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E-CINS Update Report

1. Background

- 1.1 E-CINS is a cloud based multi agency information sharing system, which allows multiple agencies to access data regarding individual cases. The system was developed by Empowering Communities who are a not for profit social enterprise whose aim is to facilitate positive social change.
- 1.2 The system is built for practitioners to give them one place to securely share, case manage and collaborate on victims, offenders, vulnerable people, families, premises and places. It was developed in response to high profile cases, such as the Fiona Pilkington case, where multiple agencies were working with the same victim without effectively sharing information and therefore establishing a complete picture regarding the extent of victimisation and the range of interventions being undertaken.
- 1.3 Currently within Cleveland the following organisations have completed the necessary information sharing protocols to use the E-CINS system:
- Cleveland Police
 - Hartlepool Local Authority
 - Stockton Local Authority
 - Middlesbrough Local Authority
 - Redcar and Cleveland Local Authority
 - Thirteen Housing
 - Coast and Country Housing
 - Accent Housing
 - North Star Housing
 - Cleveland Fire and Rescue
 - Tees Esk & Wear Valley NHS Trust
- 1.4 The above organisations currently utilise the system to differing degrees.

- 1.5 Within Cleveland the licence and software costs associated with the system were initially funded for a two year period by the Office of the Police and Crime Commissioner (OPCC), at a cost of £40,000 per year. Following this initial two year period participating partners were asked for a voluntary contribution towards the running costs of the system. Funding was agreed for £29,800, with the remaining balance funded by the OPCC.
- 1.6 Funding is not compulsory for any new organisations wishing to sign up to use the system, and it has been agreed that funding would not be requested from any VCSE organisations who may utilise the system in the future.

2. Governance

- 2.1 The Tees Strategic Partners E-CINS Steering Group, chaired by the Cleveland Police Head of Neighbourhoods and Partnership, has been established to develop and embed the use of the E-CINS tool to facilitate collaborative partnership working and information sharing.
- 2.2 The group has the following objectives
- To consider and approve proposals for use of E-CINS as an ICT tool for multi-agency case management. This should include consideration of the wider business processes that E-CINS will support.
 - To build the capacity of the workforce to use E-CINS effectively through training provision and promote awareness about the value of the system.
 - To develop and deliver against a multi-agency action plan to expand use of the E-CINS system.
 - To ensure information security and compliance with legislation in relation to Data Protection.
 - To share best practice and learning across the partnership to allow development and review of the E-CINS system.
 - To agree as a strategic partnership arrangements for funding the E-CINS system and development resource.
 - To evaluate the effectiveness of the system once it has been embedded and to provide recommendations on future arrangements.
- 2.3 Attendance at the Steering group from Stockton Borough Council representatives is good. Current attendees are Paul Diggins and Steven Hume.
- 2.4 The Steering Group has proposed that each Local Authority area convenes an operational E-CINS Partnership Group meeting to agree and develop multi agency usage of the system.
- 2.5 A two year fixed contract post to project manage the development of the E-CINS system has been recruited and is expected to be in post by mid March. The role is funded by the OPCC and reports to the OPCC Chief of Staff.
- 2.6 The purpose of this role is to improve the services provided to victims across a range of agencies by driving the consistent and effective use of the E-CINS

case management system. This will include working with existing and new agencies identifying where improvements can be made, developing and presenting change proposals for senior agreement and implementing the system successfully.

3 Security

- 3.1 The E-CINS system is used to store sensitive personal data and all users who access the system are required to sign the Security Operating Procedure, which has been developed by the Cleveland Police Information Security Manager.
- 3.2 The Procedure focuses on a range of areas including:
 - Personal responsibility and accountability – including adherence to data protection and other relevant legislation.
 - Permitted use – including where data can be accessed and on which devices.
 - Incident management – including the protocols to follow if there is a breach of security.
- 3.3 Each individual case on E-CINS has an owner who controls which organisations, and which individuals within organisations have access to the case, thereby ensuring that only relevant people have access to personal data and information stored on the system.

4 Current and Future Use of E-CINS

- 4.1 Within Cleveland the system is currently used for complex cases of antisocial behaviour, Victims First and Top 10 Troubled Families. Consideration is being given to utilising the system for domestic abuse cases managed through IOM, and domestic abuse agencies have received training on the use of the system.
- 4.2 Within Stockton ECINS is currently used with the Civic Enforcement section of the Community Services directorate. The use of the system allows for the live sharing of intelligence and information regarding open cases. The information can be more specifically used to target areas and record information such as patrols, sharing of actions taken, names of people stopped and any perpetrator details. It is anticipated that there will be a full roll out of the system to all Civic Enforcement Staff by end of March 2018.
- 4.3 Within Stockton a pilot project is being undertaken to utilise the system for Vulnerable, Exploited, Missing and Trafficked cases (VEMT), and for the Children's Services Performance Management Framework.
- 4.4 Engagement is ongoing with offender management agencies to establish protocols for use of the system by National Probation Service and Community Rehabilitation Company. Initially NPS have agreed to run a pilot project in one area. Work is currently being undertaken to establish the preferred area of focus for this pilot. CRC

have indicated that they will be in a position to use the system when their new case management system is fully embedded.

- 4.5 Within Local Authorities E-CINS is predominantly used within the Community Safety function. Work is required to establish its usage across other areas, including Adult and Children's Services.

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