerable

rough sleepers to a new level. The process helps all practitioners and the public to identify those at risk and improve outcomes by enabling support to be wrapped around them quickly and effectively.

## IDENTIFY - Encrypted Referrals

Practitioners, police officers, outreach workers or concerned members of the public can complete an encrypted referral form that is securely accessible via a link without the need to log into a system. These encrypted referral forms support existing referral processes and provide more comprehensive referrals at an earlier stage.

## REFER - Referral and Triage Management

The encrypted referral forms auto populate the Referral & Triage Management Desk, saving 100's of hours in administration time. These totally customisable Desks enable interactions and decisions to be recorded as well as giving practitioners the ability to communicate with their clients via sms.

## ENGAGE - Secure Two-way Communication

MyPortal enables practitioners to communicate with any client directly via a simple and highly secure interface. Online Safety Plans with emergency numbers, calendars and documents can be shared between practitioners and clients providing a means of signposting to support facilities and meetings.

## DIVERT - Case Management

If a Rough Sleeper is identified as being at risk and requires full single or multi-agency case management, they can have their cases transferred into the UK's most widely used case management and collaborative support system, E-CINS. Integration with legacy case management systems is available. Linking the Referral Desks with E-CINS enables positive action to be taken at an earlier stage improving outcomes and early intervention work.

## SUPPORT - Secure Public Portal/Multi-Agency

MyPortal's secure 1:1 interface enables secure interaction and relationship management with clients in realtime or practitioners can provide joined-up multi-agency support through E-CINS' Action Plans, tasks and encrypted messages.

# Adopt our I-REDS methodology for the management of Rough Sleepers and start reducing vulnerability



OPTIONAL SMS SERVICE TO THE PERSON REFERRED

RECORD DECISIONS AND INTERACTIONS

Encrypted practitioner facing referral form

Encrypted referral form auto populates fields within the Rough Sleepers Referral and Triage Management Desk

Rough Sleepers Referral and Triage Management Desk

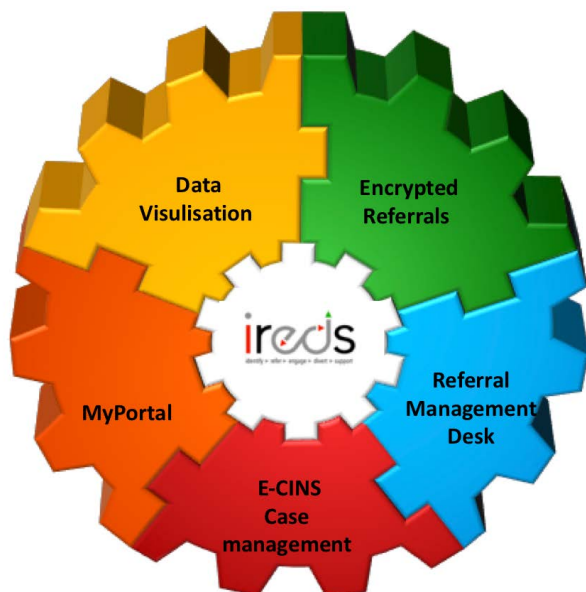
Vulnerable persons in need of full case management, engagement & support



OUTREACH TEAM



MyPortal



↔ SHARE DOCUMENTS ↔  
↔ SHARE ACTION PLANS ↔  
↔ SHARE CALENDAR ↔  
↔ SEND TEXT MESSAGES ↔  
↔ TASKS ↔

MyPortal



# Features and Benefits

- Cost beneficial - Financial savings and positive social benefits far outweigh the cost of the solution.
- Provides huge Social Return On Investment opportunities.
- Save money with automated processes and by reducing duplication of effort and resources.
- Proven time and efficiency savings
- Automatically populates Referral and Management desk in real time, saving 100's hours of administration time.
- Encrypted Referral Form accessible via a link-no log in.
- Richer data set capture at the referral stage.
- Make better decisions on a timely basis and find answers to questions as they arise.
- Encrypted end to end process.
- Supports and enhances existing referral processes.
- Create clear referral pathways.
- Replace several spreadsheets with one holistic automated process.
- Encrypted self and third party referral options. Empower support workers, teachers, victims, vulnerable people and their families.
- Transfer cases into E-CINS for enhanced single or multi-agency case management. Integration into your existing case management system option available.
- Enables positive action to be taken at an earlier stage improving early intervention work.
- Wrap support around victims, offenders and vulnerable people quickly and effectively in a single or multi-agency environment.
- Identify those at greatest risk and Identify repeat victims, vulnerable persons and perpetrators.
- Share information securely across all your partners in compliance with the new GDPR regulations.
- Link to shared risk assessments and support plans.
- Expedite information sharing and make swift decisions to safeguard the vulnerable.
- Enable practitioners to understand how their work fits together with professionals at other agencies.
- Create a larger multi-agency vision and overcome a silo mentality.
- Reduce the need for multi-agency meetings.
- Enhance co-located teams and virtual agencies.
- Enable cross-border working. Remove the barriers to information sharing.
- Co-ordinate multi-agency responses.
- Full implementation process and support from an experienced team of experts.
- Fully hosted ISO27001 solution - No strain on your systems. No hardware required, no software to download and no additional work for your IT Departments.
- Avoids the need to buy costly hardware or software.
- Run an array of reports and analyse how services are being used.
- Automatic data backups.
- Access data on mobiles, tablets and desktops.
- Save money by avoiding costly user licenses.

## **Highlighting the importance of early intervention, The Rt Hon Amber Rudd MP stated the following in the Government's Serious Violence Strategy April 2018:**

*"We know intervening early can help us catch young people before they go down the wrong path, encouraging them to make positive choices*

*. This strategy stresses the importance of early intervention to tackle the root causes and provide young people with the skills and resilience to lead productive lives free from violence."*

# The Empowering-Communities Approach

## About Empowering-Communities

We are more than just a software provider; we're a social enterprise founded in 2007 to provide a nationwide service for support and enforcement organisations to assist vulnerable individuals and their families. We facilitate communication between organisations – from police to councils – creating a wide information umbrella of vulnerable individuals, preventing organisations working in isolation with limited data and enabling secure information sharing between partners so they can provide joined-up integrated support.

## Building a Bigger Picture

We enable partnerships to securely share information to help them establish the true picture of a vulnerable person they are working with. Our solutions make it easy to identify the different issues and challenges an individual faces, whether they have mental health issues, are in a vulnerable domestic situation or are at risk of being involved in gang-related activity.

Under this broad web an individual can be enveloped in a multiorganisational blanket that can serve and protect them and allows agencies to work clearly towards an understood collaborative long-term solution which will be appropriate for the individual.

We provide more than just software. Our consultants are ex practitioners from a range of business areas within the public sector. With a combined experience of over 100 years we understand the challenges you face so we work with you to build a relationship with all your partners to promote engagement and maximise participation.

Our Team have extensive experience in Process Analysis and Re-design and can work with you to analyse your existing procedures to help identify if your current processes are the most efficient and effective.



## Empowering communities through a non-commercial mindset.

The Empowering-Communities' approach aims to not pigeonhole individuals. People are complex and cannot be reduced to binary absolutes – we are not A, B, or C, but a bit of each. In our case this can mean that an offender can also be a victim of domestic abuse. We avoid reductive labelling, working to wrap support around an individual who will have complex requirements, be they victim, offender, or both.

**Gary Pettengell / CEO and Founder**



## Simple, easy and cost-effective

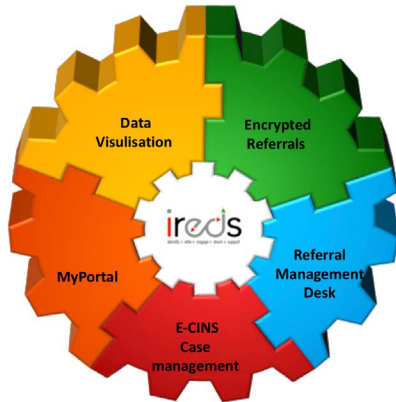
"E-CINS solves a range of problems by 'opening up' a secure channel for partners to provide multi-agency solutions. It is well aligned to our strategic objectives and quite simply if we did not already have E-CINS we would have had to create it.

As a cloud-based system E-CINS can be turned on, introduced, implemented and rolled out quickly, easily and at good value for money - it doesn't get better than that really."

**Simon Clifford, Director of Technology and Digital Transformation, Northamptonshire OPCC**



# An End-to-End Process for Managing Rough Sleepers



## EC Connect

### Encrypted Referrals and Triage Management Desk

Practitioners, police officers, professionals or concerned members of the public can complete an encrypted referral form that is securely accessible via a link without the need to log into a system. These encrypted referral forms support existing referral processes and enable richer data set capture at the referral stage.

The encrypted referral forms auto populate the Referral & Triage Management Desk, saving 100's of hours in administration time. These totally customisable Desks enable interactions and decisions to be recorded as well as giving practitioners the ability to communicate with clients via sms.



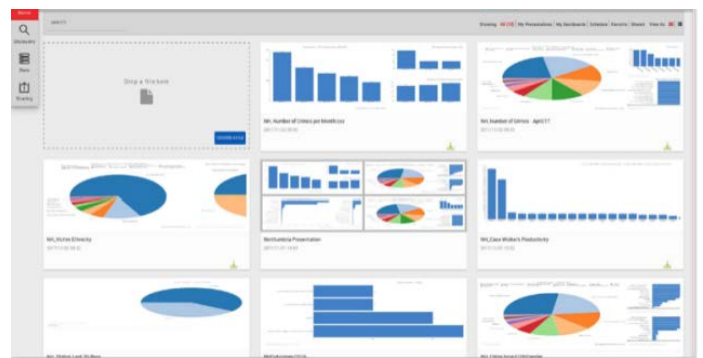
### Secure Information Sharing and Multi-Agency Case Management

E-CINS provides a secure, GDPR compliant, cloud-based hub where you can meet, manage and collaborate in real time with partners. It can be accessed remotely via the web on any device, so partner agencies can update and share information without installing any software and whilst out and about. Linking the Referral Desks with E-CINS enables positive action to be taken at an earlier stage improving outcomes and early intervention work.

## MyPortal

### Secure 1:1 Engagement with Clients in Realtime

Through an innovative encrypted module called 'MyPortal' practitioners can engage with clients in realtime to securely share documents, surveys, support plans and action plans. Clients can also receive updates, text messages and secure communications from practitioners to help them through their support journey.



### Data Visualisation and Business Intelligence

Many practitioners and analysts often have to battle with manual forms and several spreadsheets when trying to run reports. Our data visualisation and business intelligence tool enables you to create detailed multi-partner reports without having to compile data from multiple systems. It helps you identify information from a range of data sets, highlight trends and produce reports at your leisure, saving you time and giving you improved business insights to improve outcomes.

# E-CINS Case Management and Multi-Agency Collaboration System

## Manage, Task, Inform : In One Place - In Realtime

E-CINS is the UK's most widely used multi-agency case management and collaborative support system, used in over 65% of police force areas by over 16,000 practitioners and making it easier to share information securely across borders.

It provides a secure, GDPR compliant, cloud-based hub where you can meet, manage and collaborate in real time. It can be accessed remotely via the web on any device, so partner agencies can share information without installing any software.

Linking the Referral Desks with E-CINS, as is the case with Rescue & Response, enables positive action to be taken at an earlier stage allowing practitioners to manage and track the journey of an individual from acute, immediate needs through to longer term improved quality of life outcomes.

## Access a powerful national database

Through E-CINS' built in critical search and signpost facility Police and their partners can access a substantial national database of profiles from multi-agency sources that may not appear on any existing police databases.

## A Suite of Tools

E-CINS comes with a host of innovative tools and features built in to help partnerships to truly engage, collaborate and drive successful, optimised outcomes. The system holds a range of electronic risk assessments and referrals and a totally customisable Action and Support Plan that can be used for problem solving and risk/harm reduction.

## Licence-free

As Empowering-Communities are a not for profit Social Enterprise, E-CINS is offered non commercially. This means there are no individual user licences and no limits on what you can use the system for.

## Support any number of functions at once

E-CINS puts an end to silo working by looking at societal elements as a complete community. You can fully support a range of complex problems from Gang activity, ASB and Troubled Families to Employability, School Exclusions and Offender Management, at no extra cost and with no user licence fees.

Through this broad, integrated approach you can manage and track the journey of an individual from acute, immediate needs through to longer term improved quality of life outcomes.

## Local, National and Cross-border Working

E-CINS provides a critical search and signpost facility for police and their partners to search a substantial national database of profiles from multi-agency sources that may not appear on any existing police databases.

It enables practitioners to search for profiles and share information across borders, across London boroughs or anywhere else in the country.





# Wrapping holistic support around vulnerable persons

## E-CINS Functionality

### Access Permissions

E-CINS is 'locked down' by default meaning information uploaded is visible only to the owner. As the owner of information you can decide who you wish to view the information by granting access permissions to individuals, internal teams or external partners. Practitioners who are not part of your network can view a profile and request access to see more. It is a complete audited process that allows everyone who needs to be involved to be involved whilst keeping sensitive personal information secure and GDPR compliant.

### Action and Support Plans

Create person based, family based or location based Action and Support Plans with customisable time frames and tasking functionality. You can create simple action plans or more detailed plans with criteria, outcome and measures which in turn drives statistics. You can link action plans to case files and add access permissions for extra security and Data Protection controls.

### Risk Assessments

Build your own scoring and non-scoring risk assessments, add your own questions from a predefined list, compare them with previous assessments and work with them remotely on mobile devices. All risk assessments can be stored and reassessed later, which saves a great deal of time as fields are pre-populated. You can also compare scores and priority needs with previous assessments.

### Performance Reporting

Mine data from all partners from one place rather than multiple systems. E-CINS can generate graphical performance reports from various data fields and the results can be saved for re-use so you can produce them again and again enabling you to benchmark and compare.

### Run Live Meetings

Save time and money with paperless meetings, share real-time information and documents with partners who are not on secure networks. You can run face to face meetings, virtual meetings or a combination of the two. Set tasks during the meeting eliminating the need for attendees to take down actions or email tasks out.

### Search, Map and Plot Locations

You can map and link an individual in a variety of ways - by home address, an associate's address, a family member, in a different borough in another part of the country or even by vehicle. The address profile also shows any other individuals linked to an address giving you greater intelligence about an individual or address in question.

### Relationship Graph

Build a richer picture of the individual you are working with - for example: here is your person 'Jon Smith' (your client). You can see his associates, addresses he is linked to and any cases. He has a rich data set and quite a complex network with individuals. This information is live and in realtime and builds as more people work on the system.

### Tasks

Speed up processes by setting colleagues, teams and external partners tasks from within the system and keep track of your workload by receiving notifications of complete or overdue tasks.

### Notifications

You may want to know if a vehicle is linked to an individual or to an associate or you may want to be kept informed of all updates from anywhere in the country regarding a high risk case. As a practitioner you can keep up to date without even having to log in to the system.

# Security and Accreditations

We are independently ISO27001 accredited for the design, development, hosting and processing of multi-agency systems and data.

## Secure Private Cloud

Our secure private cloud is restricted to single teams or organisations. The additional security offered by the ring-fenced, private, secure cloud model is vital for any any organisation or team that needs to store and process OFFICIAL and OFFICIAL SENSITIVE data, or carry out sensitive tasks.

## Secure and Accredited Infrastructure

Our data centre infrastructure meets the rigorous requirements for ISO20000, ISO27001 and ISO9001 accreditation.

## Accredited Data Processors

Empowering Communities are experienced ISO27001 accredited data processors, trusted by local government, police forces and organisations big and small across the UK. We are also ISO9001, Cyber Essentials Plus and Cyber Essentials accredited.

## Data Encryption

Communication is secured using TLS 1.2 or SSL encrypted sessions. The level of encryption is between 128-256bit depending on client capabilities. Military Grade AES-256 encryption of data is provided during transmission and whilst it is at rest within our data centre and on the users end point device. All data is encrypted at rest and must pass through a gateway network security zone before being transmitted to the client.

Empowering Communities employ a field level encryption on the E-CINS databases in addition to all data being stored on our Self Encrypting Drives (SED). The algorithm used is AES-256 which is the same level of encryption the National Security Agency (NSA) now use for anything protected up to Top Secret.



## About Empowering-Communiites

The Empowering Communities Group is committed to helping practitioners and organisations establish a solid foundation to support those most at risk and in need within their community.

We operate across a range of business areas including early intervention, crime reduction, domestic abuse, sexual violence, restorative justice, gang crime and safeguarding.

To ensure you get the most from our solutions we offer a Consultancy Service, working with you and your partners to fully understand your working practices and reporting requirements and helping to streamline your existing processes to save you time and money.

Do get in touch if you would like to arrange a meeting to discuss your requirements.



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