We’re working with organisations to bring about change and improve outcomes to people’s lives through early intervention.

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.
Preventing children, adolescents and young adults from developing problems.

Research from the Early Intervention Foundation suggests that dealing with social problems affecting children and young people, including mental health issues, going into care, unemployment and youth crime costs £17bn a year in England and Wales.

They argue that some of this public money would be better spent on addressing the root causes of problems so they can be prevented, thus improving the life chances of children and families and benefitting society at large.

Early intervention is about taking action as soon as possible to tackle problems before they become more difficult to reverse. It can take many forms, from behaviour classes for young people at risk of being involved in crime, identifying the right type of support for children about to be excluded from school or a parenting programme for a pregnant mother and her partner.

It's an approach that aims to give everyone the best start in life, putting those most in need at the centre whilst providing cost-effectiveness by avoiding duplication and waste.
Case study: Peterborough City Council’s Pupil Referral Service reduces school exclusions

Collaborating with multi-disciplinary teams to wrap support around children and their families

Recent figures from the Department for Education highlight that around 35 pupils are excluded from school every day in England. It’s a worrying statistic given that outcomes are significantly worse for excluded children—just 1% achieve at least five GCSEs and many turn to crime.

On the surface, it’s clear to see that the majority of exclusions result from persistent behavioural issues. But dig a little deeper and you’ll discover that the root causes are complex, varied and specific to each child who have their own set of underlying circumstances.

The only practical way of reducing school exclusions en masse is to provide wraparound support for families before it’s too late. For this to happen, various agencies need to collaborate—health, councils, schools and police.

Peterborough City Council is aiming to keep children within the education system by providing a tailored package of multi-agency support to families. Its Pupil Referral Service has been cited by Ofsted as a model of excellence on several occasions and it’s consistently achieving results.

In Peterborough, the Pupil Referral Service helps children who are either permanently excluded or at the point of becoming so. The service centres around a Behavioural Support Panel involving a multidisciplinary team of professionals. These include the council’s early help coordinator, an educational psychologist, a mental health nurse and a dedicated worker from the Children and Adults Mental Health Service.

The process starts with an electronic referral form being sent from a school into the Behaviour Support Panel Administrator who creates a profile of the child and their family on E-CINS. Following the referral, an initial home visit helps to assess the type of support a family requires and a Home Visit Form is uploaded to E-CINS outlining all the required actions and tasks and any assessments that need to be made. The tasks are sent automatically through E-CINS to the Behaviour Support Panel professionals with automatic reminders sent at set times. Once a task is completed they upload their reports and assessments to E-CINS granting access to the individual members who would need to view it.

Families are assigned their own Family Support Worker who is able to log in remotely to E-CINS whilst on home visits to ensure that they are able to give families updates in realtime of all the evidence that is being gathered so that they are kept constantly informed throughout the process.

Due to the Panel’s diversity, it’s able to offer a wide range of ongoing help and as a result, permanent exclusions in Peterborough have reduced from around 100 a year to just 22–25 a year for the last three years, making an annual saving of between £868,875 and £903,630—quite a staggering cost saving and hugely beneficial given the irreversible impact that leaving the education system has on a young person’s prospects.
How we help

Because a child or family can experience an array of problems all at once, early intervention requires a multilevel, holistic approach that may need to involve a range of professionals from school staff, health visitors, disability specialists and housing providers to youth offending teams, sports development officers, faith groups and hospital staff.

Through this collaborative approach every relevant partner can work with a child and their family to provide timely and effective support rather than ‘picking up the pieces’ when they have run into difficulties.

For over 20 years, our systems have been helping teams throughout the UK to collaborate for the greater good. Our status as a not-for-profit organisation allows us to offer secure multi-agency solutions without the usual associated license fees. By doing so, it encourages greater participation as practitioners are free to invite everyone they need to.

For instance, if you’re working with a teenager at risk of crime you may need to involve colleagues in other agencies as well as the police and social services. We’ve made this process as simple as possible, while also retaining high-grade fully audited security protocols.

By using our solutions, you can help to identify those who are most in need of help, assess their needs and risk factors and manage their journey in a secure multi-agency environment.

Empowering communities through better identification and collaboration.

I started my social enterprise over ten years ago with the vision of empowering victims, families, vulnerable persons, communities and the practitioners that work to help them.

We have worked with many organisations to provide early intervention solutions that make a positive difference to young people’s lives.

Gary Pettengell / CEO and Founder
Adopt our I-REDS methodology and start reducing vulnerability.

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 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.

**Step 1 - 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 enable richer data set capture at the referral stage.

**Step 2 - 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.

**Step 3 - 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 E-CINS. Integration with existing 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.

**Step 4 - Secure public portal**

The Empowering Communities secure module, ’MyPortal’ gives practitioners a secure way of communicating with their clients. This includes sharing a calendar, documents, Action Plans, tasks and encrypted messages.

**Risk and Protective Factors**

“Professionals interact with families; they form relationships to gain information and to help the family change. These relationships can influence professionals’ thinking , for good or ill. A poor relationship, for example, may lead to a worker missing key information, or compassion for a mother may distract a social worker from the misery being experienced by her child.

By joining up intelligence from a wide range of specialists and professionals the team working with a child, vulnerable person or family can develop a much richer and robust support and recommendation package and carry out constructive multi-agency reviews, assessments and plans that enable risk factors to be reduced and protective factors to be enhanced”.

Learning together to safeguard children: ‘A systems’ model for case reviews - Social Care Institute for Excellence
Identify, Refer, Engage, Divert, Support (I-REDS) solution for the management of Early Intervention.

EC SOLUTIONS

**Risk & Protective Factors**

E-CINS enables effective and efficient multi-agency management of the 5 Risk & Protective Factors to help with Early Intervention techniques.
Early referral, identification of needs and joined-up support

Single point of access (one front door)

The EC Connect Early Intervention referral and management platforms provide a cost effective solution for organisations needing a secure customer gateway to a range of different services.

Interface with a multi-agency case management system

Each EC Connect Early Intervention Management Desk has a built-in secure interface with the national multi-agency case management system, E-CINS. This means that anyone in need of multi-agency, or more intensive single agency support, can be passed through to E-CINS for full case management.

Partnership approaches to support children, young adults and families at risk of escalation of problems

It is often the case that children who are the most in need of early intervention are the very ones who fall off the radar. This can be for a variety of reasons including a chaotic home life, moving house frequently or not being in education. Even when a child is known to agencies and are receiving support this can come to a dramatic end when a child moves out of a county.

E-CINS holds data in a secure central space, accessible by anyone who has a need to know. This means that if a child moves to a new county, their previous interventions can be made available to professionals in their new location so they can have the full picture and support can be quickly picked up and continued.

Data Visualisation

Every Empowering-Communities Early Intervention Management solution comes with a free Data Visualisation Tool. This is worth £500 per annum and is an intuitive, high performance, self-service tool. It makes it possible for system users and analysts to discover new opportunities, make better decisions on a timely basis, and find answers to questions as they arise.

Users are equipped with an end-to-end experience: from data preparation through to data discovery and simple reporting. Now users can easily transform disparate data sources into a single result set for visualisation.

Once the result set is complete, an intuitive canvas interface, that includes drag-and-drop features, allows users to create, modify, and drill down on data visualisations which are displayed on a dashboard. As trends, outliers, and information are revealed in the data, users can easily drag dashboards into a chat window for immediate collaboration with others about strategy, opportunity, and undiscovered revelations.
Build your own risk assessments

Practitioners can design, build and save their own scoring and non-scoring risk assessments on E-CINS. Custom questions, which are mobile-ready, can be created, viewed and reassessed at a future date. And because the fields are pre-populated with the data from the previous assessment, there’s an efficiency saving each time an assessment is carried out.

Scores can be compared with previous assessments, along with priority needs too, so practitioners can quickly get customers the support they need.

Access information on mobile

Taking a large stack of paperwork to a meeting about vulnerable people is neither practical or secure. Gone are the days where you need to compare notes stored manually in paper folders.

Our platforms are designed to be accessible when away from your desk, so users can receive the latest updates in real time from every relevant partner. Our hosting environment is secure and accredited to alleviate any concerns around data sharing.

Create a healthy culture of collaboration

Once an organisation can see the benefits to collaborating across borders, it begins to improve its attitude towards data sharing. We’re creating a movement across the public sector that’s moving beyond silo mentality.

Linking up professionals for joined up solutions

“We use E-CINS very successfully to help us manage the Pupil Referral Service. It has allowed us to link the schools with all the agencies that need to be involved and give the Police access on occasions.

I feel very much in control of the implementation of the scheme on E-CINS, it has been absolutely central to the success of the scheme. It really is an amazing tool that has allowed us to carry out our work in a secure and efficient way and help us deliver joined up support.”

Andy Craighead / Peterborough Pupil Referral Service
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 logging in.
- Richer data set capture at the referral stage.
- 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.

Empowering-Communities is an accredited not for profit social enterprise.

‘E-CINS is completely secure, GDPR compliant, very simple and easy to use and it enables you to build, in realtime, a chronology of all the people that are working with a child so you can build more quickly, more effectively and more safely, a holistic child’s profile.’

Claire George, Head of Service, Peterborough Pupil Referral Service
Security and Accreditations

We are independently ISO27001 accredited for the design, development, hosting and processing of multi-agency systems and data; ISO 9001; Cyber Essentials, Cyber Essentials Plus.

We are also on the UK’s G-Cloud Framework and Digital Marketplace.

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 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.
Other Solutions

NearMyStreet

The NearMyStreet web application has been developed as a customisable solution for service providers to promote local services and community events whilst improving a community’s health and wellbeing. But it goes beyond simply providing location information as it also offers a way for police, voluntary organisations and support services to help people improve their physical and mental health.

MyPortal

Through an innovative encrypted module called ‘MyPortal’ practitioners can securely engage with clients in realtime to securely share documents, surveys, support plans and action plans. Clients can also receive updates, text messages and secure communications from practitioners to help them through their support journey.

Keep safe

The Keep Safe Scheme aims to help vulnerable people get help in an emergency when out and about. It compliments the Herbert Protocol that encourages carers to compile useful information which could be used in the event of a vulnerable person, such as those with dementia or Alzheimers, going missing. Vulnerable people, their carers, support workers, family members or friends complete a secure public-facing online form in advance which records all vital details, such as medication required, mobile numbers, places previously located, a photograph and social and communication needs etc.

Victim Gateway

Victim Gateway helps organisations and their partners to proactively promote local victim care provision, services and events.

The form automatically populates the police database so that in the event of a vulnerable person going missing or their premises being visited by emergency services, their details can be easily accessed.
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.

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

Thank You.

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