

BREAKTHROUGHS



Over 100 delegates from organisations including the Police, Probation, Fire Service local government, Housing Associations and voluntary groups braved the floods on Wednesday 28th November to travel to Staffordshire's Police HQ for the inaugural E-CINS 'Turning Local Good Practice into National Best Practice conference'.

Delegates came from as far as Devon and Cornwall and the South Coast to meet with colleagues, partners and peers from a range of organisations and agencies who were there to hear first-hand about E-CINS and how it is revolutionising multi-agency partnership working.

The day was billed as an opportunity to innovate, inspire and inform attendees about the ways existing users are adopting the system to manage a plethora of issues from ASB and vulnerable persons to Troubled Families and IOM. Judging by the feedback we've received so far we'd like to think we've achieved that aim.

Staffordshire's Assistant Chief Constable Julian Blazeby opened the conference by explaining to the delegates "I think the limit for what E-CINS can be used for is our imagination"

Quotes from the Conference...

"It was very interesting to hear first hand how E-CINS will figure within the force in the future, we are using the package for R.J at the moment but it is obvious that it will be used for far more in the future. It was also nice to hear how enthusiastic people were about being able to share information easily and cut down on time".

Clair Iles, Tamworth LPT, Staffordshire Police

'A really useful and practical day for sharing information. Thank you'

Karen Partridge, Risk Manager, Derbyshire Fire and Rescue

'Great system, very intuitive and user friendly. Really needs the cooperation of everyone - perhaps consider inviting all of one county organisations at once and not a country-wide as you will miss organisations, and ultimately the main selling point that this is a system for one and all'

George Davis, Probation Officer, Devon & Cornwall Probation Trust

'1 year on from going live with E-CINS and it's working really well for us. No more unnecessary meetings and the ability to task others means we are no longer duplicating our efforts. We are able to ensure action is taken earlier in most cases and we are able to monitor who by and when. E-CINS is changing all the time as we are working with the E-CINS team to continually improve it. Quite simply, it's a brilliant system.'

Rachel Tucker, Anti Social Behaviour Officer, Active Communities at Waveney District Council



" I think the limit for what E-CINS can be used for is our imagination "

Julian Blazeby - Assistant Chief Constable, Staffordshire
At the opening of the 2012 National E-CINS Conference

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'Very informative and the ECINS system is something I will be urgently trying to encourage my Council to install'

Robert Haynes, Community Safety Officer, Lichfield District Council

'As part of a DV agency I was looking forward to see how E-CINS was working alongside the other areas within E-CINS. I can see how this could be a powerful tool as a co-ordinated community approach is integral to successful DV service provision particularly to high risk MARAC cases and the potential impact of DHRs, and therefore would be really interested to hear more around this. I enjoyed the day thank you and learnt a lot'

Sass Boucher, Strategy & Development Officer, Staffordshire Woman's Aid

'Thank you for providing a worthwhile and engaging E-CINS National Conference. From an organisational and partnership perspective the system and approach has an immense amount of potential to improve partnership working in providing services for at risk vulnerable people.'

Mark Walchester, Strategic Partnerships and Engagements Officer, Staffordshire Fire and Rescue Service

'By end of day had a very good understanding of ECINS and its capabilities' **Phil Owen, IOM, Leicestershire Police**

Summary of the days' events

Opening Address Julian Blazeby

Assistant Chief Constable, Staffordshire

Mr Blazeby welcomed everyone to Staffordshire Headquarters to the first National E-CINS user conference saying "What a great opportunity it is for us all to be able to get together in one place at one time to discuss best practice and drive forward the E-CINS agenda. We think we're on the cusp of something very exciting... Today's about getting involved in the discussions, it's about your ideas, pushing the boundaries, challenging and making a real difference".

Mr Blazeby continued "I knew Gary when I worked in Norfolk before E-CINS took off and it's important to note that E-CINS only came alive less than 3 years ago, from Gary, the founder, talking to the Home Office on the 29th June 2010, going live in January 2011 to where we are today with 14 police forces, fire and rescue services, district councils, borough councils, other agencies and city councils talking about how we can use this in a multi-agency, multi-functional role.

The growth of E-CINS is very exciting and we now have the opportunity to take it to the next level. It's expanded massively since Gary's initial idea in Norfolk to potentially the Met taking it, with numerous police forces and other agencies making it 'business as usual'.

Here in Staffs we've been using it for the last 12 months and the team have really embraced the concept, particularly in the case of IOM with 720 offenders on the IOM books it's making a real difference. We're now starting to look at how it can be used for troubled families by the county council and city council in Staffordshire. We're also looking at using it for restorative justice and neighbourhood panels too so actually I think the limit for what E-CINS can be used for is our imagination. The good thing about it - in comparison to some of the off the shelf Products - is that we in Staffs have been able to work with E-CINS development to suit us. You can't always do that with off the shelf products so there's a real strength in relation to that."

Mr Blazeby then went on to talk about Information Sharing and Staffordshire's view "I know Information Sharing is a concern to us all in terms of different areas and how we pass information. My view on that is that we need to be sensitive to information sharing, of course we need to protect information, but it cannot be a barrier to making a difference to vulnerable people, people in need, victims and indeed of managing offenders. Sometimes it's used as an excuse, "we can't share information because the sensitivities around it". Put all those people first and how we can make a difference to peoples lives and actually that does start to cut through some of the information sharing channels.





Speaker Gary Pettengell

**E-CINS Founder,
Empowering-Communities**

Gary is the founder of Empowering-Communities, a self sustaining, not for profit social enterprise. He has worked on several local, national and international crime reduction and community engagement projects for which he has won several awards. One of these projects has been made the subject of a case study by the United Nations. In April 2007 he was voted "Person of the Year" in Lithuania for his work helping migrant communities and is the only foreign national ever to be awarded the Angel Guard Medal of honour for policing excellence in Lithuania.

In August 2007 he introduced the UK's first and only national self-exclusion programme for problem gamblers and has developed the only independent, international database and self-exclusion programme to tackle problem gambling via the internet.

In 2010 he was approached by the Home Office ASB and Youth Crime Team and asked if he could help realise their vision of creating a complete Neighbourhood Management system that would allow victims, offenders and vulnerable persons to be managed on the one system.

E-CINS has been live for nearly 2 years and it is changing partnership working in the UK.

Gary's Presentation

Gary opened his presentation by explaining how E-CINS was developed at the request of the Home Office nearly three years ago and was now delivering the vision of a cloud-based neighbourhood-management system that could be accessed by multi-agency partnerships to ensure everyone knows what everyone else is doing. He went on to address some questions which had been raised in discussion "I was asked earlier about the possibility that we could be bought out, perhaps by a larger software provider. The answer is no. As a not for profit Social Enterprise our social purpose remains central to our operation. As an organisation with primary social objectives any surpluses are reinvested to help and empower victims, local communities, vulnerable people and their families. This forms part of our constitution and it will remain so. There is no danger to any of our customers or future customers that our prices will rise beyond that which is reasonably justified and the funds of the organisation shall be applied only in furtherance of the aims and objectives of creating and managing sustainable projects to help and empower victims, local communities, vulnerable people and their families."

Gary spoke further about E-CINS' current position and why it has become a success in such a relatively short time "We've got a couple of thousand users and they are encouraged to proactively contribute to the product and the system. E-CINS will never be finished because we work in this agile continuous development environment. The conference itself reaffirms that situation because it was practitioners who asked for this and so today you will be hearing from practitioners, people who use the system on a day to day basis, either as a user or as a manager.

As Mr Blazeby was saying, from when I met the Home Office how on earth I went from a concept to live in 6 months I have no idea but here's where we are today:

- We've been live for 704 days which equates to 17,000 hours,
- We've had no minutes of downtime so we've got quite a robust system
- and that equates, as a not for profit social enterprise, to over 20,000 hours of development time already gone into the system - in the commercial world that would have equated to around a £2million project.
- We've got 162 Teams/organisations accessing the system across 6 counties but over the next 6 months that's going to go up considerably.
- We've got 2,000 users and every user is encouraged to give us feedback and tell us how the system can be improved upon.
- We're now up to 42,000 reports on the system, over 6,500 profiles and 10,000 tasks.
- Importantly, we've had NO funding which makes it quite a remarkable thing that we've been able to get to this situation.

Gary concluded his presentation with a slide showing how E-CINS acts as a safety net and announced that E-CINS can now evidence the difference it is making with case studies starting to come through showing how it is speeding up processes and in one case how it has even helped to prevent a death and a serious case review.



Speaker Simon Tweats

**Chief Inspector Staffordshire Police
and Programme Manager of
Integrated Offender Management,
Stoke on Trent and Staffordshire**

Simon has 23 years police experience and is a Chief Inspector of Staffordshire

Police. He has extensive experience of Justice Services and Integrated Offender Management (IOM) having held strategic leadership positions for both in his home Force. He also currently has thematic lead in his Force on Troubled Families and Electronic Monitoring (of offenders).

He has worked extensively with a wide variety of partners in designing and delivering an IOM Programme, spanning all areas of Staffordshire and Stoke-on-Trent. The programme is widely regarded as one of the most progressive and robust in England and Wales.

Simon is also an experienced Senior Investigating Officer, having held previous posts as a Detective Chief Inspector and Detective Inspector.

Simon's Presentation

Speaking on behalf of his team and the agencies involved in the partnership Chief Inspector Tweats explained how Staffs and

Stoke-on-Trent's IOM Programme began with agreeing the vision for their IOM Programme which is headed up by the ACC together with their Chief Constable.

“To reduce crime and enhance the safety of our communities by preventing the offenders of today becoming repeat offenders. Our focus is tackling the causes of offending behaviour to break the destructive cycle of crime and enable offenders to make amends to their victims and communities’

Ch Insp Tweats said “We carried out a piece of work at an IOM summit from Director level, Chief officer level sharing views about the most chaotic offenders who were demanding the services of the police, probation, prison, health, local authorities and more. That was the kick off to IOM and the key point is that without that approach at executive level it will end up being a bottom up approach that will go so far and no further. You need to get everyone on the same page. We have an ACC who absolutely gets it and a Chief Constable that drives it forward and that is all encapsulated within a governance structure that sits underneath our local criminal justice board, again another key point in clear and directive governance structures in which IOM sits.

The governance is then cascaded down from our local criminal justice board through to our strategic IOM group chaired by Mr Blazeby. All of the partners that attended our IOM summit - health, local authority at district level and county level together with city authorities together with police, probation, prison, youth offending service and community voluntary sector - all are active attendees of a dynamic active group that has enabled us to make significant progress.

Another key point in relation to that is that IOM is not the sole preserve of the police and if that is the approach that forces take then it is doomed to fail. We found in Staffs Stoke on Trent that the beauty of delivering IOM for offenders is that there is something in it for everyone. It is really important that everyone sees what is in it for them and takes out of it what they need to.

Inspector Tweats explained that SSOT's IOM Programme is essentially predicated on two things: Understanding Risk and Desistance Theory

Understanding of Risk

Ch Insp Tweats said that his team are now absolutely able to understand what the risk of reoffending is and who is at risk of reoffending in Staffs. “I can de-construct reoffending like it has never been done before and that is thanks to a number of crime analysts, not from the police, but from all of the different partners who were all able to put the right data together to enable us to see differently than we ever did before. We are also able as a result of that to clearly and categorically tell you what the top risk factors are that lead to the highest rates of reoffending”.

He continued “... you would expect me to say that substance misuse is our number 1 but we can tell you what percentage of our reoffenders are actually influenced by substance misuse to lead them to reoffend. Then it goes on to accommodation, education, training, employment, mental health - these are the key risk factors that enable us to construct a programme that specifically targets those particular risks. So that tells us who we should be focusing on and why.” Ch Insp Tweats presented a

graph depicting a typical career criminal ... “Our graph depicts typical career criminals whose offending falls and rises in scale as they grow older. He said IOM aims to work coherently with this type of offender so that we can consistently and intensively, through a relentless programme, control and change their offending behaviour bringing forward the age at which they desist and reducing in scale and seriousness the level of the crime that they do.”

Ch Insp Tweats then presented a second graph showing a significant reduction in an individual's reoffending as a result of the relentless programme that the team had put together. “If you multiply that by the 730 offenders that we have at the moment on the programme then that is probably one of the most important things our programme is predicated on. The journey which a typical offender takes is shown on a graph and does not follow a linear scale. We know the offenders will wobble and fall and commit crimes through their journey and the importance of the IOM programme is to spot those moments where they are likely to commit crime and we get into the ‘fleeting foot’ of offenders, this is precisely what we aim to do.

Ch Insp Tweats then explained how the programme is delivered to an agreed operational model, the first part of the which is Diversionary Activity

Diversionary Activity

- Select IOM cohorts,
- control activity,
- change activity

Diversionary Activity aims to ally strategies and interventions to divert people away from the criminal justice system and it focuses on the top four risk factors. “It's that upstream part that aims to characterise the next generation of prolific offenders and get in early said Tweats. “The selection of the IOM cohorts is informed by the strategic assessment that ensures that we're targeting those offenders who are most likely to reoffend and we construct that with various different cohorts of offenders and offending types.

We then build a cohesion between all of the partnership activity in relation to control and change of offending behaviour. The change activity is the most important part as it is that sustainable activity that takes people out of a life of crime. The work also enables us to better manage the transition between communities and custody settings and vice versa.

What E-CINS enables us to do is not only understand the risk strategically but also tactically so every day of the week we are able to understand the propensities that every one of those 730 offenders have to reoffend and we grade that, similar to most other areas. What is dissimilar though, is how incredibly agile and nimble our programme is with regards to how we respond to fresh information and it's spontaneous and dynamic and the tasking of all our 15 partner agencies co-located, is to be believed when you see those discussions taking place. I mentioned earlier about co-locations, evidence tells us that co-located IOM teams build the richest picture that we can possibly get. E-CINS absolutely allows us to do that and is a critical factor in delivering co-ordinated interventions and services.

The future of IOM in Staffs Stoke on Trent

Ch Insp Tweats finalised by saying “So where does IOM go from here? Staffordshire’s Stoke on Trent IOM Team largely is based on risk of reoffending. We think it’s a framework that enables us to expand this now into other areas of business. We think that there are other cohorts of offending types that would benefit from this approach and nationally ACPO are very keen and very interested in expanding IOM into other areas of risk, risk of harm essentially such as domestic violence perpetrators, into the MAPPA environment and what it can do there, violent offenders, women offenders and other areas they are very interested in exploring too. We too share that interest and hope to explore it and see what IOM can do to improve and develop that further. We also think there is a pressing need for inspection of evaluation with regards to the IOM programme and the differences that have been made again. The holy grail in most areas is a performance management framework that does what it says on the tin and an evaluation of service that clearly demonstrates what worth you are getting out of an IOM programme. Essentially we want to travel in the same direction that the Government’s going with regards to the rehabilitation revolution and we think that IOM beautifully underpins that direction of travel as well.”



Speaker Melanie Locke

ASB and Hate Crime Coordinator within the City of Brighton

Melanie is a sergeant with Sussex Police, she has 24 years of experience in a variety of roles from responding to emergency calls to working on

complex murder cases. Melanie is the event manager for Evolve, the support group for female staff and a Protest Liaison Officer, involving her meeting with protest group leaders and police command to help to facilitate peaceful protest in advance and deploying on the protest day.

Melanie has been the ASB and hate incident co-ordinator for the Safe in the City team for the last 15 months. She has been awarded a divisional congratulations for her partnership work recognising the training she has given in the harm based approach, the multi agency sharing of information on E-CINS and the development of the MARAT (multi-agency risk assessment and tasking).

Melanie’s Presentation

Sergeant Locke began her presentation by explaining how 15 months ago she was asked to review Brighton’s situation with regards to ASB and Hate Crime. She found that the current information they held was lacking, information was incomplete, held on spreadsheets and with little knowledge of which agencies were dealing with individuals. As a result they decided they needed a co-ordinated approach. They decided on the following course of action:

- Set up a working group – to look at how to take the project forward with all the relevant agencies involved

- Decide on a lead agency to work with vulnerable victims – the lead agency is not responsible for doing the work, they are responsible for ensuring tasks are being done
- Appoint a SPOC (specific point of contact) – to enable victims to have one person they could go to and to enable the team to give and receive updates from one specific person on a case
- Set up a protocol around working with vulnerable victims (2nd phase around perpetrators currently being worked on)

Sergeant Locke then spoke about the process of setting up the working group “The most important part is inviting relevant partners because what you need is the different people around the table to make sure we are making informed decisions and that we’ve got the people there that can help us. It’s not just the mental health services it’s also environmental health as we need them to understand the harm based approach together with our armed response officers and our neighbourhood officers and uniformed officers. These have all been trained with a harm based approach”. Sergeant Locke then explained how the harm-based approach training covers how different events and circumstances can affect individuals and trigger responses that can lead to harm to individuals and people around them. “we’ve had victims whereby the noise that’s been caused in a block of flats means they don’t take their medication and when they don’t take it they perhaps use alcohol to relieve the pain and when they drink alcohol then they have suicidal thoughts and then they start ringing other people up and now all of a sudden you’ve got one vulnerable victim that’s effecting the lives of two or three other people.”

Sergeant Locke then went on to show delegates the live E-CINS system and to talk about some of the development features that they are using in Brighton and Hove: “We’ve gone from having 40 high risk victims to coming down to a level of around 8 to 12. This feeds into our MARAT, our Multi Agency Risk assessment and Tasking Meeting. We have around 40 attendees at the meeting including Adult Social Care, substance misuse, mental health, fire, ambulance, 6 RSL’s (dependent if they have a high risk case), FIP, YOS, CRI (crime reductions initiative), street team (for homeless), Brighton Housing Trust (who manage high risk perpetrators) environmental health and council solicitor.

When you click into the vulnerable persons gallery in E-CINS it will tell you the last time someone put a report in about a person and invariably it will be within the last 3 days because when we are working with these people that we’ve identified as high risk we are actually doing some really meaningful work and sharing it in real time. Within 20 seconds that report will be up for other people, once you’ve given them access, to look at and that really does make it so much easier, for me and other people too. I like to encourage agencies to put a tiny bit of information in the box on individual profiles if there is a significant event so you don’t need to trawl through. Certainly one of our cases, which is now archived, we had 200 reports added by an RSL who was initially a little bit sceptical but since attending a brief talk in Hastings really does sing the praises of everything that is happening.”

“It just makes it so much clearer so that if you ask the NPT Inspector in Hove what he thought he had as high risk it would be on E-CINS so if he needed to share that with an RSL it would

all be on here and everyone would know it. We wouldn't all be working independently on spreadsheets”.

Sergeant Locke concluded her presentation by saying how after 6 months she was asked to report on how effective E-CINS and her review had been. “I've been talking to the Deputy Chief Constable of Sussex to explain to him what E-CINS is about, what we are doing within MARAT and how far we have come with this. Our work has been featured in the Government's White Paper 'Victims First' as good practice. We've continued to work with the Home Office and received the following feedback from them:

“it's good to see a varied number of different agencies around the table engaged in the management of cases. I found the discussion of cases to be quite smooth and thorough and I was impressed with the way in which agencies took responsibility for agreeing to follow up actions and update the case history. It was evident that there was a good degree of knowledge around the table, allowing agencies to gain an understanding of how other agencies work including what falls within their remit and what falls outside of their remit'.



Speaker Rachel Tucker

Waveney District Council, Suffolk

Rachel has worked for local government since 2004 and studied the Management of ASB at the Anglian Ruskin University, Cambridge in 2006. She is currently Anti Social Behaviour

Officer, Active Communities at Waveney District Council. Previous to this she was a volunteer special constable for nine years taking on numerous roles from recruitment to working on the drugs area support team for Suffolk Constabulary. Her current role is to co-ordinate and chair the council's Anti Social Behaviour unit which covers the area of Waveney.

Rachel acts in a consultative capacity on ASB issues on behalf of the council. Her role is to support police, and other partners in problem solving 'medium-high' victim led ASB cases. In July this year she has taken on the lead role on behalf of the local district council in respect of the Troubled Families Initiative (Suffolk Family Focus).

Rachel's Presentation

Rachel began her presentation by outlining Suffolk's use of E-CINS, explaining how Suffolk are using E-CINS for their Troubled Families Initiative and for ASB and that they decided to look at E-CINS following an ASB review in 2010 to look at what was going wrong and how they could improve their systems and processes. They found their main blockers were:

The sharing of information

Rachel explained “Within the process of us getting together as officers on the ground, housing officers, social workers, RSLs and anyone who came into contact in cases of ASB, we were asked

to look at what were the blockers to stop us achieving the goals we want to achieve? The first thing that every agency said was 'sharing of information'. The data information sharing process is an absolute nightmare for the officers on the ground - what can be shared, what can't be shared, we're all a bit protective.

Engagement of partners

We need to not be working in silos, police were traditionally known to work around ASB and then district councils, county councils, RSLs who also have a responsibility. Finance is always an issue but the ASB co-ordinators had no direct access to money, so when we identified a problem we had to try to get money from elsewhere to solve the problem.

Meetings

I can't tell you how many meetings I used to attend which I came out of wondering what I had actually achieved there.”

Rachel continued “We had in Suffolk spreadsheets which all our cases were on. Trying to find the information, who was the lead agency, who was responsible etc was on hundreds of files on my computer as was everyone else's.

The lack of coordination and cohesion between partner agencies was something we had to look at. We were working in silos, we were doing one thing, the police were doing there's and it wasn't joined up. We looked at minimum standards. We put ourselves in the shoes of the victim. We concentrated on dealing with the offender - whilst you occasionally updated the victim we didn't have a system in place to remind us to keep informing the victim. E-CINS highlights victims and repeat victims. You can put the name of somebody in and it will automatically tell you if someone is featured within the system so you automatically know if that person is a repeat caller.”

Tasking

“We launched ECINS in June 2011” said Rachel “We are doing really well a year down the line in using E-CINS for ASB, it's working extremely well. I can talk all day about how we now only have one meeting a week, I don't get frustrated because the police officer I wanted to speak to is now on leave for a week, the RSL hasn't got back to me etc. The tasking function gets you to do the actions as soon as you see the task. It gives us the ability to task SNT officers and anyone else working on our system. We are now in a position where every Tuesday we have a meeting with all the relevant agencies and they have the option to work in the office and we have a police officer who attends at the district council.

The Tasking facility has given us enormous time savings because of all the chasing around we used to do. I can talk about E-CINS in depth as I have been using it for a long time, people sometimes say “I wish it can do that”, I usually find it can you just need to know where to look. It's a really easy system to use. We went through the tendering process with people charging us thousands of pounds where they were trying to sell the system but saying “this is the system, you can't change it”. We've been making lots of changes on E-CINS to make it suit. The difficulty is getting the agencies on board but as soon as they do it is just a brilliant system.”

Live Data

Rachel concluded her presentation by explaining how E-CINS is accessed in real-time enabling everyone to be kept immediately and constantly up to date. "Our current FIP worker within the unit is able to go out with a laptop, fill out the information and it can be updated live there and then. If we have someone else visiting in the afternoon they will already know someone has been in the morning as it is live on the system. You can use it anywhere."



Speaker Ian Coxhead

Chief Inspector, Tamworth Community Partnership Hub

Ian is a Chief Inspector in Staffordshire Police and is currently working as a Local Policing Team commander at Tamworth. He has been

with Staffordshire Police for 24 years and worked in various roles including Local Policing, CID, Communications and Professional Standards.

Tamworth has an established Community Safety Hub that is situated at the police station and comprises partners from Police, Borough Council, Housing, Voluntary Sector and Neighbourhood Watch. The work of the hub over the last 18 months has seen the establishment of a daily management process that is ensuring a timely partnership response to all aspects of vulnerability, that is being enhanced by the use of E-CINS.

Ian's Presentation

Chief Inspector Coxhead introduced Tamworth's Community Partnership Hub which was established in March 2010 and explained how co-location of the different agencies involved was key to its success.

Co-location - What does it deliver?

- Improved coordination and delivery of partnerships at a tactical/operational level
- Improved information sharing and access to information (within the framework of information sharing protocols)
- Improved community safety across the Borough of Tamworth by identifying and responding to real time crime and disorder issues
- Enables more effective and efficient daily briefing and tasking meeting

Ch Insp Coxhead said "The Community Safety Hub was there to give us an improved co-ordination and delivery of partnership activities at a tactical/operational level. What does this mean? We were able to be sitting in a room talking to each other!"

Dare to Share

We're there to deliver the best services and also to get offenders back on track and we're able to do that within a very tight information sharing protocol. Nobody in the room sits outside of our information sharing protocols, they cannot act on conversations, they can act on disclosed information only. Everybody understands that we have a clarity of purpose and a clarity of delivery so we all know where we're working from and how we work together.

What it has delivered for us - the co-location - is, without doubt, improved community safety, improved identification of vulnerability, improved action of vulnerability and improved delivery around and across the partnership " stated Coxhead.

He then went on to explain how the Hub became a 20 minute daily meeting where all aspects of work is discussed, from crime through to ASB, hate crime, domestic violence and concerns for safety. This has enabled vulnerability issues to be picked up because they are identifying people more quickly.

"We have Top 50 locations we have Top 50 callers, we know each and every location, caller and action we are doing. Within the Hub there are hub members and regular attendees from ASB officers, D&A and DV support workers, voluntary sector workers, mental health workers, adult and social care, Fire and Rescue Teams, the list is endless.

We have a system where people impart their information sharing, they drop in, they can have conversations and it is working".

Coxhead explained the purpose of the Hub Meetings

- Sharing Real Time issues to identify issues and vulnerability across Tamworth in respect of Victims, Offenders and Locations
- Apply and implement appropriate problem solving response through joined up working
- Early identification and intervention through appropriate referrals

"At our 20 minute Hub meeting we talk about everything across the board, the full spectrum because it is about dealing with victims and offenders and delivering the best service we can. We 'dare to share' information in real time because we want to identify those vulnerability issues and by having the people in the same room in a team it enables us to share quickly, respond quickly and deliver quickly and we always use problem solving - who is the most appropriate person? It isn't always the police, there are a lot of other agencies who have responsibility and we now have their buy-in to it.

When people come to our Hub meeting they sit down, listen and say 'this is so simple, its brilliant!'."

Case Management and E-CINS

Ch Inspector Coxhead explained that whilst the Hub Meeting was working well the big gap was an effective case management system.

How Does E-CINS Work for Us?

- Allows clear processes for a multi-agency approach to case manage victims and offenders
- provides a risk assessment framework which gives the ability to identify persons and cases of greatest risk and vulnerability
- Has enabled time and efficiency savings realised through reduction of meetings

Coxhead recalled “We had spreadsheets showing we were all doing different work and one day our Chief Superintendent handed me a piece of paper about E-CINS. I looked at it sceptically and read it. I went on to the demonstration site to see what it was all about and it started to click with me. We were looking at anti-social behaviour victims and perpetrators, hate crime victims and perpetrators, DV victims and perpetrators, vulnerability, everything was on the E-CINS gallery, it was all there for us. We were working in a Hub, we were all working off different computer systems but through the use of that worldwide web we were able to all access the same information. We were able to task people, we were able to get answers to tasks, we were able to speed up and deliver a really efficient process. So we came out of co-location, a Hub meeting, to “we need something to deliver” but equally it could work the opposite way around. I think if you got E-CINS it then drives you into “we've got partners here” lets get them in the same room having real time conversations and get that delivery across the systems.”

Clear Processes - E-CINS, for us, gives that clear process and clear management of victims and offenders and also locations

now as well, which is vital. It means pulling together cases and, through the use of the system, we are able to map victims against offenders, victims and offenders against locations and ensure we're getting the right sort of delivery.

Coxhead concluded “And finally, saving time on meetings. Yes we have a 20 minute meeting every morning but that is about setting the tone and setting the delivery. E-CINS has given us real-time interventions, it's speeded up processes in terms of interventions, taking away the time that we spend with individuals because we're solving their problems quicker. We're dealing with issues of vulnerability quicker.

We've got four of the people now around the table that I would like. Mental Health last week signed up to E-CINS and they're quite happy to use it. Adult Social Care are about to sign up to use it, and once they see it and once they understand it, and anybody will tell you, it is a very easy system to use which delivers everything you want. It's given the glue to our hub and co-location because it allows us to see everything that we're doing rather than all of us working off our own individual computer systems. Also the beauty of it is, around information sharing, you only share it if you want to. You can put reports on E-CINS that only you can see but everyone else can see that you've worked on that case.

I really don't see what the information sharing issues are because we're all signed up to protocols, we're all sharing information together and if we get the processes right it could be quite easy to structure delivery around it. E-CINS has without a doubt been the glue to our partnership delivery.

The Speaker Panel - Experiences and Best Practice

The panel were asked a number of questions from individual delegates who were interested in learning more about the system and how it could work for them in their day to day roles.

Procurement

A number of delegates posed the question about how E-CINS could be purchased and if it would need to be subjected to local authorities' tendering processes. The question was answered by some existing users who had been through the procurement process to purchase E-CINS within their own organisations but as each organisation had adopted the system under different criteria the procurement options differed from organisation to organisation.

Rob Macleod, Category Lead for ICT Services at the Government Procurement Service (GPS) has since clarified the situation. The G-Cloud catalogue (aka Cloudstore) is an OJEU compliant framework established by GPS in Oct 2012. Any public sector customer (including local authorities & police forces) can buy from the catalogue without the need to undertake a separate OJEU tender. Customer guidance can be found on this link <http://gcloud.civilservice.gov.uk/> the page also includes a link to Cloudstore.

Therefore, as Empowering-Communities is an authorised supplier through the Governments G-Cloud, there is no need to go through a procurement or tendering process for E-CINS.

For more information please visit <http://gcloud.civilservice.gov.uk/> or contact the Empowering-Communities Team on info@empowering-communities.org or call us on 01502 537719.

Focusing resources where they're needed

During the IOM Discussion Group the Staffs IOM Team were asked a number of times about how they were able to manage approximately 720 offenders with their current resources. Richard Nightingale explained that before E-CINS they were using Excel spreadsheets and were spending an inordinate amount of time on admin. E-CINS had enabled them to really pinpoint those people they wanted to work with as high risk, medium risk and low risk offenders and to focus their attention where it is needed. The improved information they were able to receive at a click of a button was enabling their Field Officers to take the lead but to simply direct tasks to other agencies

who are part of the E-CINS system. The ability to 'register an interest' in a profile also meant that they did not need to keep constant check of whether something had changed on a person's notes. The system would tell you if any other agency had uploaded or updated information on an individual of interest to you. Martin Steventon said "the work we do now with Dovegate and Stafford Prisons is providing us with far better information in order to risk assess individuals before they are released. We are provided with in-depth updates about how an offender is responding to support whilst in prison and so we are able to better adapt how we manage them on release. Where an offender has been compliant whilst in prison and responding well to measures aimed to help them we will literally meet them at the gate on release and deploy all the change tactics we have in order to assist them in their rehabilitation."

Richard Nightingale was asked whether it was a time-consuming operation to upload all the profiles onto the system "no not at all, it literally takes 5 minutes to input a profile onto E-CINS, we uploaded all 720 offenders in 3 weeks relatively pain free. You don't need to upload everything about an individual, just the information that is current and you can add more as you go along if you need to."

Is E-CINS here to stay?

Gary addressed a point at the end of the day that perhaps was on many delegate's minds. "But how can a little social enterprise from Lowestoft manage all of this, does it really have the capacity to cope?"

"Absolutely" said Gary. "Right from concept E-CINS was designed to be a national system. It has been built with that in mind and it is scalable up and down. We are currently working well below capacity but we have the processes and framework in place to allow E-CINS to grow, allowing the entire UK to manage their offenders, victims and the vulnerable in one place."

Interview with Gary Pettengell about why Empowering-Communities chose to become a Social Enterprise and what it means for our customers

Q. What is a Social Enterprise?

A. Jonathan Bland as Chief Executive of the Social Enterprise Coalition gave a very good explanation of what social enterprises are. He said 'The founders and leaders of social enterprises are passionate about achieving explicit social or environmental aims and this motivates them as much, if not more, than the challenge of running a profitable business. Many companies would consider themselves to have social objectives, but social enterprises are distinctive because their social or environmental purpose is central to what they do'.

Q. Is it correct to say that Empowering-Communities is not in it for the money?

A. That's correct, but obviously as a non funded organisation we have to generate an income. I like the fact that social enterprises compete in the market like any other business but do not exist to serve the interests of shareholders. I am not motivated by personal gain and like the concept of continually reinvesting any profits back into the organisation or as in the case of our Survivors Programme directly into the community.

Q. You have described Empowering-Communities as 'mould-breakers' - why?

A. At Empowering-Communities we have a proven track record of achieving what people say couldn't be done. Our Count Me Out Gambling Self Exclusion scheme is an excellent example of this. Advisors to the Government said it wasn't possible to have a national self exclusion scheme that wouldn't be cost prohibitive to smaller gambling operators. Our scheme runs very well on a voluntary contribution basis.

Q. How do people react to your business ethos?

A. The vast majority of people and businesses we speak to understand how we work. Empowering-Communities often breaks with conventional business models to find new, innovative and more sustainable ways of improving services to the victims, communities and vulnerable people we set out to help. For example we identified a lack of service delivery to the victims of domestic abuse coupled with a heavy reliance on funding. Our Domestic and Sexual Abuse Reduction Partnership addresses these problems and is going from strength to strength. However as we've become more successful and our user-base has grown, doing what's right for society and especially the business sector has upset some commercial companies.

Q. Would you say you are meeting a need?

A. Yes. As a social enterprise we are not constrained by conventional thinking in relation to delivering a service or product. Within reason where we identify a social need, we start working on a solution - whether that's helping business crime reduction partnerships through SIRCS, reducing repeat victimisation through our Survivors Programme or helping vulnerable people and their families with our gambling or alcohol self exclusion schemes.

Q. Describe yourself in one sentence?

A. I am a social entrepreneur with a clear vision and a strong belief that being part of a competitive and well-run organisation is the best way of achieving our social aims.

Q. When was Empowering-Communities formed?

A. Empowering-Communities was formed in 2007 and is registered as N.S.E.P Community Interest Company number 6265613.

Q. Is a Community Interest Company and a Social Enterprise the same thing?

A. A Community Interest Company or CIC was recently introduced by the Government as an entirely new type of legal structure that makes it easier to set up a businesses designed for the public good.

Q. What are your aims?

A. As a not for profit Social Enterprise our social purpose remains central to our operation. We specialise in maximising citizen participation to solve community problems and as an organisation with primary social objectives any surpluses are reinvested to help and empower victims, local communities, vulnerable people and their families.

Q. How is a social enterprise formed, do you need a constitution or have certain powers?

A. Yes, it is actually quite strict. We are administered and managed in accordance with a Constitution by the members of a Management Committee who may exercise the following powers:

- To create and manage sustainable projects to help and empower victims, local communities, vulnerable people and their families.
- To advise and support local and national initiatives throughout the UK, sharing information and good practice. To maximise citizen participation to solve community problems.
- To improve the skills and knowledge of individuals and other organisations working in the fields that Empowering-Communities supply services to.
- To buy, take on lease or exchange any property necessary for the achievement of the objects and to maintain and equip it for use.
- To employ such staff including volunteers and paid workers as are necessary for the efficient pursuits of the objectives.
- To raise funds by any means which may appear to be expedient and consistent with the objectives of the Organisation.

Q. Do you have any examples?

A. Well yes, many in fact. Everything that we do can be shown to demonstrate how we help vulnerable people. As a not-for-profit organisation we plough all of our resources back in to the development of existing projects, products & services and new initiatives.

Our first project was to introduce a National Self Exclusion scheme for problem gamblers. The 'Count Me Out' Gambling Self Exclusion scheme went live in August 2007 and since then we have developed the only independent, international self exclusion database for problem gamblers who use the internet to gamble.

In 2008 we developed and launched the first ever community based Alcohol Self Exclusion scheme. The 'Count Me Out' schemes provide effective self exclusion which empowers the vulnerable and their families to improve their lives and participate more fully in society.

To help local communities tackle crime, disorder, anti-social behaviour and environmental issues such as fly tipping and graffiti we have developed and introduced SIRCS (Secure Incident Reporting & Community Engagement System).

We launched a Rural-SIRCS scheme with all profits being invested into the Domestic and Sexual Abuse Reduction Partnership.

The Empowering-Communities Inclusion and Neighbourhood management System (E-CINS) went live in January 2011 and is creating an environment where everyone knows what everyone else is doing. This is an incredibly powerful tool and it goes along way to helping us achieve our overall goal of helping to empower victims, local communities, vulnerable people and their families.

Q. What do you think are your organisation's key qualities?

A. As a not for profit social enterprise we are innovative, creative, pioneering and have the strength of character to make things happen.

Empowering-Communities provides services and builds social action networks that help communities and vulnerable people.

We have an ethos of continuous improvement and are always striving to provide the best possible service to our customers and communities.

Speaker's presentations are available to view together with recent case studies from E-CINS users at www.empowering-communitites.org

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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

