It’s time for a positive change
Complex care is difficult

Vulnerable people with complex needs require complex support systems. But when you are one of the many people playing a role in a person’s support, it can be difficult to gain a holistic view of the individual. This can leave the people you are trying to help feeling unseen, unheard and disempowered in their own lives and care.

An “alliance around the person” approach

The goal of an alliance around a person approach is to prevent the chaos people feel in a fragmented system by creating a joined up network of support that is more effective, wise and compassionate. This approach gets everyone working together on an agreed plan and gives voice to the person at the centre, building genuine partnerships and trust. But shifting from existing systems when you are already struggling under the burden of too little time and not enough resources can seem like an overwhelming task.

Building better lives and relationships

Not only does our software offer a range of tools to help individuals gain back some control and make positive changes in their own lives, it enables professionals to work together more effectively to identify and manage risks on their behalf. Our systems can be customised to your needs, work intelligently with your existing set-up, as well as giving you the capability to grow in the future.

Vulnerable people are at the heart of our solutions

At Empowering-Communities, we put vulnerable people at the heart of our solutions. Our software enables real time information sharing between support teams, and connects agencies with individuals and their families, empowering their decision making and allowing them to be seen as experts in their own lives. This allows for a more compassionate, whole-person approach and means the right support is delivered when it is needed.

As providers of the UK’s most widely used multi-agency case management and collaborative support system (used in over 65% of police force areas in the UK by over 16,000 practitioners) ‘Empowering-Communities systems’ are the tools of choice for those who support others.
How does it work?

A quick overview

A person is logged via an easy-to-use interface into the Empowering Community system via a secure, encrypted process. This first interaction creates a record that becomes the master document that all support providers work from, eliminating the need for people to enter the details multiple times, and allowing a more complete story of the individual to be told. Any time someone interacts with the person it is logged and stored on this one file and those notes can be shared with other professionals. Of course, as privacy is always a priority, our flexible system allows you to adjust the level of information seen by individuals interacting with the system to reflect only the information they need to know.

Largest Child Criminal Exploitation (County Lines) Project in the UK.

“Due to the project being pan London, and a consortium of partners, we needed a platform that would provide a quick and simple case management system to allow for effective information sharing across the project. Rescue and Response have been using E-CINS case management system to provide case updates and management for the young people referred to the project, and, data collection for wider trends and themes. By using E-CINS, we are also able to help facilitate information sharing across London boroughs and wider partners, to ensure there is a robust professional network supporting each young person. Due to a variety of county forces using the system, we are able to check if any young people referred to the project are also known to those forces, again helping share information quick time and link partners together. We have been using the system for 12 months and we are able to review the system and adapt things to ensure it supports the project requirements and add new things where needed. We have received positive feedback on the ease of the system, and the benefits to it being available to a multitude of partners working with the young people. The Rescue and Response team also use EC connect referral portal, which allows an easy and effective way for referrals to be submitted, reviewed and managed securely. Data is able to be collated through this system, to support capture of wider outcomes and data monitoring.” Megan Hatton - Operations Manager - Rescue and Response Project
From the minute an individual enters one of our systems, information is securely stored on a single shared record that tells the whole story.

**Identify**

Following our IREDS methodology you can increase the volume of support without the need for increased resources and revenue.

**Referral form (self/practitioner)**

Using the requirements of all practitioners, we can create a bespoke and secure, Referral Form or import and record data from another system if preferred.

**Engage**

The person subject to the referral can be added to a single or multi-agency case management solution without a practitioner or administrator having to type a single word. This not only improves accuracy, but makes significant savings in administration time.

**Divert**

The person is encouraged and steered to follow a more positive path, moving away from a toxic/harmful lifestyle.

**Support**

Ongoing support is wrapped around a person by a network of practitioners and agencies, using our ‘Alliance Around the Person’ approach.

*Together our systems enable you and your partners to build your own bespoke solution to deliver the critical requirements of daily operations, from managing referrals and risk assessments, to auditing, and performance management.*
Software products

Our software solutions can be adapted in many different ways to suit your needs, working practices and budget. We have had extensive experience working with strategic leads and practitioners involved in all aspects of safeguarding, from reducing risk and harm, protecting vulnerable people and victims, crime reduction and offender management, to improving community wellbeing and taking a ‘whole family approach’ when tackling domestic abuse.

MyPortal 360

Building a strong relationship between you and your clients is vital to developing the kind of trust that delivers real outcomes. We created MyPortal to help with this process.

How does MyPortal work?

MyPortal gives access to members of the public. This is a place for them to share information with you and you to share in return. It is one easy location for everything from Calendars, Messaging, Journals and Tasking, help and advice and any other documentation needed to help individuals navigate their support journey.

Building Collective

Using MyPortal allows individuals to have more autonomy in their own care, with individual needs and preferences being taken into account. It also builds a culture of collective ownership so the client feels empowered to be more responsible for their own situation and more in control of improving their outcomes.

Keeping people on top of their care

In addition to helping the individual, MyPortal gives nominated family and friends a clear understanding of scheduled appointments, decisions and plans so they can support their loved ones to get the support they need. With automated reminders including emails, SMS’s, calendar notifications and alerts, My Portal also helps individuals keep on top of their commitments.
E-CINS case management

The capacity to easily share information without adding to your existing workload is a cornerstone of successful multi-agency collaboration. Unfortunately, when everyone is operating their own separate system, achieving this aim is nigh on impossible. If you already have an information sharing system in place, we are more than happy to adapt into your current set-up, but if you are on the lookout for something with lots of functionality that is easy-to-use, you might want to consider E-CINS.

What is E-CINS?

E-CINS is a secure, cloud-based hub that lets all agencies, from small to large, safely share information and collaborate in real time. Able to be accessed remotely on any device via the internet, it doesn’t require any specific systems to be installed to use it. And as it can be used on-the-go, it delivers dramatically improved workflow as well as being an excellent platform for dealing with time-sensitive situations.

Trusted by the most security conscious organisations in the world

E-CINS is the UK’s most widely used multi-agency case management and collaborative support system, used in over 65% of police force areas by over 16,000 Practitioners. Encrypted to military grade standards, the level of security offered by our cloud model offers peace of mind to any organisation required to store sensitive data.

‘In school we work with children that are on Full Child Protection Plans, Child in Need Plans and we have a number of Looked After Children. Each of those have their own very specific legal framework and processes and we work as a partnership to contribute to those risk management processes. Using E-CINS enables us to have the full range of information and to be fair, to quite frequently challenge the decisions that are made by the risk holding agencies such as Children’s Social Care.’

Claire George - Head of Peterborough’s Pupil Referral Unit - Cambridgeshire, UK

SIRCS – Secure Incident Reporting and Community engagement

What is SIRCS?

SIRCS is a secure, encrypted, cloud-based neighbourhood management tool that allows the public restricted access to community intelligence. It also has an interface with E-CINS that allows professionals and communities to work together without over-sharing.

Why use SIRCS?

Active community engagement is a proven crime-reduction tool. It enables the fast and easy identification of suspects and offenders, increased reporting of incidents, better communication between partners and the quick and easy recording and sharing of information.

SIRCS also acts as a social action network, motivating and empowering communities, individuals, partnerships and organisations to play an active role in reassuring the public, reducing crime and disorder, tackling environmental issues and in making communities safer. It complements and joins up existing local projects and significantly improves information sharing. SIRCS has an interface with E-CINS allowing professionals and community groups to work together and solve local problems without over sharing information.
The Victim Gateway

**What is the Victim Gateway?**

The Victim Gateway is an all-inclusive, customisable, easy-to-maintain online directory for victim care, support and wellbeing. It offers a central place where victims, their families and the wider community can find help, support and events. It also provides partnerships with a means to proactively promote local victim care provision, services and events.

**Why include the Victim Gateway?**

Shared experience and feeling like you are not alone in your struggles are vital to everyone's sense of belonging. The Victim Gateway is a unique way for victims to meet new like-minded people and can help reduce the feeling of vulnerability and isolation. The directory is designed to remove the feeling of intimidation many victims experience when accessing support, helping more people to feel positive about engaging with a brighter future.

**What information can be included in Victim Gateway?**

The Victim Gateway's searchable, targeted information helps people start on the road to recovery, get support for physical and mental health issues, guides victims out of domestic abuse situations and, through online forms and advice enables people to report a crime. It can be used to help people find support information on mental health, addiction, victims, loneliness, lifestyle, health, attitude, thinking and behaviour, accommodation, domestic abuse, education, training and employment, finance, benefits and debt, fitness and 'what's on near me'. And with moderated listings and no direct communication between users, you can rest assured that individual safety is being protected.

**Track, Manage and Visualise**

**What is Track Manage and Visualise?**

Track Manage and Visualise is a management tool that gives you an immediate and easy-to-understand snapshot of the status, workflow and progress of a project or case.

The improved visibility lets people instantly see exactly where a person is at and also makes organisation and tracking easier so your team can stay on top of changes and updates throughout the project or case lifecycle. In addition to this enhanced productivity, this module reveals the big picture in an engaging way and enables the monitoring of key tasks and interventions in real time.
Case Study 1: Largest Child Criminal Exploitation (County Lines) Project in the UK. Geographical area: Pan London

Project Aim:
‘This project will develop and deliver a support service for young people who are vulnerable and caught up in county lines drug distribution networks across our region. This issue brings together gangs, national policing strategy, CSE, trafficking, exploitation and vulnerability; underpinned by a complex range of social and structural disadvantage. The need has been identified but is so far only partly understood and sporadically mapped, with support models untested at any scale.

This project will be the first county lines support service that:
• Operates at scale – pan London and for three years
• Includes both support providers and intelligence analysis working together
• Is led by a coalition of London boroughs with support from Metropolitan Police Service special commands and the boroughs and highly experienced London based gangs’ agencies’.

Overview:
Empowering-Communities were approached by the Rescue & Response project leads as they needed to utilise the multi-agency cross border and national information sharing capabilities of E-CINS. The project leads were unaware of Project Affinity and after the initial consultation a solution was created that met all the needs and exceeded the expectations of the providers, the funders, the project leads, Analysts and the University who were conducting the evaluation.

The solution they created with advice from Empowering-Communities consisted of 3 systems; An Encrypted Practitioner Referral Form, a Phoenix Enterprise Level Referral and Triage Management System with separate Data Vaults for each London Borough, the Project Team and third sector commissioned providers and E-CINS for the case management element.

The project had 3 commissioned providers from the third sector and each had their own paper based referral forms. The Empowering-Communities Project Management Team worked with all three providers and the project leads to create one encrypted referral form for the whole of London to use that captured all the information that the 3 providers and the project leads needed.

The Encrypted Referral form is accessible via a link without having to log in. Once submitted this automatically populates the Referral and Management system saving on average 1 hour per referral in administration time.

Based upon 800 referrals per annum this automated process saves over 20 weeks work of manually entering data, no paper is involved, it’s an encrypted end to end process and equivalent to a saving of over £16,000 per annum in administration alone. Persons referred in are then transferred to E-CINS for case management. This solution not only ensure greater data capture at the referral stage and speeds up processes. The model means that everyone referred in can be offered support whether they are accepted on the programme or not. This has given the project the added bonus of not just being able to support more vulnerable people it has given them a control group so that they can measure outcomes.

Areas of business:
• Child Sexual Exploitation
• Child Criminal Exploitation
• Safeguarding
• Complex Needs
• Vulnerable Adults
• Domestic Abuse
• Sexual Violence
• Gangs
• Missing Persons
• County Lines
• Serious Youth Violence

Systems that make up the solution:
• Encrypted Practitioner Referral Form
• Phoenix Enterprise Level Referral and Triage Management System with separate Data Vaults for each separate London Borough Team and third sector commissioned provider
• E-CINS National Multi-Agency Case Management System

Assessments used:
Journey mapping was very important for this project and all assessments are within E-CINS. The commissioned providers were able to have their own assessments as well as using assessments specifically designed for this project. All providers are using ‘Star of Change’ which is an outcomes star style assessment. This allows users to over lay previous assessments with the most current one to make it easy to see the service users journey. All fields within the assessments can be exported for analytical purposes and entire cohort journey mapping.
Case Study 2: Cost saving evidence
Geographical area: London Boroughs

Project Aim:
Multi-agency collaboration and management of Anti-Social Behaviour and Community Safety MARAC meetings

Overview:
'CS MARACs have on average 20-30 cases listed - we’ve gone from all day meetings so we don’t miss anything to 3 hours as the pre CS MARAC prep is reducing the time needed to get on with the job!' - Project lead

Before E-CINS:
20 attendees for 7 hours CS MARAC meeting (9 - 4pm including a short break for lunch) = 20 attendees x 7 hours = 140 hours. 140 x £15.69* = £2,196.60 per meeting

Post E-CINS:
20 attendees for 3 hours CS MARAC meeting (9-12) = 20 attendees x 3 hours = 60 hours. 60 x £15.69* = £941 per meeting

Pre E-CINS - £2,196 - Post E-CINS £941 = a saving of £1,254.60 = an annual saving of £15,055.20

Areas of business:
Anti Social Behaviour
Multi-agency meetings

Organisations involved:
Council ASB Team, Council Housing Team, Youth Offending Service, Social Services, Registered Social Landlords, Police

Systems that make up the solution:
- Encrypted Practitioner Referral Form
- EC Connect Referral and Triage Management System
- E-CINS National Multi-Agency Case Management System

Assessments used:
Scoring, multi-agency ASB risk assessment

Empowering-Communities Systems in these case studies were E-CINS and EC Connect/Phoenix

"Rescue and Response found more than 4,000 vulnerable young people in London involved in County Lines activity, spread across 41 counties in the UK" - Sadiq Khan, Mayor of London
Why make the move to Empowering Communities?

**Better relationships and collaborations**

The quality of relationship between agencies and the capacity for community engagement has a huge influence on the success of a multi-care approach. Our system lets everyone’s voice be heard and is designed to foster better relationships within and between professionals, their partners and the public, while maximising participation from all sectors of society.

**Amazing cost saving**

Our systems are an excellent value for money solution. But more than that, whatever you spend you are without a doubt going to save in administration time, so the system actually ends up being cost neutral. Not only that, but because so much admin time is freed up, our clients have found that they are capable of delivering more services with fewer resources, which is a benefit to everyone!

**Adaptable**

Our systems are adaptable to slot within your existing set-up and bend to ensure your reporting and data needs are met.

**Scaleable**

With no limits or user licences, you can easily add users and services at no additional cost. This means you can maximise participation by involving as many partners as you wish and gain increased support for you and your client.
Security second to none

We have invested over £1m to ensure our system is the world leader in secure sharing. Our encrypted systems can be accessed via a link or app enabling secure, remote working.

Reduce Risks

Our secure software platforms enables digital real-time collaboration between professionals, their partners and the public, maximising participation from all sectors of society. It means that issues can be dealt with as they arrive, heading off trouble before it has a chance to progress. As referrals are also clearly viewed in one place, high priority cases can be escalated and action can be taken more quickly, reducing risk.

Time saving

We create straight forward, easy-to-fill-out forms that have the option of bespoke drop down lists of options for people to choose from. This makes the referral stage much quicker while automatically populating the delivery management desk in real time, saving hundreds of admin hours per year.
About Empowering Communities

Empowering-Communities is a social enterprise with a focus on opening up new ways for people to work together. Our aim is to help people learn from each other and develop more compassionate attitudes by enabling preventative and positive person-centred interventions.

For more than 20 years we’ve been working with practitioners, constantly building functionality to create the most comprehensive range of integrated systems that work together to manage over 80 business areas, addressing every element of an individual’s journey from referral through to multi-agency support.

We are in business to improve people’s lives. Not just the lives of people within the community but the working lives of practitioners who are trying to help their communities.

Gary Pettengell - CEO, Empowering-Communities Group
With Empowering-Communities' systems you can

- Work together with the ‘whole’ community
- Reduce re-offending
- Improve life chances for individuals and families
- Benefit victims, perpetrators and organisations
- Save police time
- Expedite information sharing and make swift decisions to safeguard the vulnerable
- Save time and money with automated processes and by reducing duplication of effort and resources
- Identify individual needs so the right support can be put in place by the right agency at the right time
- Free up staff resources to focus on 1:1 support
- Enable teams and organisations to deliver more with fewer resources
- Understand and deal with more complex challenges
- Improve accuracy of data through the creation of a single record profile
- Enable staff to work remotely on a range of devices
- Help practitioners to make better decisions on a timely basis and find answers to questions as they arise
- Enable 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
- Enable practitioners to focus on evidence and trend-based priorities
- Enable practitioners to understand how their work fits together with professionals at other agencies
- Reduce the need for multi-agency meetings saving considerable costs
- Remove the barriers to information sharing
- Improve data capture and reporting and analyse how services are being used
- Improve service delivery through realtime information sharing and collaborative working
Phoenix

Providing an alliance around a person works best when all support providers funnel through one system to create a seamless experience. It is also important to have a clear overview of all the factors in play when looking at support plans, budgets, assessments and even geographic trends that might allow for future planning. The Phoenix system is an encrypted referral and triage management system built to offer you a clear view of all referrals in one place, reducing risk and putting safeguards in place by identifying high priority cases for escalation and action.

How does Phoenix work?

Phoenix provides a secure platform for the management of data from multiple sources, consolidating reporting forms, assessments and referrals and capturing large amounts of valuable data into one easy-to-manage place.

Advanced mapping functionality

Advanced mapping functionality gives organisations the ability to pinpoint information such as resources, people, skills, premises and objects in a defined area or location and to visualise and analyse geographic hotspots, trends and patterns to enable better planning and informed decision making.

Secure communication for better collaboration

Effective collaboration requires secure communication. Phoenix allows individuals or groups to safely share information, bringing about effective collaboration and partnership as well as the ability to carry out comprehensive and detailed surveys to gain insights and feedback from the people you are working with.
**NearMyStreet**

**What is NearMyStreet?**

Offering different ways for people to engage with and participate in support services increases the likelihood that they will have a positive impact. NearMyStreet is an online directory of events and services that enables councils, police, healthcare, voluntary, community and support services to promote a wide range of social events, help, advice and support to build healthier and stronger communities.

**Helping people find help when they need it**

NearMyStreet empowers people to seek help and strengthens their ability to care for themselves, and each other, by facilitating access to a wide range of voluntary and local services. Designed to be used by all members of local communities of all ages, it can be linked to multiple existing websites to optimise use across any number of service providers at the same time.