



P A R T N E R S H I P

BREAKTHROUGHS

With the news that the Government has commissioned a consortium of research bodies to keep track of its Troubled Families Programme, Councils are now tasked with compiling progress reports and supplying comprehensive data and analysis to show how their interventions are producing better outcomes for the families they have identified locally.

Last month we told you about our plans to introduce a Family Assessment tool for practitioners who are using E-CINS to manage their local Troubled Families Initiative. We are delighted to say that this has now become a reality and we have now made it live to practitioners.

New Electronic Family Assessment Tool Helps Analyse Results



The E-CINS Family Assessment Tool has been created for, and with, the help of Troubled Family co-ordinators and key workers to ensure it meets the needs and challenges of the 'Troubled Families' Initiative. The development team has incorporated new functionality and features in recent weeks and it will be continually developed to meet the shifting needs and requirements of our users and those of future users.



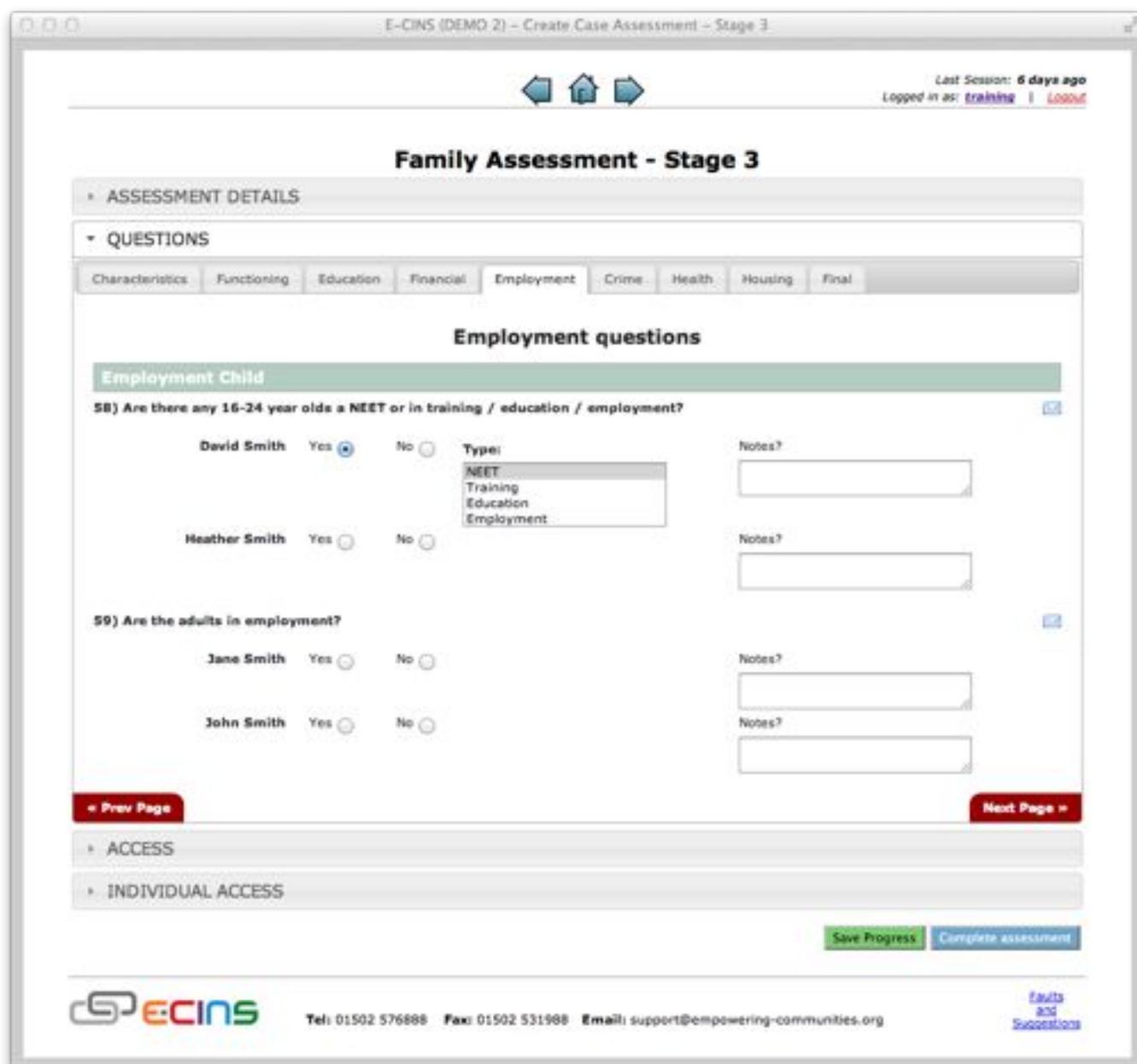
“The development of the Electronic Family Assessment on E-CINS has been a big piece of work and, as the diagram on the left illustrates, we will continue to work with E-CINS’ users to ensure it meets their needs, not just for families, but for other people in the community our users are working with. This now gives users two types of assessment on E-CINS with the other being the ASB style assessment that generates a risk score. At Empowering-Communities we know that success in the real world of our users means that software development needs to be fast, decisive, practical, implementable and implemented”
 Gary Pettengell, founder Empowering-Communities

The new electronic Family Assessment works by giving lead practitioners the ability to create a bespoke assessment template from a library of core questions. This enables them and their colleagues to build a rich and comprehensive picture of the families they are working with, the challenges they face and the differences or similarities between them. The information is recorded so that future assessment reviews can be quickly and easily carried out by duplicating the original assessment and updating the relevant questions. By carrying out assessment reviews at regular intervals practitioners are able to monitor and properly interpret which interventions are working and the type of support required.

Family Assessment - Saving Time for Practitioners

One of the key advantages of the Family Assessment Tool is the considerable amount of time it saves practitioners and key workers including Troubled Families Co-ordinators. Usual practice, until now, has been for assessments to be carried out in a paper-based format which needs to be filled in by hand. The new electronic version is linked directly to the relevant E-CINS Cases and Profiles so that all the information on an individual and family is in one place and can be 'pulled' from the system with minimum effort.

The fact that the tool is accessible over a secure network means that the assessment can be carried out at the families' address – practitioners can literally tap in the information whilst the meeting is in progress and set a future date to carry out a review. Because the information from the previous assessment is already there it enables the practitioner to quickly duplicate the previous assessment and make detailed progress comparisons against each review date.



Once the assessment or assessments have been created, all authorised practitioners within the scheme, who have been granted permission to view it, are able to see the completed assessment. By recording data over a set timeframe and comparing results Troubled Families co-ordinators are able to build a wider picture of the issues facing families and the correlations between them. It also helps key workers to analyse and understand the type of support that works for individual families and to generate a wide range of statistics that will help workers analyse trends and measure the effectiveness of their work with the family.

E-CINS development lead, Gary Pettengell, said "E-CINS has a very different way of supporting the Troubled Families Agenda. It is much more than just a bespoke Troubled Families software programme developed specifically for Troubled Families Co-ordinators. Instead it is a complete neighbourhood management solution that enables organisations to fully support their local troubled families initiative and any number of additional functions, saving everyone a considerable amount of time and money.



*Gary Pettengell,
E-CINS Architect*

For example, Suffolk originally commissioned E-CINS just for their Anti-Social Behaviour programme. They are now managing their troubled families countywide via the E-CINS platform.

Because Suffolk bought the system to manage ASB across county they are able to use it to manage any other areas of business at no extra cost. That means that the usefulness and lifespan of E-CINS goes well beyond the lifespan of the

Troubled Families Programme which ends in 2015 and its use continues to grow with changing times and needs.

There are no limits to the amount of information that can be uploaded to the system, no limits to the number of users who can access it, there are no user licence fees at all. Quite literally its potential to an organisation sees no bounds and the time and efficiency savings are huge."

"Because Suffolk bought the [E-CINS] system to manage ASB across county they are able to use it to manage any other areas at no extra cost."

Gary Pettengell, E-CINS Architect

Whilst E-CINS is a complete neighbourhood management tool, rather than a bespoke solution to one problem, the system incorporates a variety of tools such as the Family Assessment which enables practitioners to tailor the system to suit specific issues.

A major advantage Suffolk has found in using E-CINS is that the data uploaded by an organisation can be fully utilised across departments and partner agencies.

Effectively this means that because they were already using E-CINS for other issues the task of identifying troubled families within their districts was made so much easier. Many of the individuals were already known to key workers and, as such, had an existing profile on E-CINS. Where interventions had already been put in place with some of the individuals they were able to share that information fully with external partners and agencies. Information, such as support individuals were already receiving, was already accessible on E-CINS for everyone (with access permission) to see.

Creating an Assessment

The process of creating an assessment is quick and simple. When an assessment is started it automatically 'pulls through' the family members you have previously identified. This speeds up the assessment process and, once completed, you set your access permissions so that you can decide who can see the assessment and who can not. You can then set yourself a review date and duplicate the assessment at a later date. In addition to saving practitioners time it also puts in place a valuable benchmarking process that provides critical information for management to take forward.

E-CINS Electronic Family Assessment Key Features:

- Teams can create their own bespoke assessment template from a bank of questions
- The bank of questions is made up of both objective and subjective questions
- Partnerships from around the country and all participating counties can submit questions to be included in the 'questions bank'
- Stats and management reports can be generated from the assessment
- Assessments can be saved as work in progress
- Practitioners can task other teams and practitioners from the assessment for information they require to complete the assessment
- Completed assessments can be duplicated to speed up the completion of second and subsequent assessments
- When starting a new assessment family members are automatically pulled through to the assessment, this speeds up the assessment process and helps with some of the answers and management reports
- Once completed access permission can be applied to the assessment to restrict access to it if required
- The electronic assessment can be completed at the families address saving a considerable amount of time
- Reduces the need to use paper assessments
- The assessment framework can be adapted for other areas of business such as domestic abuse
- Review dates can be set on the assessment so that practitioners receive an email reminder

Initial feedback has been positive with practitioners stating that the assessment can also be used for families that are not part of the Troubled Families initiative and for other areas of business such as domestic abuse.

Focus on:
Empowering-Communities'
Heather Ette spoke
to 180° Norfolk
IOM's Police Sgt
Eddie Hammond and Housing Support
Worker Chris Day



HE: At what point in your IOM programme did you start to use E-CINS, was your IOM programme already well established?

EH: E-CINS had been established around 9 months prior to me being started with the Norfolk Integrated Offender Management Team. Due to E-CINS being very user friendly, I started using the Programme straight away as it was so simple to use.

HE: What process did you follow to get your IOM scheme up and running with E-CINS and how long did it take?

EH: I was not involved in the setting up of E-CINS however, I have been able to facilitate new members of staff to have immediate access to E-CINS. This includes Police Staff, Probation Staff and members of Partner Agencies who work with our offenders. The ease in setting up the access to E-CINS is vital as all new members of staff can record contacts with offenders immediately. This enables the whole team to obtain 'real time' updates which is crucial in maintaining cohesive offender management as it keeps people fully informed.

HE: Which partner agencies and internal departments are able to access E-CINS as part of your IOM programme and what impact has E-CINS had on your day to day working with these partners?

EH: At the present time the following people within the Norfolk IOM can access E-CINS. Norfolk Probation Staff, Police Staff, The resident Housing Support members within IOM, The Resident Drug Support Workers within IOM, Restorative Justice Development Officer, Members of The Matthew Project, Move on East Representatives who are responsible for Education, Training and Employment and Job Centre Plus

"E-CINS has been instrumental in identifying offenders and assisting with the recording of Restorative Justice Conferences"

DS Eddie Hammond, Norfolk Constabulary

The impact enabled all members of staff involved with each offender being able to record all dealings they have with offenders on to a central point which everyone can access. It provides real time information which is stored and facilitates risk assessments being carried out efficiently

and effectively. It makes a real difference everyone being able to read, record and update the journey of each offender within IOM.

HE: Do you have any examples where E-CINS has produced a better outcome for either a victim or offender you are working with?

EH: E-CINS has been instrumental in identifying offenders and assisting with the recording of Restorative Justice (R.J) Conferences where certain members of the cohort have met their victim(s). The progress made with each offender which is recorded on E-CINS and the updates on Case Management Meetings have enabled suitable offenders being identified for RJ Conferences by the Restorative Justice Development Officer. This officer only works two days a week in the IOM and hence is not always present at the various Case Management Meetings, but because E-CINS records all contacts they are able to identify updated information on each offenders progress and hence can identify suitable R.J candidates in real time.

HE: Do you have any examples of how E-CINS has helped you or your partners on a specific case?

EH: A classic example is when an offender from IOM cohort in Staffordshire moved to Norfolk. As Staffordshire use E-CINS we were able to access, straight away, this individual's record and see the journey they had been on within Staffordshire. The immediate access to their information was crucial in gaining an immediate insight into this individual, and made the transfer into Norfolk IOM seamless.

"Using E-CINS has been a like a fresh flannel after washing with a brick for years"
Chris Day, Housing Support Worker, 180° Norfolk



Chris Day accessing E-CINS

HE: You've been using E-CINS as part of Norfolk's 180° IOM Programme, what's your general view of the system?

CD: It's lovely to have a system that is quick to get in to and is designed for the user, it is just so easy to use. Everything is in a timeline format showing the latest information and the gallery view is really useful as we have a caseload of clients and it makes it much easier to see their current status at any one time without the need to scroll through loads of images. E-CINS' icon-based format presents the data in a very simple manner that is totally user-focused. Working your way around the system is straightforward as the site navigation is set up in such a way that it is totally obvious where you need to go in order to find the information you want.



"If E-CINS had legs Usain Bolt would be fired" – Chris Day, 180° Norfolk

HE: How do you use the system, does it help you on a daily basis?

CD: Our focus as a housing provider is to support offenders in finding suitable accommodation on their release from prison and situations change throughout the day that we need to report on and monitor. There are four of us in our team and we all use E-CINS to record and share information. We get updated information every day that we upload to the system and one-to-one visits with our clients are recorded on to E-CINS. Because E-CINS allows us to set access permissions we can partition sensitive information that we want to share only with certain parties.

HE: How has E-CINS changed the way you and your team work?

CD: It has enhanced the way we work as a team as it provides a constant source of information that we can all access whenever we need to. The fact that information is accessible and readily available even when colleagues are away from the office means that we are able to provide better support to our clients too. We work with clients on a daily basis and we are constantly discussing what is happening. E-CINS has effectively created for us a central information hub that can be accessed from anywhere.

HE: What would you say has made the biggest impact?

CD: The time savings we've been able to make since using E-CINS has been enormous. We've been able to significantly cut down the time we spend on data entry and searching for information, it is just so quick. We now spend far less time in the office and, as a result, far more time with our clients. The other most useful element is the constant trail of work that is recorded and therefore accessible to the whole team.

"E-CINS allows data recording to be as intuitive, clear, fast and organised as the modern user expects, saving me time in reading and writing data, allowing me more time for 1 to 1 interaction with clients"

Chris Day, 180° Norfolk



Empowering-Communities has been invited by the Responsible Gambling Strategy Board (RGSB) to join a Self-Exclusion Working Group that will be looking at the key issues around implementing an effective self-exclusion programme for the gambling industry.

The RGSB has highlighted self exclusion as a priority and issues around a national self-exclusion scheme were raised by the recent Culture Media and Sport Select Committee Report.

Empowering-Communities was the first independent organisation to develop and introduce a self exclusion programme and it remains the only national scheme in the country. The Count Me Out Gambling Self-Exclusion Programme has been highly effective in helping problem gamblers who wish to exclude themselves from entering gambling premises.

Unlike other self-exclusion schemes, Count Me Out is not linked to any one gambling operator. This makes it easier for problem gamblers to self exclude and far more difficult for them to resume gambling than under existing, individually run, company schemes.

The current legislation makes self exclusion from more than one premises very difficult, if not impossible, and information sharing impractical and potentially illegal. Currently, a problem gambler trying to resolve their addiction issues would have to personally visit each of the gaming premises in their area, complete multiple separate agreement forms and provide separate photographs of themselves for each and every one of those gaming premises.

This is clearly hugely burdensome and completely de-motivates the problem gambler. The Count Me Out National scheme makes it very easy for a person to self exclude from any number of premises both locally and nationally, and the information can be quickly, effectively and legally shared amongst all gaming premises including those the gambler hasn't specified. This allows for monitoring, engagement and support for the excluded, vulnerable person. Under the Count Me Out system a vulnerable person could self exclude from all these premises by completing just one agreement form and providing just two photographs. This system has also removed the necessity for them to go to a gaming premises to either collect or submit their Self Exclusion Agreement forms.

Providing Support Networks for Problem Gamblers and their Families

There are an estimated 300,000 problem gamblers in the UK and for every problem gambler there are on average 10 other people directly affected by their addiction. By providing effective and accessible national self exclusion the quality of life for problem gamblers and their families will be greatly improved. The 'Count Me Out' scheme makes it easier for someone to self exclude from several gambling establishments and sectors thus preventing addicted persons from gambling, encouraging them to engage with gambling and debt counsellors and enabling them to rebuild their lives, those of their family and to participate more fully in society.



Here's a testimonial from Peterborough's Grahame Robinson who has reported great success with his Nightsafe scheme which incorporates Count Me Out in Peterborough.

Licensees,

The NightSafe Pubwatch and SIRCS (Count Me Out) reporting/exclusion scheme has been up and running for 12 months now.

Through your desire to create a safer more enjoyable place to eat and drink your collective due diligence has helped to reduce alcohol related violent crime and disorder by 20%.

We currently have 68 people excluded from licensed premises for one reason or another - be it violence related or drugs. You have effectively maintained those exclusions sending out a clear message that you will not tolerate alcohol related violence or disorder.

You will all, no doubt, be aware about the intense publicity alcohol has had over the last few years within the national press along with drives nationally to reduce alcohol related crime and disorder. Peterborough is very much a different place to be, compared to as little as 18 months ago. I no longer hear that people will not go out in Peterborough because of its reputation. In fact the opposite.

The road is long and fraught with obstacles, but I believe that if we continue to operate the way we started we will continue to promote the message that Peterborough is a very good place to go.

I have recently returned from the National Annual Pubwatch Conference in Birmingham. The results of a national survey were published and presented at the venue. It is clear from over 1200 respondents from the licensing trade, council and Police that Pubwatch is an effective and proactive tool in dealing with alcohol related violent crime and disorder and some 59% said that their pub watch had positively reduced that crime and disorder in some way. We have reduced it by 20% and it is still reducing.

Thank you very much for your professionalism, due diligence, drive and commitment to working as a team in making Peterborough a safer place to be within our Night Time Economy but it needs to continue and we can not for one moment take our foot off the gas.

Peterborough NightSafe is your Pubwatch. It is working. It is promoting Peterborough in a positive manner and will continue to do so. Please make that difference and continue your support. Thank you once again for all your hard work this year.

Grahame



The Count Me Out systems of Alcohol and Gambling Self Exclusion have an important role to play in helping to prevent the break-up of the family unit and people turning to crime in order to fund their addiction. The system can be monitored by, amongst others, Health Care Professionals, Outreach workers, Domestic Violence Teams and their support staff and it also has a role to play within the Troubled Families Initiative as it allows co-ordinators to signpost individuals who would benefit from self-exclusion. Information provided by the wider community will 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 spiralled out of control, in many cases with violent consequences. If in this situation alcohol or gambling is a trigger then by self excluding the perpetrator has effectively asked the wider community for help. If the organisations monitoring the Count Me Out systems begin to see reports of self exclusion breaches, i.e. where a self excluded individual has attempted to purchase or consume alcohol, early intervention measures can be put in place.



A crime reduction partnership in Norwich that enables retailers to report criminal activity and thefts from their shops and premises will be re-launched next month.

The ALERT-SIRCS scheme, which is powered by Empowering-Communities' SIRCS database, helps businesses and individuals by enabling them to access, view and securely share information and images of suspects and offenders who commit crime on their members' premises. There are currently 56 businesses involved in the scheme all accessing the SIRCS secure online system with a view to reducing retail crime.

Gary Pettengell said "It is estimated that more than 20% of all crime is targeted at businesses. Many businesses are facing a tough time and losses from crime can have a notably adverse impact on their operating margins and an overall detrimental effect on town and shopping centres. SIRCS enables retailers to empower their staff to make a difference in tackling crime in their workplace."

Case Study:

Anti-Social Behaviour and Rehousing by Andy Solomon, Ipswich Borough Council

The issue:

Samantha is a 21 year old single female who has been known to agencies for several years for petty crime, drugs and general ASB issues. She left the family home after many disturbances and managed to get housed in a private landlord property in a quiet side street. The street has terraced houses and there is a mixture of young and older people living there, most work and there are several young children in the nearby properties.

Samantha likes to drink and is an occasional user of cannabis. She has a boyfriend, David, who is a bit older and a more frequent user of cannabis. It is believed he is actively engaged in dealing drugs. He often stays at Samantha's home overnight. Their relationship is volatile and they occasionally play music late at night often at a level which attracts complaints to the Environmental Protection Team. The Police were frequently called to the property to deal with domestic disputes which sometimes became physical.

The member of the Housing Options Team was so impressed with E-CINS and its capability he is now a user!"

Andy Solomon – ASB Team Leader

Action taken:

The playing of music wasn't daily but enough to cause concerns and complaints in the neighbourhood.

All information about the case was uploaded to E-CINS and access was granted to the ASB

Team, The Environmental Protection Team and the Safer Neighbourhood Team. The Environmental Protection Team served a Noise Abatement Notice on the property and the Police spoke to several residents, three of whom completed Risk Assessment Matrixes which scored high. A Premises Closure Order was considered and as part of this process an Acceptable Behaviour Contract was offered to Samantha which she initially agreed to but later refused to sign.

Although the problems were annoying they were not frequent enough to prove the significant and persistent disorder element.

Letters were sent to the Rental Company setting out the problems and actions proposed if the problems remained. The possibility of a Closure was discussed with them and after a period of time the Rental Company evicted Samantha. Samantha then presented herself as homeless to Ipswich Borough Council, the ASB Team were approached by a member of The Housing Options Team who asked if there were any ASB issues with Samantha. Due to the fact that all actions, documents, meetings and letters were stored on E-CINS we were able to supply all the necessary information for them to make a decision as to where she should be housed.

The Result:

Samantha was moved to more suitable accommodation and not placed in a densely populated road. In the six weeks since she has been moved there have been no more complaints about her behaviour.

Empowering-Communities Awarded ISO9001 Accreditation

We're delighted to announce that Empowering-Communities has been awarded the ISO 9001:2008 Quality Management Standard to "Develop and provide systems to facilitate multi agency information sharing".

ISO 9001 certification is awarded to companies that have established an internal Quality Management System which ensures their customers receive products or services that are fit for purpose, meet and hopefully exceed their expectations. Empowering-Communities were awarded the certificate by The Audit People, a registered Independent Certification Body.

The Audit People systems are Independently Assessed in accordance to ISO 17021:2011 & 27006:2007. This is the International Standard to which a Certification Body should operate to ensure utmost professionalism and impartiality when auditing an organisation's management systems.



ICO Visit and a Quick Guide to Cloud Computing

Following a recent meeting the E-CINS Team had with strategic leads at the Information Commissioners' Office (ICO) in Wilmslow we thought it would be helpful to run a feature on E-CINS as a cloud computing solution

To assist the reader we have clarified a few basic points:

Cloud provider – In the case of E-CINS this is Empowering-Communities as we are the organisation that owns and operates a cloud service.

Cloud customer – The organisations that use E-CINS.

Cloud user – The end user of a cloud service – for example practitioners that access E-CINS.

Software as a Service (SaaS) – As a SaaS cloud application E-CINS offers secure access to a complete software application which the authorised user accesses through a web browser. Accessing the software in this manner eliminates the need to install software on the client machine and allows the service to support a wider range of devices.

Cloud computing can be deployed using a number of different models. To help clarify the situation the ICO have defined the three main groups involved in the use and delivery of cloud services as:

1. **Private cloud** – The cloud customer is the sole user of the cloud service. The underlying hardware may be managed and maintained by a cloud provider under an outsourcing contract. Access to the cloud service may be restricted to a local or wide area network.
2. **Community cloud** – A group of cloud customers access the resources of the same cloud service. Typically the cloud customers will share specific requirements such as a need for legal compliance or high security which the cloud service provides. Access to the cloud service may be restricted to a wide area network.
3. **Public cloud** – The infrastructure, platform or software is managed by the cloud provider and made available to the general public (cloud customers or cloud end-users). Access to the cloud service is likely to be over the public internet.

E-CINS operates as a **'Secure Community Cloud'** because access is restricted to specified organisations who require high levels of security and legal compliance

Data Protection FAQs

Q. In relation to E-CINS is all communication in transit encrypted?

A. Yes. All of the communication with E-CINS is encrypted

Q. Will the data about our organisation or our users be shared with third parties by Empowering-Communities?

A. No data is shared with anyone outside of E-CINS.

Q. How quickly could Empowering-Communities restore our data (without alteration) from a back-up if it suffered a major data loss?

A. If the main database server goes down it would only take a few minutes to switch to the backup server. Information wouldn't be lost as E-CINS is 'mirrored' to backup servers.

Q. If I access E-CINS from a laptop is any of the information I looked at stored on the hard drive?

A. No information is stored on the users hard drive when they access E-CINS.

Q. Which countries will Empowering-Communities process our data in that is held on E-CINS?

A. England. No data is held or processed by Empowering-Communities outside of the UK.

Q. What audit trails are in place so you can monitor who is accessing which data?

A. This is done through user action logging within the E-CINS application itself.

Q. Can Empowering-Communities provide an appropriate third party security assessment?

A. Yes, we have undergone an IL3 approved penetration test. Please note the latest test was carried out on 8th April 2013.

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Current E-CINS Users

Below are just some of the organisations accessing and sharing information on E-CINS. There are more joining all the time.

