

A proven methodology to support vulnerable people linked to County Lines and Child Criminal Exploitation

We're in our third decade of creating single and multi-agency cloud-based community management systems that help you to share information with partners and deliver joined-up interventions.

A growing national problem

County Lines and Child Criminal Exploitation is affecting the safety and welfare of thousands of people across the UK and impacts on a range of complex issues such as child sexual exploitation, modern slavery and missing persons. Aside from the obvious criminal activity, it can have a devastating effect on the lives of young vulnerable people and their families.

This is a growing national problem requiring an intelligent, joined up approach by those working in safeguarding and enforcement.

By giving all local professionals and partnerships access to real-time information, everyone is better placed to raise the alarm when a child or young person is at risk of being involved in County Lines and CCE, moving swiftly to address their needs and provide relevant and effective support.

Our products and methodology encourage and enable all practitioners to collaborate to tackle this complex problem, quickly and efficiently, whilst making significant time and cost savings for everyone involved.



Our methodology of **Identity, Refer, Engage, Divert and Support (I-REDS)** gives local authorities, the police and their partners a means to take their community engagement and support of vulnerable young people to a new level.

The process helps all practitioners and the public to identify those at risk and improve outcomes by enabling support to be wrapped around them quickly and effectively.

I DENTIFY - Encrypted Referrals

Practitioners, police officers, teachers or concerned members of the public can complete an encrypted referral form that is securely accessible via a link without the need to log into a system. These encrypted referral forms support existing referral processes and provide more comprehensive referrals at an earlier stage.

R EFER - Referral and Triage Management

The encrypted referral forms auto populate the Referral & Triage Management Desk, saving 100's of hours in administration time. These totally customisable Desks enable interactions and decisions to be recorded as well as giving practitioners the ability to communicate with their clients via sms.

E NGAKE - Secure Two-way Communication

MyPortal enables practitioners to communicate with any client directly via a simple and highly secure interface. Online Safety Plans with emergency numbers, calendars and documents can be shared between practitioners and clients providing a means of signposting to events, support facilities and meetings.

D IVERT - Case Management

If a vulnerable person, victim and/or an offender requires full single or multi-agency case management, they can have their cases transferred into the UK's most widely used case management and collaborative support system, E-CINS. Integration with legacy case management systems is available. Linking the Referral Desks with E-CINS enables positive action to be taken at an earlier stage improving outcomes and early intervention work.

S UPPORT - Secure Public Portal/Multi-Agency

MyPortal's secure 1:1 interface enables secure interaction and relationship management with clients in realtime or practitioners can provide joined-up multi-agency support through E-CINS' Action Plans, tasks and encrypted messages.

Adopt our I-REDS methodology for the management of County Lines and CCE and start reducing vulnerability



Encrypted practitioner facing referral form

Encrypted referral form auto populates fields within the County Lines/CCE Referral and Triage Desk

County Lines/CCE Referral and Triage Management Desk



OPTIONAL SMS SERVICE TO THE PERSON REFERRED

RECORD DECISIONS AND INTERACTIONS



COUNTY LINES TEAM

Vulnerable persons in need of full case management, engagement & support



MyPortal



- ← MULTI-AGENCY RISK AND REFERRAL ASSESSMENTS
- ← OPTIONAL CROSS BORDER INFORMATION SHARING
- ← TRIDENT VAT ASSESSMENT
- ← SAFEGUARDING STRATEGY MEETINGS
- ← COUNTY LINES MEETINGS
- ← MULTI-AGENCY ACTION AND SUPPORT PLANS
- ← MULTI-AGENCY MANAGEMENT OF THE 5 AREAS OF RISK & PROTECTIVE FACTORS

E-CINS enables effective and efficient multi-agency management of the 5 Risk & Protective Factors to help reduce gang and youth violence



MyPortal



- ↔ SHARE DOCUMENTS ↔
- ↔ SHARE ACTION PLANS ↔
- ↔ SHARE CALENDAR ↔
- ↔ SEND TEXT MESSAGES ↔
- ↔ TASKS ↔



Features and Benefits

- Cost beneficial - Financial savings and positive social benefits far outweigh the cost of the solution.
- Provides huge Social Return On Investment opportunities.
- Save money with automated processes and by reducing duplication of effort and resources.
- Proven time and efficiency savings
- Automatically populates Referral and Management desk in real time, saving 100's hours of administration time.
- Encrypted Referral Form accessible via a link-no log in.
- Richer data set capture at the referral stage.
- Make better decisions on a timely basis and find answers to questions as they arise.
- Encrypted end to end process.
- Supports and enhances existing referral processes.
- Create clear referral pathways.
- Replace several spreadsheets with one holistic automated process.
- Encrypted self and third party referral options. Empower support workers, teachers, victims, vulnerable people and their families.
- Transfer cases into E-CINS for enhanced single or multi-agency case management. Integration into your existing case management system option available.
- Enables positive action to be taken at an earlier stage improving early intervention work.
- Wrap support around victims, offenders and vulnerable people quickly and effectively in a single or multi-agency environment.
- Identify those at greatest risk and Identify repeat victims, vulnerable persons and perpetrators.
- Share information securely across all your partners in compliance with the new GDPR regulations.
- Link to shared risk assessments and support plans.
- Expedite information sharing and make swift decisions to safeguard the vulnerable.
- Enable practitioners to understand how their work fits together with professionals at other agencies.
- Create a larger multi-agency vision and overcome a silo mentality.
- Reduce the need for multi-agency meetings.
- Enhance co-located teams and virtual agencies.
- Enable cross-border working. Remove the barriers to information sharing.
- Co-ordinate multi-agency responses.
- Full implementation process and support from an experienced team of experts.
- Fully hosted ISO27001 solution - No strain on your systems. No hardware required, no software to download and no additional work for your IT Departments.
- Avoids the need to buy costly hardware or software.
- Run an array of reports and analyse how services are being used.
- Automatic data backups.
- Access data on mobiles, tablets and desktops.
- Save money by avoiding costly user licenses.

"...with more groups adopting the county lines model, the risk to these individuals of further and more serious forms of exploitation is high... intelligence relating to vulnerable individuals, children and MISPERs is held on a range of systems across a variety of different partner agencies. A more coordinated and collaborative approach is required, where information and intelligence can be shared efficiently and effectively by relevant stakeholders. This will ensure that the appropriate identification and safeguarding of vulnerable individuals can be achieved soon after they are encountered."

**County Lines Violence, Exploitation & Drug Supply 2017
National Crime Agency County Briefing Report**

Security and Accreditations

We are independently ISO27001 accredited for the design, development, hosting and processing of multi-agency systems and data.

Secure Private Cloud

Our secure private cloud is restricted to single teams or organisations. The additional security offered by the ring-fenced, private, secure cloud model is vital for any any organisation or team that needs to store and process OFFICIAL and OFFICIAL SENSITIVE data, or carry out sensitive tasks.

Secure and Accredited Infrastructure

Our data centre infrastructure meets the rigorous requirements for ISO20000, ISO27001 and ISO9001 accreditation.

Accredited Data Processors

Empowering Communities are experienced ISO27001 accredited data processors, trusted by local government, police forces and organisations big and small across the UK. We are also ISO9001, Cyber Essentials Plus and Cyber Essentials accredited.

Data Encryption

Communication is secured using TLS 1.2 or SSL encrypted sessions. The level of encryption is between 128-256bit depending on client capabilities. Military Grade AES-256 encryption of data is provided during transmission and whilst it is at rest within our data centre and on the users end point device. All data is encrypted at rest and must pass through a gateway network security zone before being transmitted to the client.

Empowering Communities employ a field level encryption on the E-CINS databases in addition to all data being stored on our Self Encrypting Drives (SED). The algorithm used is AES-256 which is the same level of encryption the National Security Agency (NSA) now use for anything protected up to Top Secret.



About Empowering-Communiites

The Empowering Communities Group is committed to helping practitioners and organisations establish a solid foundation to support those most at risk and in need within their community.

We operate across a range of business areas including early intervention, crime reduction, domestic abuse, sexual violence, restorative justice, gang crime and safeguarding.

To ensure you get the most from our solutions we offer a Consultancy Service, working with you and your partners to fully understand your working practices and reporting requirements and helping to streamline your existing processes to save you time and money.

Do get in touch if you would like to arrange a meeting to discuss your requirements.



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