Secure, multi-agency safeguarding solutions including MASH, MARAC and Victim Services

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.
Multi-agency safeguarding

Everyone has the right to live in safety, free from abuse and neglect. But issues that can lead to an adult or young person becoming vulnerable can be complex and multidimensional. A number of Government reports have reiterated the need for agencies to work together to ensure that safeguarding decisions are based on a comprehensive understanding of each individual.

Sharing information securely has several benefits for all involved. Not only does it improve the accuracy of risk assessments, but also it saves money by reducing duplicated effort. By joining the dots across a region, you can avoid cases getting “lost” and falling through the gaps.

In an effort to increase the level of coordination, many areas of the UK have established Multi Agency Safeguarding Hubs (MASHs) and Multi Agency Risk Assessment Conferences (MARACs). These improve cohesion between teams by giving practitioners a secure forum to discuss the needs of vulnerable individuals. To support these initiatives, Empowering Communities provides a range of specific tools that enable organisations to continue collaborating between these periodic meetings.
Secure, multi-channel MASH, MARAC and Victim Services solutions

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 running a Community MARAC, you may need to involve colleagues in other agencies as well as the voluntary sector. We’ve made this process as simple as possible, while also retaining high-grade fully audited security protocols.

By using our EC Connect MASH, MARAC and Victim Services solutions, you can monitor and manage your client/public relationships through a range of workstreams including criminal justice, diversion and support. Behind the scenes, you’ll also have access to a set of comprehensive, customisable data to report on progress and outcomes.

Our technology has been proven to save practitioners at least one hour per referral, which amounts to a considerable time saving when multiplied across the region throughout the year. So not only will you improve outcomes for some of the most vulnerable people, but you’ll also create efficiency savings along the way.

Empowering communities through better safeguarding

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 now made the safeguarding and self-prescribing model a reality and this really is empowering communities.

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
Single point of access (one front door)

The EC Connect MASH, MARAC and Victim Services 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 MASH, MARAC and Victim Services 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 victims and the vulnerable

Cope and recover are part of the social values that the commissioning of services for victims of crime seeks to address. These reflect more than just financial success, as a person’s happiness, wellbeing, health, inclusion and empowerment are central to the new victim services provision.

Victims and vulnerable persons can have complex needs. So to achieve these aims, providers are encouraged to work in partnership with other organisations to ensure that support can be provided holistically.

Data Visualisation

Every Empowering-Communities MASH, MARAC, and Victim Services 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.
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.

From a safeguarding point of view E-CINS supports gathering evidence from a range of sources which builds a picture, far more quickly than any other system, of risk and vulnerability and will then determine the actions that need taking, whether it’s manageable at our level or whether we need to pass it on to a risk holding agency such as Children’s Social Care.

Claire George, Safeguarding and Prevent Lead for Education for Peterborough
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.

Make informed decisions on spending and commissioning

“E-CINS [has evolved] to analyse a much wider range of data than ever before. We’ve been monitoring data comparisons from this year to last year and have been able to draw some interesting conclusions. For example, this year we’ve learned that over 70% of people referred to the Me and My Learning programme (M&ML) were facing four or more issues at the point of their referral.

These issues include teenage parents, family with a disabled parent, drug and alcohol problems to homelessness, debts and long term unemployment.”

Dave McKenlay / M&ML Business Partner, Melton Mowbray Borough Council
Integrating systems to maximise client relationship management and engagement

Victims and the vulnerable in need of full case management can have their cases ‘transferred’ to E-CINS from the EC Connect MASH, MARAC and Victim Services platforms. The integration of these systems enables those victims and people who are most vulnerable to receive tailored support from a range of multiple agencies who can securely share, task, evidence and audit information around their client in realtime to help improve positive outcomes.

The combined support offered by the EC Connect MASH, MARAC and Victim Services solutions and E-CINS achieve a hitherto impossible-to-achieve level of support for victims and vulnerable people that revolutionises partnership approaches to victim support and service provision.

The diagram above outlines the Nottinghamshire Victim Services model that utilises the Victim Services Management Desk, Invictus and the Multi-Agency Case Management System E-CINS. The victim export is from the Police Niche system. The diagram can be applied to the MASH and MARAC Management Desks. Referrals come in electronically to the MASH or MARAC Management Desk. The Teams can then transfer those that need to be referred to the MARAC meeting or for full case management or single/multi-agency support through to E-CINS.

The EC Connect MASH, MARAC and Victim Services Solutions provide Local Authorities, the police and their partners with a unique software framework that takes their community engagement and management work to a new level. It provides a foundation within a secure private cloud on which teams and organisations can build and develop their projects and initiatives.
A stand-alone solution or integrated with a larger project.

This model can be used in areas where victim data is sent to specialist victim services providers.

This MASH model can be implemented where a separate MASH operates in each Local Authority Area.
Safeguarding Gateway Model

The diagram above demonstrates how multiple MASH, MARAC and Victim Service Management Systems can be linked to a single multi-agency case management system.

**Totally customisable fields** that automatically link to management reports. Authorised users can add custom fields negating the need for additional IT support.

**Respond to and communicate** with victims and vulnerable persons via SMS, email, phone calls and letters. Use the client journey timeline to show a chronological record including: contact dates, contact method (SMS, Email, Phone, letter, visit), practitioner notes and time spent working with the client.

With **daily imports of victims’ data** from organisations’ stand alone systems, the EC Connect MASH, MARAC and Victims Service platforms are secure, encrypted, single or multi agency, private cloud-based solutions for the management of and communication with victims and vulnerable persons.

Teams can import data from single agency systems which have been specifically designed to help your organisation meet its obligations under the Victim Code. By automating the handling of tasks and time-based events, these safeguarding solutions facilitate increased productivity and victim engagement. They also provide encrypted public facing self referrals and third-party referral forms.

Empowering-Communities provides a **secure private cloud** that can be restricted to the sole use and access of a single team or organisation. 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.
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.

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.
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.
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.

If you would like to discuss any of our products or methodologies, please contact your local office.

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