

PARTNERSHIP

BREAKTHROUGHS

New National Stalking Advocacy Service to be Managed on E-CINS



A new National Stalking Advocacy Service is due to be launched officially at the House of Lords on Thursday 11th July 2013.

Founded by Co-Directors Laura Richards and Harry Fletcher, Paladin's caseworkers will use E-CINS to manage stalking cases around the country and help provide support to victims of a crime that affects around 120,000 people, mostly women, every year.

Established in the spring of 2013 following the highly successful campaign in Stalking Law Reform Inquiry in Parliament. The Paladin team, which includes Independent Stalking Advocacy Caseworkers (ISACs), will ensure high risk victims of stalking are supported and that a co-ordinated community response is developed locally to keep victims and their children safer. The ISACs along with the Single Points of Contact (SPOCs) in each police service throughout England and Wales will be able to manage cases in a secure multi-agency environment on E-CINS.



Gary Pettengell, CEO and Founder of Empowering-Communities said 'We know that E-CINS facilitates help and support to be quickly and effectively wrapped around victims and vulnerable persons. Empowering-Communities are really pleased to be working with Paladin to help co-ordinate a multi-agency response both nationally and locally to help keep victims safe'.

The Stalking Law Reform campaign was spearheaded by Paladin's Co-Directors Harry Fletcher and Laura Richards. In a very short period of time parliamentarians of all parties were persuaded to join a people's inquiry into the need for stalking law reform. That inquiry published it's findings in February 2012 and by May that year a new stalking law had been passed by both Houses of Parliament. The two new offences of stalking were introduced on November 25th 2012

The Inquiry was much wider than law reform. The terms of reference included training of criminal justice professionals, risk assessment of victims and perpetrators, sentencing, treatment programmes for perpetrators and advocacy for victims. The advocacy service is therefore vital to support high risk victims of stalking as well as scrutinising the implementation and application of the new law. Paladin will do both.

Laura Richards, Director at Paladin and a criminal behavioral analyst and adviser said 'Stalkers steal lives and also take lives, if their behaviour remains unchecked and they are allowed to escalate. In many cases this has resulted in serious violence, rape and in some cases murder. This is about homicide prevention and this unique stalking advocacy service will not only save lives, it will also save money by ensuring a coordinated response and the appropriate support of victims'.

Laura continued, 'this unique and pioneering advocacy service aims to give a voice to victims by offering support and advice. As well as helping

vulnerable, high risk victims through the criminal justice and family court system and ensuring a co-ordinated community response to safeguard victims Paladin will provide expertise on risk identification, assessment and management for victims and families. This is the first service of it's kind for stalking and Paladin's ultimate aim is to save lives as well as money through a co-ordinated response and Empowering-Communities will help with this coordination through the use of E-CINS'.

Pettengell added 'The use of E-CINS will speed up process and enable co-ordinated action to be taken earlier. We have created electronic versions of the new stalking referral and risk assessment forms on E-CINS. This will make it much easier for practitioners from around the country to manage stalking cases more effectively.'

For more information on Paladin please e-mail info@paladinservice.co.uk or visit www.paladinservice.co.uk

E-CINS will be used to manage stalking cases in all police force areas in England and Wales. For more information on how to access the system and the electronic DASH and other bespoke stalking forms please email info@empowering-communities.org or call 01502 537719



*Laura Richards - Twitter: @laurarichards99
Co-Direct of - Paladin, Adviser Parliamentary
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Risk Assessment Model, consultant/trainer
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Managing Licensed Premises with



We are delighted to announce the development of the E-CINS Licensing Assessment Tool which was launched at the Multi-Agency Management of Licensed Premises Presentation on 29th May 2013 in Great Yarmouth, Norfolk. Representatives from Norfolk and Suffolk Constabularies, Great Yarmouth Borough Council and Suffolk Licensing were in attendance to see how the system would enable them, the Licensing Authorities and their partners to successfully 'manage' and risk assess licensed premises in a multi-agency environment.

Police in Fenland, Cambridgeshire have been using E-CINS for some time to case manage all their medium and high risk licensed premises and to share information with their partners such as the Fire Service, Environmental Health, Council and Trading Standards. We have worked closely with the Cambridgeshire team to further develop the system so that practitioners can carry out automatic risk assessments, saving them time and money.



How Does it Work?

First you create a licensed premises as a "case" on E-CINS and upload relevant information such as the size of the premises and license information including documents. Reports can then be uploaded giving details about specific incidents including the offence, intervention and any intelligence. The information you provide automatically generates a risk assessment score for each report e.g. 'Homicide/life threatening injury = 6 points. E-CINS automatically calculates the cumulative report scores for the premises over the past 6 months which dictates if the premises is currently regarded as high, medium or low risk.

The premises gallery on E-CINS allows you to quickly view all your licensed premises at a glance and filter it geographically, by premises and by current risk assessment rating. The licensing tool also saves you time by creating statistics and graphical information on your licensed premises including risk assessment trends, charts, graphs and tables based on areas, premises types and individual premises.

Because there are no user licenses you can choose to share or restrict selected licensed premises information with other agencies on E-CINS and you can task other agencies regarding the premises too, choosing to receive action related notifications on your selected premises if you wish.

Graham Mansbridge of Empowering-Communities said "Before we developed this tool, practitioners told us they were creating their own risk assessments using Excel Spreadsheets and then having to pull it all together. The E-CINS Licensing Tool Risk Assessment is carried out in real time based upon an actual live incident. Having this tool in place encourages a proactive approach from licensees which can help them reduce their risk score based on improved management of their licensed premises. Having E-CINS automatically carry out the assessment and score it and then create trends and statistical data will also save practitioners a considerable amount of time and money."

Case Study:

ASB, Street Drinking & HMOs

by Inspector Barry Thacker, Force
Partnership Liaison Officer, Safer Derbyshire



The Issue

Mr & Mrs O have lived at their current address for 20 years and Mr & Mrs C have lived at their home address for 6 years. Both have kept detailed ASB diaries since the initial report was made in 2009.

The owner of nearby Bed & Breakfast accommodation is a Mr L who lives elsewhere and rents to Mrs W who operated these facilities as a private business

Mr & Mrs O and Mrs W were once close friends.

One premise has been closed before due to class A drugs being present. After this closure it was agreed that the premise could be used to house vulnerable young adults who were homeless. The residents in all the B&B's are placed in the accommodation by a number of agencies.

ASB problems continued to be experienced. Examples of general nuisance, noise, walking up the road pulling number plates off vehicles, false fire alarms, snowballing, intimidation (threatened to kick Mrs C who was heavily pregnant at the time), and street drinking.

Mediation between the parties was tried but withdrew as one party considered it not workable.

It was explained that each resident affected by the problems was referred for Person Susceptible to Harm (PSH) so a camera could be installed on the street; however no resident met the matrix so a camera could not be sanctioned.

Mr O stated that Mrs W is not always on site and when residents visited to complain no one came to the door or answered the phone.

It has been suggested that drugs are being used at the premises and that Mrs W's son may be supplying to the residents.

Young people were being placed in the B&B's that had presented themselves as homeless to the local council and Social Services. Young people were placed at the B&B whilst alternative care or accommodation could be located for them and a care plan produced. Many of these young people had vulnerability issues, dysfunctional behaviour and required a high level of monitoring in relation to their behaviour. Some also had a high level of Criminal and ASB related behaviour. This in turn was then displayed in and around the B&B premise impacting on the local residents.

Another problem was that the other B&B's are within a few streets each with around 6 young people at each address. Due to the closeness of these premises the problems experienced have been magnified causing more frequent incidents of ASB for the local residents. The local SNT have worked hard to resolve the issues that have arisen from these premise with regular patrols and meeting with local residents.

A section 30 Dispersal order has been extended to cover the area to address large group gathering and drinking.

Fire have also made checks at these premise in relation to smoke

alarms and fire escapes, but due to these premises being classed as dwelling houses there is little legislation to enforce interventions. Problems have also been experienced when fire crews have attended false alarms. There has been no responsible adult at the establishment to reset alarms, so causing more noise nuisance for the community.

The Approach

All information was uploaded to E-CINS where the various agencies involved in the case could pull the information together. This led to the main problem B&B being inspected, (with the others likely to follow), and it was established that a license in respect of House Of Multiple Occupancy (HOMO) be applied.

Fail to license can lead to a £20k fine and/or the property closed down.

Current Situation

ECINS RAM score 16, 24, and 32. Mr C is suffering from depression due to the problems. There are at least 2-3 families at potential of high risk of victimisation.

The main problem would appear to be that the premises is not suitable for young people as it's within a built up area with no garden forcing the young people to meet on the road and so annoy others residents.

A survey of the residents showed that 80% felt that there was at least some low level disorder that impacts on their quality of life regularly.

Mrs W is having an ABC drawn up, and one identified offender is in the judicial process awaiting an ASBO application.

The Future

The County Council are reviewing the provision that is provided for these young people with a report due to provide a purpose built unit with individual rooms, and developing a minimum standards policy for any short term accommodation provision.

"Residents were being tormented for a number of years by occupants of a local B&B that provided short term care of under 18 year olds that presented themselves to local councils as homeless. This provision was also being used by other areas outside of the county with no background intelligence or information being provided as to their needs and potential offending history.

This resulted in a number of calls for service to the police who, together with the local CSP tried to mediate, and resolve the problem but the problem persisted.

By using ECINS case management has been used to coordinate and pull all the relevant information together and established other agencies involvement and have led to a key offender awaiting an ASBO, the B&B manager having an ABC prepared, and the local council starting legal proceedings with support from the fire and rescue service to have the premises licensed as a House of multiple occupancy".

Inspector Barry Thacker - Derbyshire Police

Focus on:

Empowering-Communities'

Heather Ette spoke to

Toni Kerryell-Emmerson, a

MOVEON east Employment Adviser working as part of the 180 Degree Norfolk team in Norwich.



HE: What is your role within the IOM Team and how does E-CINS fit into the work you do?

TKE: MOVEON east, part of Stonham, is a charitable organisation providing a resettlement service for offenders in Norfolk. My role is to help get clients 'job ready' by helping to create CVs, obtain ID and open bank accounts and assist with job applications. I also provide advice and guidance around training, employment and apprenticeship opportunities. Very often the clients have been in and out of prison and have lost all their paperwork so I often need to liaise with various organisations to get the information they need. I work solely within the 180 Degrees Norfolk team along with Probation, Police, Stonham, Matthew Project and substance misuse support workers. All agencies input their various client interventions into E-CINS to maintain an effective information sharing database which enables all parties to always have the most up to date information on all areas of the clients lives.

HE: Do you use E-CINS as a stand alone system?

TKE: Each agency or organisation within the 180 Degrees Norfolk team have their own IT systems and procedures that must be kept up to date with client information. Personally, I maintain MOVEON east client intervention records, the CATS database for the Job Deal contract and the E-CINS database. It is definitely worth a bit of cut and pasting as E-CINS is a really good tool to use when working with our client group. Everything can change on a day to day basis, their lives can be turned upside down in a moment. If I'm out of the office for a few days and my colleagues need to see how a particular client is engaging with me they can just look on E-CINS. It makes for very efficient information sharing.

"It is definitely worth a bit of cut and pasting as E-CINS is a really good tool to use when working with our client group. "

Toni Kerryell-Emmerson, MoveOn East

HE: Does it enable you and your partners to be more collaborative in the way you work?

TKE: Yes definitely. The clients benefit from a joined up service that our team provides, because there is constant communication with the team. Sometimes there are different versions of stories

from the clients and having everything noted in E-CINS gives us the true picture. We can provide a united front as we are all singing from the same hymn sheet.

HE: Is E-CINS helping you provide a better service?

TKE: I believe so. In the past clients would come and see me at MOVEON east and I would not be allowed to share their information with any other organisation or agency unless my clients signed a consent form and there would have to be a good reason to do that. What we have now is a really effective way of working with this client group. All the information is captured and recorded on a daily basis so we all have a much better understanding of what is happening in our clients' often chaotic lives and we're aware of the support - or lack of - that they are getting.

"Sometimes there are different versions of stories from the clients and having everything noted in E-CINS gives us the true picture. We can provide a united front as we are all singing from the same hymn sheet."

Toni Kerryell-Emmerson, MoveOn East

HE: Has using E-CINS helped improve your relationship with your partners?

TKE: 180 Degrees Norfolk is split into three parts, the largest team is in Norwich and there are smaller teams in Gt Yarmouth and Kings Lynn. Since working in a multi-agency environment, I believe the interaction between all of the agencies and organisations has improved dramatically. When E-CINS was introduced the transparency it offers and the ability to access partner's information even if they are away from the office is a huge advantage to the whole team.

E-CINS Gone Live

We are delighted to welcome the following districts to the E-CINS family:

Cambridgeshire:

Went live countywide with E-CINS this month, extending its use of ASB and will also use the system to manage prolific offenders as part of their IOM Programme.

Stoke-on-Trent City Council's Localities Team:

Have begun using E-CINS to case manage families requiring intervention.

Derbyshire:

Have begun their countywide roll-out of E-CINS for ASB.

E-CINS 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. The theme of the conference is ‘Engaging Partners and Maximising Participation’

More Information on the 2013 conference will be in the July Edition of Partnership Breakthroughs

For details & to request a booking form please contact the Empowering-Communities Team conference@empowering-communities.org or Call 01502 537719

E-CINS Around the Country

E-CINS is now live in 14 counties and 25% of the UK’s police forces! The list below shows on a national basis what E-CINS is currently being used for, or about to be used for, all on the one system:

- 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
- Dementia Project
- Licensed premises
- Hate Crime
- Domestic Abuse
- Restorative Justice
- Acquisitive Crime
- Gangs and Gang Violence
- Environmental Health
- MASH
- Travellers
- Missing Persons
- Youth Crime
- Rough Sleepers
- Prostitution
- Vulnerable NHS Patients
- Multi-Agency Operations
- Community Link Alarm Scheme
- Stalking



Empowering-Communities' Heather Ette spoke to Libby Nock, Victim Support Restorative Justice Co-ordinator, Staffordshire

HE: What is the main role of RJ in Staffordshire, is it a police led programme and how does it make a difference to victims, perpetrators and society as a whole?

LN: RJ is about bringing victims and offenders into communication, to discuss the impact the crime has had on the parties involved and ultimately to put the victim at the heart of the justice process. It aims to give them a voice in a system which they can often be marginalised from. The NJP project is a partnership project between Staffordshire Police and Victim Support. It makes a difference because it increases understanding between parties, it allows the offender to take responsibility for their actions and allows the victim to put a face to the crime and hopefully gain some closure. The NJP project aim is to deliver 'community justice' i.e. justice that is delivered by and transparent to the local community.

HE: Is having the RJ process in place helping to reduce re-offending in Staffordshire and do you have any evidence of how it helps victims? Is there a cost factor related to any efficiencies created through the RJ process and how does E-CINS fit into this?

LN: The project is still new and on-going evaluation is taking place. The results so far in terms of reducing re-offending and increasing victim satisfaction are extremely positive. As E-CINS is a straightforward system it doesn't overcomplicate the referral process. Setting up a project is always a busy time therefore a system that is not overly cost or time intensive is a positive.

HE: How is your office set up, are you co-located with other agencies/police/probation etc. or do you work separately and share information via E-CINS? What agencies, organisations and support groups do you work with as part of your RJ team and are they all accessing E-CINS?

LN: My main office is with the charity I am employed by i.e. Victim Support but I do access the police stations across the county and work from them when appropriate. We share info on E-CINS with the local authority.

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

LN: Currently I have around 40 profiles on E-CINS. This has increased as referrals to the project have increased.

HE: How long have you been using E-CINS for RJ and how does it help you?

LN: E-CINS has been used within the project for around a year. E-CINS helps with the job because it is a quick and easy way to receive referrals as well as keep partnership agencies updated about case progress. E-CINS is an extremely effective way of sharing information securely. As the project expands the volunteer base that I manage will be added to the E-CINS system. As I manage 20 volunteers, E-CINS will be an effective way of managing those individuals and their workloads, as well as helping with case allocation and ensuring quality standards are being met within service delivery.

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

LN: E-CINS does have cost and time benefits to it i.e. it is quick and easy to use and allows you to manage communications with a range of individuals and agencies. This allows more time to be spent focused on service delivery. Once a wider range of agencies and individuals implement the system its value to the project will increase as it will make receiving referrals from different agencies easier.

"Being a new project a referral system needed to be devised that was straightforward, cost effective and efficient to use, in being all of those things E-CINS has proved invaluable to the NJP project".

Libby Nock, Victim Support RJ Coordinator, Staffordshire

HE: Do you have an example of a case where E-CINS has assisted with the RJ process and benefited you and your clients?

LN: It's particularly useful in updating RJ Champions or SPOC's about an outcome of case and also if the referring officer has outlined any vulnerability factors with a specific case.

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Current E-CINS Users

"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

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



Committed to Inform, Inspire & Innovate