

BREAKTHROUGHS

Half Yearly Update

We have a few things to share with you that we're excited about and that really helps to establish E-CINS' place on the map.



We are pleased to announce that E-CINS has gone live in London with an Integrated Offender Management scheme that will see Newham accessing and sharing information with their partners via the E-CINS secure platform. E-CINS will provide a central information hub in respect of high profile offenders that can be shared across partnership boundaries and in real time providing detailed and heightened information that will lead to improved rehabilitative interventions.

E-CINS is now the fastest growing cloud-based multi-agency system in the UK and is live in over 25% of the police force areas in England and Wales. Based upon the current interest in E-CINS we expect to be live in 50% of the police force areas in 2015 and that doesn't take into account every police force using E-CINS as part of national operations.

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

Julian Blazeby, Assistant Chief Constable, Staffordshire

We were very pleased to be told by an NPIA lead that E-CINS is one of the very few applications that is IL3 accredited. See page 3 for details.

As a proven system and with many counties now entering their third year as E-CINS users, here's a reminder of what the system is being used for currently and what it could be used for would add several more areas of business to this list:

- Integrated Offender Management (IOM) plus five prisons access E-CINS in Staffordshire
- Child Sexual Exploitation
- Anti Social Behaviour
- Vulnerable persons
- Victims and Offenders
- Family Intervention Programmes
- 'Troubled Families'
- Houses in Multiple Occupancy (HMO's)
- Street Drinkers
- Licensed premises (E-CINS has a built in risk score for each premises)
- Hate Crime
- Domestic Abuse
- Restorative Justice
- Acquisitive Crime
- Gangs and Gang Violence
- Environmental Health
- Travellers
- Missing Persons
- Youth Crime
- Rough Sleepers
- Prostitution
- Multi-Agency Operations
- Community Link Alarm Scheme
- Stalking (Paladin National Stalking Advocacy Program)

We have our second national E-CINS conference booked for 27th November and we have just held a round of user group meetings based upon Education, ASB and Troubled Families.

E-CINS also comes with a very clear, non-commercial, unambiguous all inclusive pricing model that means there are no additional costs and no limits on the number of users or organisations that can access the system. There are also no limits or extra charges in relation to the numbers of victims, offenders and vulnerable persons that can be managed on E-CINS. Our unlimited data policy also means that there are no extra charges in relation to archived profiles enabling practitioners to comply with regulations to keep their archived data for a length of time after they have finished working with them.

Daniel Pelka Case: Calls for Closer Cooperation

A serious case review into the death of 4 year old Daniel Pelka has found that whilst none of the agencies involved could have predicted Daniel's death, opportunities were missed to help the schoolboy who was murdered by his mother and her partner in Coventry. It highlighted a lack of information sharing and a failure to work in a 'joined up' way contributed to obstructing professionals from seeing the bigger picture.



"I think all the agencies have recognised that we need to look at how information is shared between people"
Home Secretary Theresa May

Gary Pettengell, Chief Executive, Empowering-Communities said "The problem that is raised in almost every single serious case review is a lack of information sharing. And certainly many of the failings identified in serious case reviews could have been addressed through improved communication between agencies. A lack of information sharing, professionals who are not informing each other of their little piece of the jigsaw - these are key to helping agencies see the bigger picture that would enable them to put interventions in place.

For multi-agency partnerships to be fully effective, information must be shared securely, in real time, between partners. We are proud to have created an environment where everyone knows what everyone else is doing whilst at the same time complying with the Data Protection Act.

We are now talking to counties that are looking to sign up all their schools to E-CINS. Another county is already running a restorative justice programme in their schools with all cases being uploaded to E-CINS."

The report raised some of the issues professionals faced when dealing with the family, "Some of the problems, such as the changes of addresses by the family, including moving out of Coventry for a period of time, made professional communication a more challenging process but it is fully possible now, through the use of a cross-border multi-agency system to keep external agencies, even those in different counties fully abreast of information relating to a particular case." said Gary. "Professionals who are in a position to make a decision about their own interventions can now easily access views and opinions from other professionals to build up a more accurate picture of the type of interventions required."

Martin Reeves, chief executive of Coventry City Council said "The report makes clear that the sharing of information and communications between all agencies was not robust enough and no-one fitted together the jigsaw of what was really happening to Daniel... every agency in Coventry needs to stand up and take responsibility individually and collectively for missed opportunities to have protected Daniel better. We must have a situation whereby people will be able to stand back... join the dots up and make that decisive judgment call. Judgements which are really difficult, arguably impossible sometimes, about the right thing to do regarding a child and their family."

A spokesperson for Coventry City Council - Children, Learning and Young People Directorate said "In Coventry a system had been set up to jointly screen domestic abuse referrals on a multi-agency basis and ten such meetings were held during the domestic abuse history of this family... "at some meetings, domestic abuse incidents were being discussed up to three months after they had occurred and decisions made were not recorded in order to review actions....also the information about incidents of concern was not always readily accessible."



Gill Mulhall, Daniel's head teacher at Little Heath Primary in Coventry, said: "His mother was a convincing manipulator. If we were aware of the bigger picture of his life or had doubts about her, we would of course have acted differently. We want to see changes where schools are aware of concerns from other agencies which affect our pupils."

E-CINS' Users Share Best Practice at the 2013 User Group Meetings



Empowering-Communities was pleased to host three E-CINS User Group meetings in Peterborough during July.

The first meeting on 11th July covered:

- Engaging Schools and schools' use of E-CINS
- Development of an e-CAF within E-CINS
- Safeguarding.

Representatives from Cambridge, Suffolk, Warwickshire and Staffordshire were in attendance to discuss how E-CINS can improve casework around these issues and to share best practice and user techniques with fellow E-CINS users.

Information Security - E-CINS raising the bar

'At Empowering-Communities we take data security very seriously and the E-CINS team has worked tirelessly to be the first Social Enterprise globally to be awarded IL3 Accreditation.

I was very pleased to have been told recently that for the process and storage of Integrated Offender Management data, E-CINS is the only application in the UK that is IL3 Accredited. When we set out on this journey I decided from day one that we wouldn't just 'piggy back' on a data centre's IL3 accreditation as this wouldn't mean the E-CINS application was an IL3 application but instead we would attain our own accreditation for the E-CINS application itself, E-CINS hosting environment and E-CINS network infrastructure.'

Gary Pettengell, Chief Executive
Empowering-Communities

Gary will be presenting about our IL3 accreditation at the Police Information Assurance Forum on the 2nd October 2013 College of Policing in Coventry



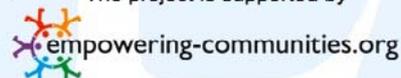
The accreditor hereby certifies that the



project as defined in the scope of accreditation of the above document set is accredited at IL3 in accordance with IS1 and 2 with IS1-2 supplement GPG47 and GPG 13 as currently understood.

The project employs substantial defence in depth and continuous monitoring. Ongoing testing will be applied and examined by the accreditor with remediation applied throughout the current period of accreditation. Reaccreditation will take place by the anniversary of this accreditation. In addition, the accreditor is satisfied that opportunity has been afforded through RMADS review by stakeholders for internal subscriber risk assessment of ECINS in accordance with GPG47.

The project is supported by



which is an ISO9001 certified organisation

Richard Jackson
ITPC Accreditor (2008) CLAS (2013)
07768113497

National Conference 2013

'Engaging Partners and Maximising Participation'

Hosted at

The Kingsgate
Conference Centre
Peterborough
Cambridgeshire

Wednesday
27 November 2013



The second E-CINS National Conference will be held at the Kingsgate Conference Centre Peterborough, Cambridgeshire on Wednesday 27 November 2013

This exciting event provides a sought after opportunity to learn more about how this unique and proven system is revolutionising partnership working around the UK

Benefits of attending:

- Discover why E-CINS is live in over 25% of the police force areas in England and Wales
- Understand why E-CINS is the fastest growing cloud-based multi-agency case management system in the UK
- Find out how the system is making dramatic improvements to multi-agency partnerships all over the UK
- Hear why the police, local authorities and their partners are now accessing the system daily and how every police force is using E-CINS as part of national operations
- Learn how organisations are moving forward with E-CINS from initial pilot through to county wide roll-out
- Hear how practitioners plan to develop and take their schemes forward in the future
- Look at ways to create uniformity around the use of E-CINS to ensure the system reaches its full potential on a local and national level.
- Learn from the experiences of other practitioners and their partners and discuss best practice
- Understand how by working together, creating an environment where everyone knows what everyone else is doing coupled with 'agile' IT development will result in massive time and efficiency savings for organisations and their partners

Speakers to include:

- **Keynote – Laura Richards**
Paladin
- **Gary Pettengell**
Empowering-Communities
- **ACC Mark Hopkins**
Cambridgeshire Constabulary
- **Inspector Barry Thacker**
Safer Derbyshire
- **Mark Walchester**
Staffordshire Fire and Rescue Service
- **Sgt Melanie Locke**
Sussex Police
- **Peter Castleton**
Sussex Police
- **Sgt Martin Steventon**
Staffordshire Police
- **Richard Bell**
HMP Stafford

To register attendance at the event please contact the Empowering-Communities Team
conference@empowering-communities.org or call 01502 537719
Places are limited and on a first come first served basis

Empowering-Communities Attend House of Lords Launch of National Stalking Advocacy Service

Empowering-Communities' Heather Ette and Michael James were delighted to attend the official launch of the Stalking Advocacy Service, Paladin held at the House of Lords and hosted by Baroness Brinton. Speakers at the event included Yvette Cooper, Shadow Home Secretary, Baroness Royall, Leader of Labour in the Lords. Stalking victims Sam Taylor and Allison Hewitt were joined by co-founders of Paladin, Laura Richards and Harry Fletcher in giving short contributions.



Empowering-Communities' Michael James and Liz Mannington of Paladin at the House of Lords Launch

The launch followed the highly successful campaign for the introduction of specific stalking laws in England and Wales run by Laura Richards, a criminal behavioural psychologist, and Harry Fletcher, a former probation trade union official, between March 2011 and April 2012. It is now a criminal offence to put a person in fear of violence by stalking as or to cause an individual 'serious alarm or stress such that it has an adverse effect on their usual day to day activities'. The campaign, which was one of the fastest to achieve its objective in parliament in recent years, was supported by MPs and Lords of all political parties.

Paladin will use E-CINS to offer high risk victims of stalking advocacy and support. The service will ensure that a co-ordinated community response is developed to ensure that high risk victims and their children are kept safe.

Profile on Laura Richards - Keynote Speaker at the E-CINS National Conference in November



Laura left New Scotland Yard in 2007 to take up the role of advising ACPO after a decade of working on violent crime. She previously set up the first Homicide Prevention Unit in the UK, as well as the Violent Crime Intelligence Unit at New Scotland Yard and has trained at the National Centre for the Analysis of Violent Crime at the FBI.

Laura launched Paladin, the new National Stalking Advocacy Service on July 11 2013 to support high risk victims of stalking. This followed on from the highly successful Stalking Law Reform Inquiry in Parliament which culminated in the introduction of two specific offences of stalking on 25 November 2012. In 2010 Laura co-ordinated the UK's first National Stalking Awareness Week in 2011 and was involved in setting up the National Stalking Helpline in 2010. Laura has won a number of awards for her work on stalking including the Charity Times Campaigning Team of the Year and the Suzy Lamplugh Trust's 'Taking Stalking Seriously' Award. Laura developed the Domestic Abuse, Stalking and Harassment and Honour based Violence Risk Checklist (DASH 2009) on behalf of ACPO and in partnership with Co-ordinated Action Against Domestic Abuse (CAADA).

In 2001 Laura initiated Multi-Agency Domestic Homicide Reviews in London and has worked with the Home Office on developing the guidance, which was published on April 13th 2011. Laura is a reader of Domestic Homicide Reviews on behalf of the Home Office and co-authored the book 'Policing Domestic Violence' published by Oxford University Press.

Laura has reviewed, analysed and conducted reviews on hundreds of murders and violent incidents to gain a better picture of the antecedents to murder and intervention and prevention opportunities. All this learning has informed the DASH (2009) Risk Model.

Laura has addressed and trained hundreds of law enforcement professionals and practitioners all over the world including:

- Police and Home Office, Portugal
- PSNI, Northern Ireland
- SSAFA MOD, Germany
- New Scotland Yard, London;
- New South Wales Police, Australia;
- Seville, Spain;
- European Homicide Working Group, Europol, den Haag;
- South African Police (SAPs), Johannesburg;
- FBI, National Centre for the Analysis of Violent Crime, Quantico, USA.

Focus on:

Empowering-Communities' Heather Ette spoke to Sally Watson, Communities Officer (Safe), Babergh and Mid Suffolk District Councils



HE: Where do you work, what is your role and how does E-CINS fit into the work you do?

SW: I work for Babergh and Mid Suffolk District Councils as a Communities Officer (Safe). I have only been in this role for 5 weeks since the two Councils went through a transformation process. Prior to this I was an ASB Network Officer for Babergh.

I use E-CINS on a daily basis primarily for case-management, but also find it extremely useful for recording Youth Nuisance and Night Time Economy perpetrators.

HE: What difference is E-CINS making to your job, and how does it assist you in helping your clients?

SW: As a district we are just beginning our Troubled Families programme. E-CINS has been fundamentally crucial in bringing agencies together making the whole process smart and effective. This has made a huge difference to my job. Prior to E-CINS I was using my own database which was basically just a spread sheet with different sized boxes (that never fitted on a whole page!) which was very ineffective for partnership working. If partners are using E-CINS clients can expect to receive a quicker, more thorough service without having to repeat everything to a number of different people.

HE: How many profiles (victims and perpetrators) are you currently dealing with via E-CINS and is this growing on a daily/weekly basis?

SW: As people are becoming more confident using E-CINS not only are the numbers of cases growing, but the content and value of them is too. We are seeing a lot less repeat victims which prove the problems are being tackled thoroughly at the root.

HE: What's your general view of the system and has it improved the way you and your team work and deliver your service?

SW: My general view of the system is "How did we manage cases effectively before E-CINS?" I find it easy to use and easy to pick up new aspects or improvements that are introduced. It has cut down on the amount of meetings or telephone conversations we use to have and is very useful for shift-workers (i.e. the Police) to catch up with things whatever time of day or night they are working.

HE: You attended our User Group Meeting in July, what did you find most useful about it and would you recommend others attending future User Group Meetings?

SW: I attended my first user-group meeting in July (I wasn't sure what to expect). I was afraid that everyone there would be 'super-users' and I'd be out of my depth talking to them. I couldn't have been more wrong. Everyone was at different stages of using E-CINS, so we were all able to feel confident talking to one another. I picked up some great tips and came away eager to learn about more of the functions I was not currently using. It was also fascinating having Gary chairing the meeting. He was able to answer a number of queries, update us on future functions and improvements, and listen to recommendations made by users at the meeting.

If anyone gets the chance to attend these meetings I would thoroughly recommend them.

HE: Which other agencies are involved in your E-CINS partnership and how has it improved your multi-agency working arrangements?

SW: We have a number of agencies involved in our partnership, primarily the Police, Local Authority, Hate Crime Service and local Housing providers. I think we are a little behind some other partnerships in the number of agencies utilising the service so I shall be working on that in the near future. As we operate over a very large area E-CINS has definitely improved our working arrangements. Being web-based is a bonus as a number of people work from home and can pick it up there.

HE: Are there any specific features on E-CINS that you find particularly useful and are there any features you have learned about through the User Group meetings that you would like to adopt?

SW: I can honestly say I find the whole system very useful (and user-friendly). To me the thing that makes E-CINS so great is being able to access immediate help of the E-CINS Team when I don't understand something, or think I've done something wrong. Using computer systems isn't something that comes naturally to me, so having an understanding person talking me through it on the other end of the phone makes all the difference.

At the user group meeting I was interested to hear how other areas use 'Assessments' for their troubled families. Gary gave us a run through of what can be done with Troubled Families (family groups, assessments and how they are developing statistical data), so I'm sure we will be using it to its full potential in that field.



Celebrating Renewals

Thank you to Babergh who have renewed with E-CINS for another year. Here's what Babergh's Sally Watson has to say:

"Personally I find the system an amazing tool and don't know how we coped before. To be honest I don't think we are using it to its full ability, however, I am trying to rectify that by having meetings with people who are using it effectively and learning from them. I shall then be able to update my colleagues (in-house) so we are using it more efficiently.

As an organisation Babergh are finding the system first-class and are confident that this is the best way of sharing information between partners. For case management it is succinct and thorough, enabling officers to see at a glance what actions have been carried out, thus preventing duplication or hours spent trawling through numerous paper files. We have been successfully using it for case management for the past two years and are in the process of utilising it for our troubled families (known locally as Suffolk Family Focus). The system is continually developing to meet the needs of the users, and the management are always receptive to new ideas, appearing to consider anything that may help.

When we started out two years ago E-CINS was not a word you would hear very often, but now it's used in practically every meeting I attend, and is a system that is (I hope) here to stay."

We are also delighted to congratulate Hastings, Adur & Worthing and Arun on their 1st anniversary as E-CINS customers

Going Live

We are pleased to welcome the following counties and districts to the E-CINS family this month with schemes going live in each region.:

- London Borough of Newham – IOM
- South Cambridgeshire – ASB
- Cambridgeshire – IOM • Cambridge City – ASB
- Peterborough – ASB • Horsham, West Sussex – ASB
- Shropshire - Troubled Families & Worklessness



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Case Study:

ASB and Vulnerable Family

by Sally Watson, Babergh and Mid Suffolk District Councils

The Issue

A family (two generations) all with special needs had been bullied in their home for over 30 years by numerous local youths. They encountered smashed windows (costing £1000 to repair in one month), urine and dog faeces put through the letter-box, snowballs, fireworks, paving slabs and stones regularly thrown at the house, abuse shouted at them and people regularly gaining access to their back garden, frightening them.

Until August 2011 they didn't have the confidence to report matters because twenty years ago when they plucked up the courage to contact the Police, they were told to live in the back of the house so they wouldn't see what was happening. This is how they lived until an SNT Officer realised what was happening and began working with them, gaining their trust and confidence. She worked very closely with the Disabled Liaison Officer and managed to get the victims to make diary entries and report matters to the authorities. At one stage they were victims of 42% of all ASB occurring in their street.

The Approach

The ASB Officer (Sally Watson) called a multi-agency meeting and entered a case onto E-CINS from there an array of agencies was able to work with the family to drastically improve their quality of life. The Police Architectural Liaison Officer surveyed the property and recommended work, which the Council carried out to improve the security and lighting, a door was erected between neighbouring properties preventing public access to the gardens, and CCTV was installed. All the family received intense support from the Hate Crime unit, ASB Police Officer and DLO. Offender management was recorded on E-CINS and a number of young people were interviewed, signed ABCs or taken to court for ASBOs.

Current Situation

Things improved for a long while and the difference in the family (particularly the daughter who is in her 30's) was remarkable. They felt safe and able to live a normal life. About a year later however the daughter was seen by the Police Officer in town in an agitated state having taken an overdose. The ASB had begun to reoccur and she was suffering relationship problems which had all become too much for her. Once again the E-CINS case was revisited and agencies were able to work collaboratively to support the victim until she was stronger, and the ASB tackled.

Subsequently the victim has had the confidence to appear in a DVD (I commissioned about victims of ASB), be interviewed on the radio and give talks to school children about her ordeal.

Current ECINS

"We have created a level playing for organisations through E-CINS. We have given all organisations no matter what their size or financial budget the opportunity to use a very powerful, national, multi-agency case management system, communication tool and information hub'. E-CINS has enhanced the working lives of practitioners and even saved the lives of the people they work so hard to help and support".

Gary Pettengell, CEO & Founder, Empowering-Communities

