

# Encrypted Referrals and Enhanced Collaborative Support for People who Hoard

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.

## Supportive Interventions and Partnership Working

"The aim of journey mapping an individual who is hoarding is to better understand the triggers, what support they did or didn't have and how we can begin to address wider support for this mental health condition. The WHO (World Health Organisation) recognised Hoarding as a mental health disorder which will now bring about change in approaches to supporting a person(s) who hoards.

We wish to bring about much more focus on supportive interventions and partnership working to help the person find a solution to a problem they do not know they have. We have for a long time, recognised that hoarding can be triggered for example by a past trauma, childhood experience; the journey mapping will help to identify solutions that can be utilised as supportive interventions."

## Empowering-Communities

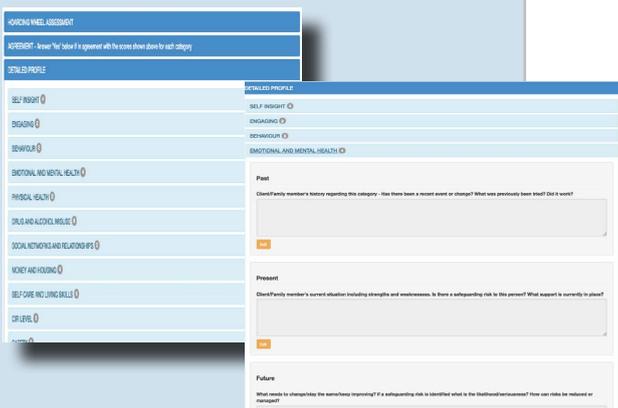
"Finally one referral form that negates the need to complete many different forms and promotes and encourages partnership working from the onset."

**Heather Matuozzo,**  
Director, Clouds End CIC

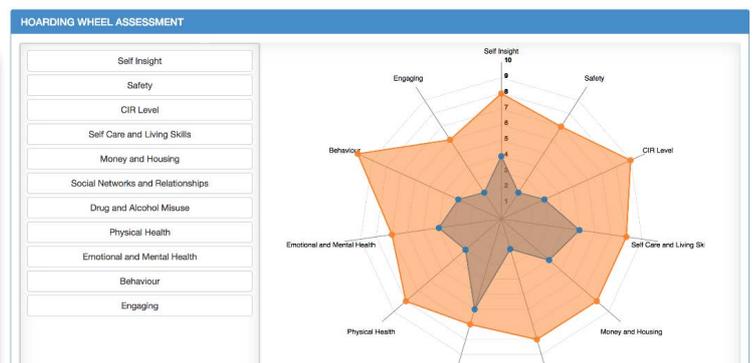
The Clouds End Referral Form works with the Empowering-Communities' Hoarding Referral and Case Management Solution to enable Housing providers, Local Authorities, Fire & Rescue Services, the Police and their partners a means to take their management of referrals, engagement and support of vulnerable people who hoard 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.

## Key Benefits

- Save 100s of hours per year in administration time
- Put an end to email and paper-based forms
- Automated process enabling more referrals to be managed
- Improve accuracy of information and enhance data capture
- Manage more clients with existing resources
- Securely store information in one place
- Create automatic referrals to partners
- Accessible to the public and practitioners via a weblink on computer, tablet or mobile phone
- Secure two-way communication
- Share online Safety and Care Plans with partners
- Electronic Journey-mapping tools for use with your clients



The screenshot shows a web-based form titled 'HOARDING WHEEL ASSESSMENT'. It features a sidebar with various assessment categories such as 'SELF INSIGHT', 'SAFETY', 'CIR LEVEL', 'SELF CARE AND LIVING SKILLS', 'MONEY AND HOUSING', 'SOCIAL NETWORKS AND RELATIONSHIPS', 'DRUG AND ALCOHOL MISUSE', 'PHYSICAL HEALTH', 'EMOTIONAL AND MENTAL HEALTH', 'BEHAVIOUR', and 'ENGAGING'. The main content area is divided into 'Past' and 'Present' sections, each with a text input field and a 'Next' button. The 'Future' section is partially visible at the bottom.



# An encrypted end to end process for managing hoarding referrals and supporting vulnerable people



Encrypted public or practitioner-facing Hoarding Referral Form

Encrypted referral form auto populates fields within the Hoarding Referral and Triage Management Desk



OPTIONAL SMS SERVICE TO THE PERSON REFERRED

RECORD DECISIONS AND INTERACTIONS

Hoarding Referral and Triage Management Desk



Optional case management interface

Optional secure two-way communication



## MyPortal

MyPortal enables practitioners to communicate with any client directly via a simple and highly secure 1:1 interface, in realtime. Online Safety Plans with emergency numbers, calendars and documents can be shared between practitioners and clients providing a means of signposting to support facilities.



**SHARE DOCUMENTS**  
**ONLINE SAFETY 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.
- GDPR compliant and meets the highest international standards of data security.
- 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.



## Simple, Easy and Cost Effective

"E-CINS solves a range of problems by 'opening up' a secure channel for partners to provide multi-agency solutions.

It is well aligned to our strategic objectives and quite simply if we did not already have E-CINS we would have had to create it.

'As a cloud-based system E-CINS can be turned on, introduced, implemented and rolled out quickly, easily and at good value for money - it doesn't get better than that really.'"

**Simon Clifford, Director of Technology and Digital Transformation, Nottinghamshire OPCC**



# 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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