

APPENDIX A

Office of the Police and Crime Commissioner for Nottinghamshire

ECINS* project update and report

***Empowering Communities Inclusion Neighbourhood System**

25th August 2017

Summary

This case study explains how the Commissioner and his staff have shown leadership working with various partnerships across Nottinghamshire since 2013 to establish E-CINS database to enable various practitioners to securely share a variety of real-time information individually, locally, cross border and nationally using cloud based technology. Some examples of how ECINS is being used nationally include:

- Troubled Families
- Licensing – Premises/vehicles
- Crime Reduction/ASB-Gangs
- Integrated Offender Management – IOM
- Health and Work/Welfare Reform
- PREVENT – Channel Panels
- Vulnerable Persons
- Automatic Referrals Bespoke Forms
- Early Help/Early Intervention
- Safeguarding
- Rough Sleepers/Street Drinking
- Unauthorised Encampments
- Scrap Metal Dealers Database
- Staff safety/Risk Register
- Victim Services/Victim Gateway

Background

The Commissioner's Nottinghamshire Police and Crime Plan (2016-18) sets out the Commissioner's intentions to achieve safer communities and improve trust and confidence in high quality policing by reducing crime and antisocial behaviour, ensuring fairer treatment of victims and citizens and demonstrating using public resources wisely.

The Plan is delivered through work with a range of partners which include local government, the third sector and criminal justice partners together with health, care agencies and local businesses.

The backdrop of the fiscal challenges facing public sector services presented a challenge that can be in part addressed through more joined up integrated working and better sharing of information; in addition effective information sharing is essential to proffer support to victims of crime and to reduce the occurrence and impact of crime.

Whilst there were already mature and established partnerships across the City and the County accompanied by a number of case management and associated practitioner specific systems in operation across multi-agencies to support the provision of services to individuals, no single solution existed to facilitate cross border information sharing across CSP/LA areas throughout the county.

Silo working presented risks that tasks and information were not shared; leading to duplication of work as well as missing information for early prevention and interventions to protect and maximise the support to victims of crime. Similarly, operational activity based around fixed information exchange meetings lead to reduced awareness of partners' activities between meetings.

To resolve this, the partnership decided to take a strategic approach to the technical solution used for multi-agency case management. Furthermore, the Commissioner set his office a strategic activity in his Police and Crime Plan to continue to provide leadership to roll out E-CINS case management system.

In January 2014 the Nottinghamshire Office of the Police and Crime Commissioner commissioned an independent review of Interoperability options for case management for victim services and recommended the use of the Enterprise System, ECINS.

ECINS is an ISO 27001 compliant, cloud hosted golden nominal centric (i.e. based around individual people not addresses or locations) multi-agency case management system that can be better described as a virtual filing cabinet to which agencies can add files and then control who has access to them. It is designed to facilitate closer and more effective partnership working by allowing secure storage of information in a single system that partners can access on any device from any location. ECINS is produced by a Social Enterprise called Empowering Communities and was designed by a serving Police officer to support community policing in response to a Home Office request in early 2010.

ECINS is a web-based system with national coverage that enables partners to fully support a number of functions at once, on the one system. The manufacturers (Empowering Communities) state that ECINS is in use in a number of other areas across the country.

E-CINS enables real time briefing, tasking and updates as opposed to waiting up to six weeks to attend a multi-agency information sharing meeting. In addition, E-CINS provides an audit trail of information shared around offenders and vulnerable individuals.

ECINS can also facilitate the hosting and sharing of joint access documents such as licensing conditions, partnership based action plans or problem solving records.

This additional functionality has been used by a number of Police forces and local authorities across the country and presents the opportunity for significant cost saving as there is no longer a reliance on attending a meeting to exchange information or the physical transfer of tangible files between agencies, similarly all agencies can access relevant data from wherever they are and on whatever IT system or device they are using as long as access to the internet is possible.

Each user agency maintains control of their data and controls who accesses it with sharing rights extending from agency level down through teams to single individuals or even allowing for it to be locked for access by only the owner agency or even just the owner.

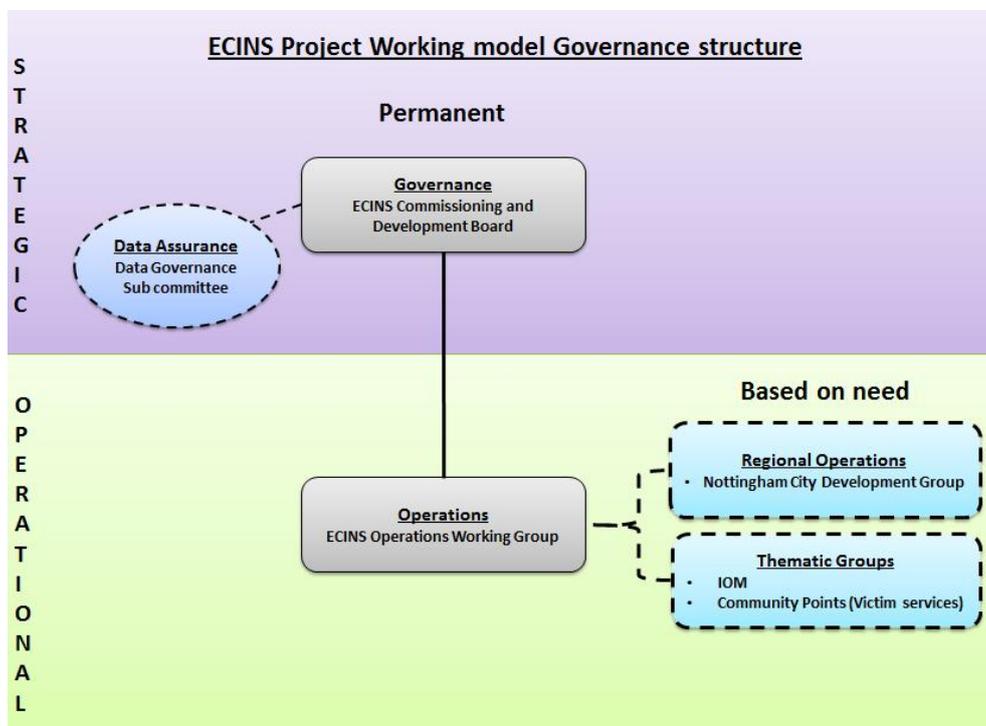
Project update

Following recruitment of a Project Manager for ECINS in January 2017 the project has developed through the application of project methodology and a comprehensive development plan.

The ECINS project has been split into three interrelating strands:-



Governance



The Governance of the ECINS project was redeveloped to support a burgeoning business as usual (BAU) model as opposed to a project board made up of operational stakeholders.

Invitations were sent out to key stakeholders and partners with a view to recruiting at a strategic level. Meetings were reduced in frequency (quarterly) and this meeting presides to scrutinise the

operational developments coming from the monthly Operational Lead Officers meeting that sits below it. The membership of the ECIS Governance boards consists of:-

Position	Organisation	Person Responsible for Nomination
Chair	OPCC	Kevin Dennis
Stakeholder	County Council	Anthony May
Stakeholder	City Council	Andrew Errington
Stakeholder	Police	Supt Richard Fretwell
Stakeholder	Fire Service	Deputy Chief Fire Officer Wayne Bowcock
Governance (data)	Data Governance Subcommittee	Chair of group (TBC)
Stakeholder	South Nottingham CSP	Ruth Hyde
Stakeholder	Bassetlaw, Newark & Sherwood CSP	Roz Theakston
Stakeholder	Mansfield & Ashfield CSP	Hayley Barsby

The thorny issue of data assurance and associated recommendations around this are scrutinised by a separate sub group which meets more frequently albeit it sometimes in a virtual format, this then feeds in to the Governance meeting.

Position	Organisation	Person Responsible for Nomination
Chair	Nottinghamshire Police	Pat Stocker
Stakeholder	Nottinghamshire Police	Rachel Salter
Stakeholder	County Council	Simon Gill
Stakeholder	City Council	Naomi Matthews
Stakeholder	City Council	Stephanie Pearson
Stakeholder	District/Borough Councils (Ashfield)	Kieran Stockley
External scrutiniser	Gedling Borough Council	Helen Barrington

Type of organisation	Organisation	Volume of users	
Local Authority	Nottingham City Council	70	
	Nottinghamshire County Council	0	
District / Borough Council	Ashfield District Council	67	
	Bassetlaw District Council	8	
	Broxtowe Borough Council	32	
	Gedling Borough Council	12	
	Mansfield District Council	75	
	Newark and Sherwood District Council	4	
	Rushcliffe Borough Council	6	
Housing	Ashfield Homes Ltd	13	
	Metropolitan Housing	19	
	Nottingham City Homes	9	
Health	NHS	1	
Third Sector & Victim Care Providers	Catch 22	19	
	Framework	12	
	Integritas Advocacy	8	
	Nottinghamshire Rape Crisis Centre	6	
	Notts - Remedi	1	
	Restorative Solutions	5	
	Victim Support	1	
	Change Grow Live	11	
	Statutory Bodies / Blue Light Services	DLNR CRC Nottinghamshire IOM Organisation	24
		Nottinghamshire Fire and Rescue Service	18
Nottinghamshire Police (Inc' IOM)		500	
Police and Crime Commissioner Nottinghamshire		1	
Grand Total		922	

Operational Delivery

ECINS now has 25 different agencies involved in the project; all are at different stages of the journey with regards to integrating ECINS into their processes. The table left shows the number of users on ECINS as of July 2017.

Operational delivery of ECINS has been progressed through the creation of a monthly operational lead officers meeting which is attended by delegates from each of the county wide organisations and a lead officer from each of the local and district authorities.

Alongside of this specific

'pocket group' meetings occur to support certain area of business based on need. Currently there exists a bi-monthly meeting for IOM/DIP, Nottingham City and Third sector/victim care providers (see below).

IOM / DIP	Nottingham City	Third Sector Victim Services
Police IOM Charge Grow Live (CGL) Clean Slate / Framework Police DIP	Police Knife Crime team City Council Community Protection City Council Troubled Families Metropolitan Housing Framework Fire & Rescue Service Victim Care Catch 22 (Victim Support) Nottingham City Homes City Council Adult Services Improving Lives Police Neighborhood Policing	SARC/ TOPAZ CDP Domestic Violence Coordinator Catch 22 (Victim Care) IMARA Improving Lives Equation Framework Charge Grow Live (CGL)

Growth & Development

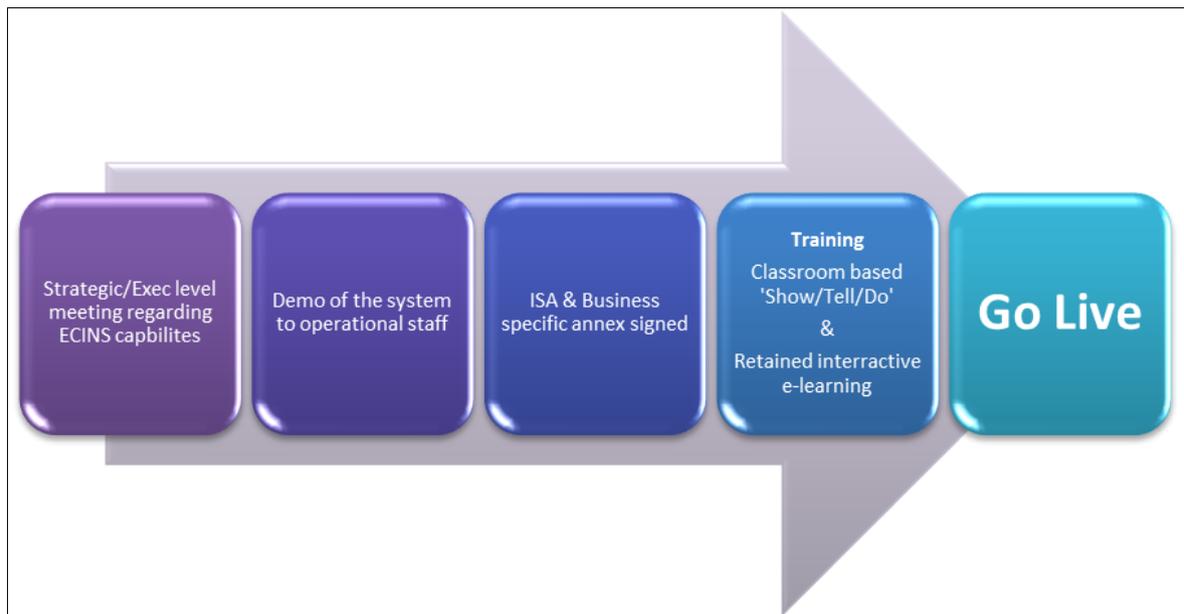
The first six months of the new ECINS project manager's contact was largely spent establishing relationships with key stakeholders and creating an effective stakeholder assessment document which was then used to base a programme of relationship management on.

Alongside of this a significant amount of myth slaying took place accompanied by a campaign of simplified promotion of the system in the context of it being a paid for 'virtual filing cabinet' and not there to forcibly replace anyone's existing systems. Similarly issues regarding double keying and security were laid to rest, the latter through the work of the data assurance group and through the creation of a comprehensive Information Sharing Agreement (ISA) drawn up by the Nottinghamshire Information Officer's Group (NIOG)

Uptake on the use of is now rapidly snowballing as partners starting to use ECINS recognise its capability for business efficiency savings and auditable accountable partnership working, they in turn then look to use it to support work involving other partners who then come to the table looking to come on board and use the system.

There is a recorded process (see diagram) for on-boarding partners that provide assurance in terms of party of usage by all partners and a clear understanding of the conditions of use and associated responsibilities of users.

ECINS On-Boarding process



Recent commitments have been made by Nottingham City Council from the Community Protection Directorate, the Troubled Families Team, Nottingham City Homes and from the team developing the new multi-agency City tasking meeting to all use ECINS to support their business. Similarly Nottinghamshire County Council has come on-board in the last month looking to use ECINS to support Vulnerable Persons Panels (VPPs) across the County area.

This means that it is estimated that in the next six months a further 1500 users will come to ECINS.

Recently very new enquires have come from the Citizen's Advice Bureau, Nottinghamshire Prisons and from NHS mental health services.

FAQs & Brief Case Studies

Who is using ECINS?

Nottinghamshire Police currently uses ECINS to manage ASB, support neighbourhood policing in terms of community safety partnership working and IOM.

In addition to this force wide work ECINS is also either already in use or in the scoping stages to support DBS checking, hate crime, Professional Standards frequent complainants, Knife crime, Fire arms and alcohol licensing and partnership based management of OCGs.

Nottingham City Council Community Protection have recently committed to using ECINS to manage their core operational business with partners such as **Framework** and **Nottinghamshire Police**. All CPOs are being trained to use the system and business analysis is currently going on with regards to the feasibility of transferring other areas of work onto ECINS.

Nottingham City Homes have recently undergone training on ECINS and following a successful localised trial of using ECINS for joint ASB management are committing to a city wide use of ECINS in conjunction with **Nottinghamshire Police** with a delivery date of December 2017 for operational usage across the City area.

Nottinghamshire County Council have recently committed to the use of ECINS to support Vulnerable Persons Management and are looking to have approximately fifty staff members trained by the end of 2017. An initial engagement meeting with adult services (Rushcliffe) have recently met with the ECINS PM and are very keen to use ECINS to support their joint working and supporting of vulnerable people in the community.

Mansfield and Ashfield district Councils are both developing their working practises with a view to having ECINS replace their legacy systems. Both District Councils use ECINS to currently run their partnership based case building.

Broxtowe Borough council currently uses ECINS to support all of their joint VPP work and are looking to use it for ASB pending their local housing provider coming on board.

HMP Nottingham currently use ECINS to support work around IOM but have recently expressed a willing interest to adopt ECINS for greater data sharing to support general data exchanges with relevant partner agencies such as the Police.

Nottinghamshire Fire & Rescue Service are committed to using ECINS to replace their previous paper based system of recording home safety visits in conjunction with partnership working around vulnerable people

How is ECINS used?

Nottinghamshire case studies

Nottinghamshire Rape and Serious Sexual Assault Partnership

Our main reason for adopting E-CINS is to improve the quality of the data we are collecting to inform service delivery, improve access for our clients and to enable us to eventually dispense with our cumbersome paper-based system. Having all our information in an electronic format on E-CINS, which can be accessed remotely, will enable our Outreach team to work outside of the office in community settings thus providing significant cost and time savings on travel.

We see the main benefits of using E-CINS as:

- Improving our data analysis and trend comparisons*
- Quality assure our pathways*
- Waiting list management*
- Supporting us to be more flexible in how we deliver services*
- Enabling us to be more robust in outreach*
- Providing flexibility for our workforce to reduce their travel time and mileage*
- Tracking the team workload to ensure that it is evenly distributed across team members*
- Being able to share information, on a case by case basis, with local partners such as MARACs*

Service Manager Deborah Hooton, 2016

Nottinghamshire Police IOM team

For IOM we use ECINS for case management on a daily basis with live recording of actions and rationale discussed at case risk review meetings.

I love ECINS because it provides a simple but clear case management system that holds agencies to account. It records relevant historical and demographic information that feeds into the live assessment of threat risk and harm posed by the nominal, the results of assessments, referrals to other agencies or resources, including follow up and feedback or recommendations by outside agencies or individuals. This helps manage outcomes and allows us as a team to invest more time in managing the nominal; eliminating the hassle previously experienced with associated documentation processes.

For example during a case review meeting an Offender manager from an outside agency said they were unaware of a recent DV arrest. A quick check of ECINS case management actions proved this was not the case and the information was passed and recall requested.

Police intelligence received stated a nominal was carrying a knife. A warning message was easily sent out to the team managing the criminal to be aware for their own for safety and so relevant safe guarding measures and referrals could be put in place.

Sgt James Bell, Crime and Intelligence Command, City and County South I.O.M. & City Y.O.T. 2017

Nottinghamshire Police VPP

E-CINS is central to the management of VPP cases and is used to keep track of VPP meetings and tasks in managing such cases forward. The interventions managed through E-CINS have prevented further costs being added in personnel hours, saving tens of thousands. The generic overview of having a shared system certainly highlights risks sooner due to the organic movement of information between partnerships which in turn reduces costs.

One of these savings is taking cases from the top of the vulnerability triangle where they need a high level of support and reducing the vulnerability through closer partnership work to a point where the vulnerable person is self-sufficient thus reducing costs to care for them.

Sergeant Simon Scales Nottinghamshire Police 2016

Mansfield CSP

ECINS allows everyone who is vetted and authorised within the Community Safety Partnership (Hub) to work on cases together in 'real time'. It is a simple and user friendly system and can be picked up very quickly with minimal training.

The Empowering Communities Developers work with us on a weekly basis to adapt they system and include new ideas. It is an ideal platform for all the things that don't currently have appropriate systems for such as Vulnerable Persons Panel, Problem Solving Plans, Rough Sleepers problem, Case building for injunctions/Criminal Behaviour Orders."

In Mansfield its current uses are:-

ASB case management

VPP (Vulnerable Persons Panel) records

Criminal behaviour order, injunction and CPW/CPN case builder

Management of on-going issues which don't have a platform anywhere else – rough sleepers plan for example.

Insp Nick Butler 2017

Bassetlaw District Council

At Bassetlaw District Council we use ECINS for ASB working with the NPT. It has the potential to be a very useful tool, once other key partners have signed up. I will be using it internal as our safeguarding/vpp database for the tracking of outcomes in relation to those most at risk.

Gerald Connor Community Safety Coordinator 2017

Ashfield district Council

ECINS is our primary case management system, and manages all of our ASB, vulnerable people, environmental crime and low level crime. Each and every piece of our information and intelligence is contained on ECINS and is accessed daily by all members of our team. We have very useful and helpful examples of when ECINS has benefited to partnership working both through the management of ASB and VPP's.

Charles Edwards Community Safety Team Leader 2017

Nottingham City Community Protection

As far as usage of ECINs is concerned within the City, Community Protection's ASB Team has, for some time now, been using ECINs to record all actions on ASB cases that are being dealt with by Enforcement Officers within that team.

We are developing ECINs as our system of choice for managing our street based activities such as begging, rough sleeping, prostitution, and ECINs should help the unique working arrangements within the City where we are all based in Police stations and work alongside Police colleagues. Police within the City are making good use of ECINs already and the upcoming NCALT training package should help us expand the use of ECINs across all CPOs (of which we have 100).

Operationally a County Council enforcement officer challenging a beggar at 9AM is capable of establishing that the nominal was spoken to for rough sleeping at 3AM that day by a third sector partner in the City and then later at 6PM when the same nominal is challenged by the Police in relation to prostitution the actions and recorded contact of the two previous agencies can again be verified and these actions can be used to build evidence for a case.

It is intended to use ECINs for the Complex Persons Panel within Nottingham in the near future.

Steve Stott Anti-Social Behaviour Manager 2017

Broxtowe Borough Council

Broxtowe have been using ECINs to case manage vulnerable persons for a year this has been increasingly successful for the agencies using the system

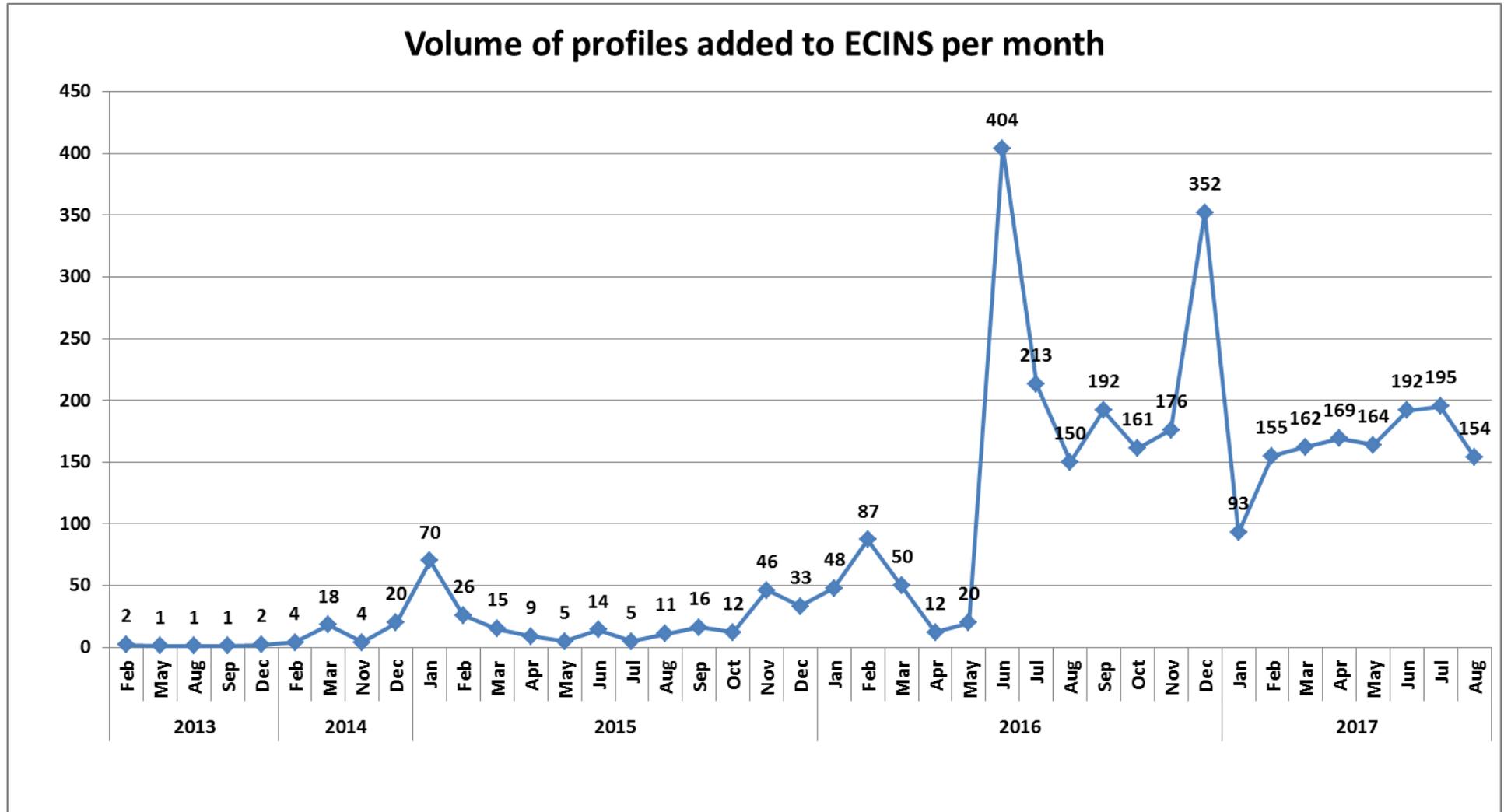
Marice Hawley Community Safety Team Leader 2017

Uptake of National uses of ECINS in Nottinghamshire by key stakeholders

	Notts County Council	Nottingham City Council	Notts Police	Mansfield District Council	Broxtowe Borough Council	Newark & Sherwood District Council	Rushcliffe Borough Council	Bassetlaw Borough Council	Gedling Borough Council	Ashfield Borough Council	HMP Nottingham	Notts Fire & Rescue Service	DLNR CRC	HMP Ranby
Troubled Families	R	A	A	R	A	R	R	R	R	R	N/A	N/A	N/A	N/A
Licensing – Premises/vehicles	R	A	A	A	A	R	A	A	R	G	N/A	A	N/A	N/A
Crime Reduction/ASB-Gangs	R	G	A	A	G	R	A	A	R	G	N/A	N/A	N/A	N/A
Integrated Offender Management – IOM	R	G	G	G	G	G	G	G	R	G	G	N/A	G	G
Health and Work/Welfare Reform	R	R	R	R	R	R	R	R	R	R	N/A	N/A	N/A	N/A
PREVENT – Channel Panels	R	R	R	R	R	R	R	R	R	R	N/A	N/A	N/A	N/A
Vulnerable Persons	A	A	A	G	G	R	G	G	A	G	N/A	N/A	N/A	N/A
Automatic Referrals Bespoke Forms	A	A	G	G	G	R	G	G	A	G	N/A	N/A	N/A	N/A
Early Help/Early Intervention	A	A	G	G	G	R	G	G	A	G	N/A	N/A	N/A	N/A
Safeguarding	A	A	G	A	G	R	A	A	A	G	N/A	G	N/A	N/A
Rough Sleepers/Street Drinking	A	A	A	A	A	R	A	A	A	G	N/A	N/A	N/A	N/A
Unauthorised Encampments	R	R	R	R	R	R	R	R	R	G	N/A	N/A	N/A	N/A
Scrap Metal Dealers Database	R	R	R	R	R	R	R	R	R	R	N/A	N/A	N/A	N/A
Staff safety/Risk Register	R	R	R	A	R	R	R	A	R	G	N/A	N/A	N/A	N/A
Victim Services/Victim Gateway	A	A	G	G	G	R	G	G	A	G	N/A	G	N/A	N/A

Usage statistics.*

Data taken 25/08/2017



Volume of cases created on ECINS per Month

