



E-CINS

1.1 Introduction

This report provides the partnership with an update regarding the usage of Empowering Communities Inclusion and Neighbourhood Management System, known as 'ECINS'.

Although there are numerous partners in Cleveland signed up to using ECINS this report will focus on the usage of ECINS by Stockton Policing district and the local authority Community Safety Team.

2.1 Background

ECINS is a secure, cloud based computer system that enables the police and partners to share information fast and effectively and potentially reduces the need for meetings.

Users of the system can choose who they share information with which can be across multiple agencies, local authority and policing areas.

There are no user license fees so practitioners are able to involve whoever they wish.

E-CINS has practioners in 23 counties in England with several other counties putting forward business cases to use it and are expected to go live shortly.

It provides organisations and their partners with extensive case management opportunities and functionality.

The range of issues E-CINS can manage is continually developing and increasing as new schemes go live.

3.1 Current usage

Cleveland Police are the lead on this project and following extensive consultation with relevant partners in 2015 a protocol was agreed and the system finally went live in February 2016.

This is solely in relation to cases linked to Anti-Social Behaviour however the database has the capability to record a wide variety of cross cutting issues from domestic abuse through to Hate crime and Child sexual exploitation.

Numerous partners across Cleveland are signed up to the protocol including all four Local Authorities (Community Safety Depts), Registered Housing providers, Tees wide crisis and National Probation service.

The system is being used in different ways by each organisation according to their individual needs in relation to cases of Anti-Social Behaviour.

All practioners that are signed up to the protocol in Cleveland are also using ECINS alongside their current recording databases .For example, Stockton local authority will still continue to use FLARE as the main recording database for ASB along with Cleveland Police updating



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and recording all ASB incidents onto STORM and IRIS. There are no plans for this to change with ECINS being used as an extra recording tool. This is with the exception of Thirteen Group who are using ECINS to manage the majority of their cases.

Each organisation is responsible for identifying the relevant staff that requires access to ECINS. Training is via an online training module focusing on the case management of ASB cases that have a multi-agency involvement. Organisations have also identified 'super users' who are able to offer advice and guidance to their own team however the training is very easy to follow and usually taking just over an hour to complete. ECINS also provide comprehensive on-going support for users. The super user within the local authority is Dawn Tyerman, Snr Admin Officer and Lisa Lyons, Community Safety and Partnership Analyst within the Community Safety Team.

There are no restrictions on what or how many cases can be added to ECINS however at present in order to manage case loads and volume only those linked to higher levels of ASB or vulnerable cases are being added by the police and Stockton Borough council.

3.2 Local usage of ECINS

Stockton Policing District – Officers within Stockton are currently using ECINS for case management relating to VICTIMS first, Top 10 troubled families and cases/locations identified through the Joint Action Groups (JAG).

It is mainly the Neighbourhood Policing Teams who are using the system.

Not all ASB cases recorded by the police are added to ECINS, only those that fit within this criteria. This would be impossible to manage due to the high volume of calls the police receive.

Any locations of note are identified through the Joint Action Group meetings and which require a multi-agency approach. This allows for clear lines of responsibility and accountability leading to swift action being taken to resolve issues and protect victims.

The ability to include locations of concern as well as cases, link multiple perpetrators and victims ensures a joined-up approach, helping to prevent different agencies working with the same victims/ perpetrators without realising it.

The police top 10 are families have recently been added to ECINS however not all of these families are part of the Troubled Families Programme and therefore only require updates from local authority departments on a small number of cases. The procedure for doing this is currently being reviewed by management from the TF Programme.

There are currently 37 live cases on ECINS added by NPTs covering wide variety of ASB issues and 10 closed cases.

Local authority Community Safety Team - At present only staff within the local authority community safety team and supervision from Enforcement are using ECINS. This is due to fact that only cases of ASB are being added to ECINS.

It was agreed between the Chief Inspector of Neighbourhood Policing and local authority Community Safety Operations Manager that all cases would be directed through the JAG and only higher level cases involving a location or individual would be added by ASB Officers.



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Examples of this are applications for Criminal Behaviour Orders where it is essential that a wide variety of information is obtained on an individual.

Stockton Town Centre ASB Officers have also identified some key areas which would benefit from multi-agency approach and are to be managed through ECINS.

The three other local authority areas in Cleveland are following a similar practice.

There are currently four live cases linked to fire setting and general ASB and one closed case. The number of cases that are currently being managed is similar to that of the three other local authority CS Teams.

Other organisations – other examples of usage are local housing provider, Thirteen Group who have already used the system in a number of cases, including a repeat persistent caller who was creating unreasonable demands on community safety partners, a joined-up plan of action resolved the issue.

The national probation service has also signed up to the protocol however still in process of identifying how they will use ECINS within their organisation.

Tees-wide Crisis team are also in process of identifying the best way to implement and use ECINS with consideration being given to recording of repeat presentations to the crisis team, This would be based on individuals who have presented on more than three occasions in 12 month period. This is in its early stages and not expected to progress until early next year.

4.1 Issues/Constraints

While it is still early days the ASB module is being used by the majority of organisations signed up to the protocol in Cleveland and continues to grow in its usage.

However there are discrepancies with how information is being inputted by organisations and teams and how much detail is shared.

These are also some concerns with duplication in that the FLARE database for the local authority remains our main recording system and with the updating of ECINS can be time consuming if the number of cases expands however at present this is manageable. This needs to be taken into consideration in light of current staffing review taking place within the Community Safety Dept and Enforcement Team.

At present there are also no plans for ECINS to replace the use of FLARE within the local authority.

There also appears to be lack of tasking to individual and teams which is the main aim of the usage of ECINS and not just a recording system. This will hopefully increase as users get more confident in using the system.

One of the current issues is with regards to the tasking of service units who are involved with the police top 10 families. At present each local authority has different set up regarding the Troubled Families project. In Stockton there is not a dedicated team but staff from various departments who would therefore require the commitment from their service units to train staff if needs be.



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For example in Stockton there can be various internal departments involved in helping a family, from social services and youth offending through to local housing providers. Therefore the police are unable to task or receive updates from other departments within the local authority at present. The process of identifying a procedure for this is currently being reviewed by Trouble Families management team.

This was raised at the ECINS tasking group on 25th October 2016 where it was clear that other local authorities are also in similar position. Representatives from ECINS will be attending the National Troubled Families conference later this year in order to provide information on the benefits of using ECINS.

It was also noted that in order for usage of ECINS to move forward into 2017 that a further demonstration of the system to other service units within local authorities would be beneficial. This is to be progressed with the ECINS support team to identify suitable date to offer half day promotional workshop.

5.1 Funding

The initial cost of £40,000 has been funded by the Police Crime Commissioner which expires next summer. The estimated cost for year 3 will be around £42,000 and will potential cost each partner approximately £3000.

This covers all support from ECINS and unlimited numbers of users.

6.1 Conclusion

The use of ECINS by the police and local authority within Stockton is in its early stages and currently restricted to issues linked to anti-social behaviour.

A problem solving and outcome measure tasking group remains in place with representatives from each organisation in order to continue with developing the usage of ECINS and offering support and guidance.

There are challenges for the future as to how to progress with the use of ECINS within other service units in the local authority should other categories be added.

ECINS is now being used as case management system by wide variety of organisations across England including sexual assault and rape case in Nottinghamshire to assisting with projects linked to ending Fuel Poverty in Brighton. The reduction in costs, time, improvement in data sharing and case management are many of the benefits that practioners are finding from using ECINS.

ECINS are also keen to promote the use of ECINS to other Service Units and partners with a possible half day presentation and workshop planned for the New Year.

The next Problem Solving and Outcome Group is to be held in January 2017 where any suggestions or comments from the partnership regarding moving forward with use of ECINS within the local authority can be raised.

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