Complex Risk Solutions From

empowering-communities.org

Secure, encrypted management solutions enabling service providers to share and solve cases of complex risk - in real time

Supporting Vulnerable People with Complex Problems

Empowering-Communities are in our third decade of designing and developing single and multi-agency community management systems.
We have used this experience to deliver solutions that enable providers to securely share information with their partners to help the most vulnerable in society access individual targeted support, when and where they need it.

Victims and vulnerable persons can have complex needs. Increasingly it is being recognised that to meet the needs of people with complex needs a partnership approach is required. For partners to work effectively there needs to be a clearly owned partnership strategy and an accessible secure platform to enable the needs of vulnerable persons and victims to be identified and addressed by all agencies.

What are Community MARAC's?

Community MARACs are a Multi-agency Risk Assessment comprised of those public service agencies best suited to help resolve community concerns. Their purpose is to create an environment for experts and specialists to collaborate with a range of partners to design a personalised risk reduction plan to address the problem at hand.

Frequent attendees at CMARACs include Fire, Ambulance, Local Authority, housing, social services, troubled families, drug and alcohol services, mediation, police, community teams, mental health services, as well as third-sector organisations, such as Victim Support, Registered Social Landlords, and various charities. The exact membership of a CMARAC depends on the specific needs of a particular local area and can include other specialist agencies.

Any organisation who sits at the CMARAC table can refer a case into the process. There are no fixed risk thresholds for referral and complex cases which do not fall immediately or easily into established categories are welcomed.

Common Factors of Referrals

- **Often both victim and perpetrator**
- **Links with MH, personality disorder**
- **Vulnerable adults living alone who are befriended**
- **Repeat callers to services displaying paranoid or psychotic behaviour**
- **Those with unmet Mental Health needs who refuse to engage with support services**
- **Complex needs of hostel residents presenting safeguarding issues to safety of residents and staff**
- **Vulnerable adults in mainstream housing but in need of supported/sheltered housing**

Partnership Approaches to Support Victims and Vulnerable Persons

The CMARAC's multi-agency approach and specialist input promotes an ethos of joint ownership, accountability and credibility amongst its membership and, due to the diverse range of organisations involved, encourages creativity and innovation. There is a sense of trust and value in those that participate which culminates in an environment for true and effective problem solving and resolution.

CMARACs aim to put an end to the 'pinball' effect of referral and re-referral of vulnerable persons to a range of different support agencies by ensuring partnerships collectively identify options and tactics to target high risk subjects and protect vulnerable victims.

How Does a CMARAC Work?

The public sector faces a number of challenges. Organisations are responsible for an ever increasing number of individuals with various degrees of vulnerability, while, at the same time, pathways for support and risk management are limited. Collaboration between public services provides opportunities for early intervention which can help to identify and target issues before they materialise, minimising costs and improving people's life chances.

CMARACs are a tool to provide a resolution for a range of problems ranging from ASB, Hate crime, Vulnerable Adults, Mental Health, Early Intervention or just complex cases. They can offer solutions that assist the vulnerable person, protect the victim or find better ways to manage an offender through a range of options including criminal justice, diversion and support.

How Does E-CINS Benefit CMARACs?

E-CINS empowers CMARACs by providing a secure, encrypted, cloud-based central hub where practitioners can meet, manage, collaborate, share, task, audit and evidence - to wrap support around the 'whole person', locally, cross border or nationally.

Its robust search and signpost facility enables police and their partners to access a large national database of profiles from multi-agency sources, many of which are not on other police databases. This enables support agencies to quickly and easily find out if a vulnerable person is already known to authorities and agencies and to identify their support needs.

E-CINS cuts through traditional departmental and organisational barriers by providing an environment where everyone knows what everyone else is doing, in realtime, enabling support providers to see the bigger picture and intervene earlier to reduce risk of harm and the escalation of problems.

Built-in tools to save time and money and speed up processes

- Hold live online meetings, task and action partners
- Create 'Wheel/Radar Assessments'.
- Build your own risk assessments with built-in priority scoring
- Create automatic referrals from individual assessment criteria
- Search, map and plot locations
- Fully customisable Action and Support Plans
- Produce statistics and reports to evidence outcomes

Contact us to find out more about CMARACS and E-CINS:

✉ support@empowering-communities org
☎ 01493 858768   🌐 www.e-cins.co.uk

empowering-communities.org