ECINS Reporting and Referral Module

Digitise your paperwork and drastically improve workflow

Collect complex data from online forms, standardise processes, improve data capture, gain valuable customer feedback and reduce time staff spend on reporting with the ECINS Reporting and Referral Module.

Reporting

No double handling, less errors

No more delays. No need to enter the data again into a different system. Forms submitted automatically populate the system with no additional work. 100's of hours saved in administration time and faster, more effective customer service.

More easily compile data from your team

Instead of individuals capturing data using different methods and storing important information on their own computers, our digital forms make it easy for staff to input standardised information and automatically store it in the one secure location so it is available at all times to those with approved permission.

Extracts and compiles data from a variety of sources

Extracts information from online forms, third party software, excel spreadsheets etc. across multiple teams if necessary and funnels the information into a single secure location, allowing the system to harness the data from existing software with no additional labour.

Real time allocation

When particular choices are made on forms the system is triggered to allocate work or referral to the best equipped team, cutting out an entire level of high value administration from your processes.

Makes multi-team collaboration and joint project work simple

Creates a standardised approach to allow everyone to work together on the one project using the same forms and data. Especially beneficial in large-scale collaborative projects.

Smart tools for a better user experience

To reduce the overwhelm that can be associated with filling out forms, we use good design principles, colour coding, dynamic fields, drop-down menus and mandatory fields that won't let the form submit until complete to allow easy identification of missing information.

Explicit instructions to keep everyone on track

With capacity to include supporting instructions and guide people through workflow, everyone is clear on work to be completed at each stage of the life cycle of a process, making outputs more timely and efficient.

Completely customisable forms based on your existing requirements

Forget having to adapt your systems to our setup. With unlimited custom fields, we take all the information you currently require and work with you to ensure every piece of data is captured, including capacity for uploading supporting documentation.

Profile or premises-based tracking

Building greater understanding can sometimes mean looking at not just who, but where, problems are occurring. Our profile-based tracking allows you to focus on who is affected while our premises-based referral tracking lets you see where events are happening and how many are impacted so hotspots are more easily identified.

Oversee staff engagement

Easily track the progress of reports and referrals, assign tasks to most appropriate worker, group teams according to service area and see all the hard work your staff are putting in.

More automation and reporting options

With the capacity to link family referral forms, export specific or complete referral information for reports, you not only save time, you gain a clearer view of the most important components of your referrals.

Go digital with complete confidence

Unlike paper referrals or unsecured emails, our encrypted and totally secure forms adhere to the most stringent data protection regulations so information is secure at all times.
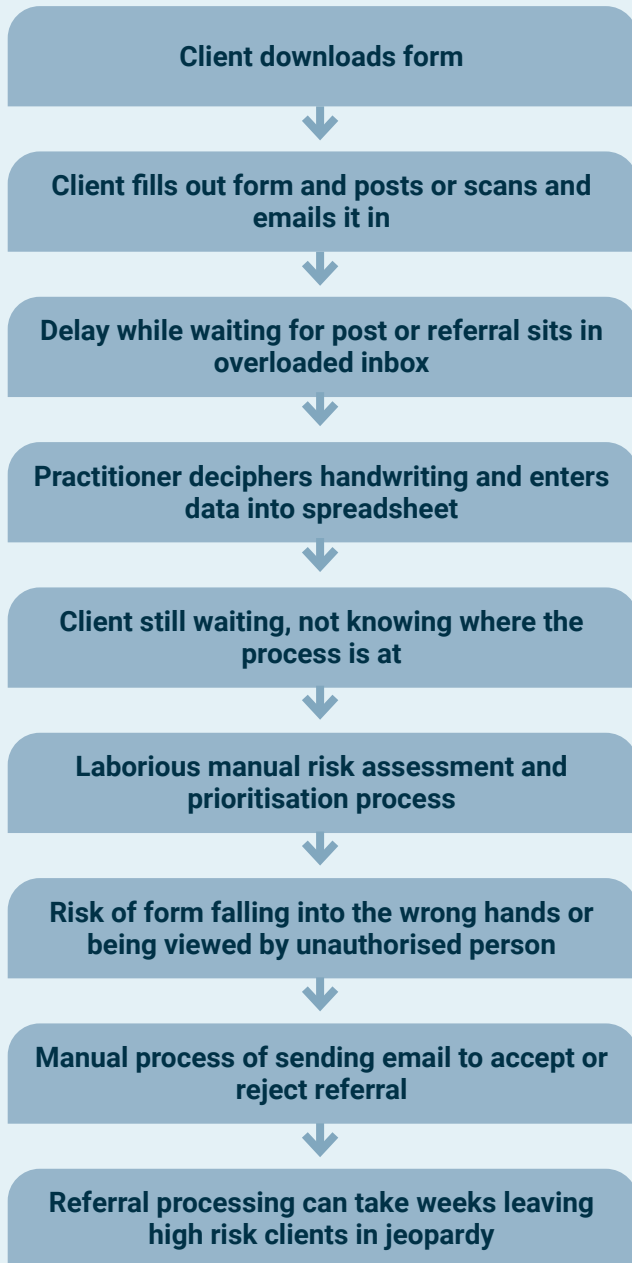
Client satisfaction surveys

Create customized surveys to gain valuable feedback from clients on their experience.

Any form, any area of business

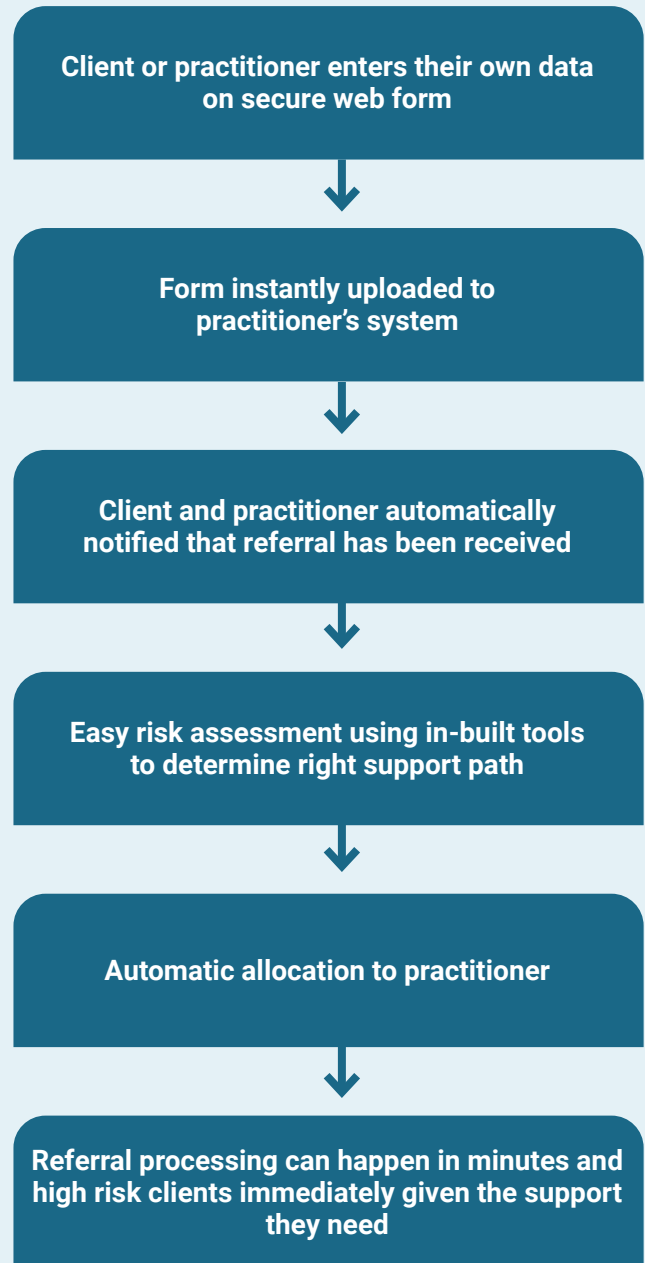No matter what area of business, this system works to capture data and produce reports. Some of the breadth of applications include city council assessments, human resources processes, family counselling services, anti-social behaviour reports, criminal record checking, potentially violent persons lists, offender management programs, drug and alcohol programs, school collaborations, to name but a few.
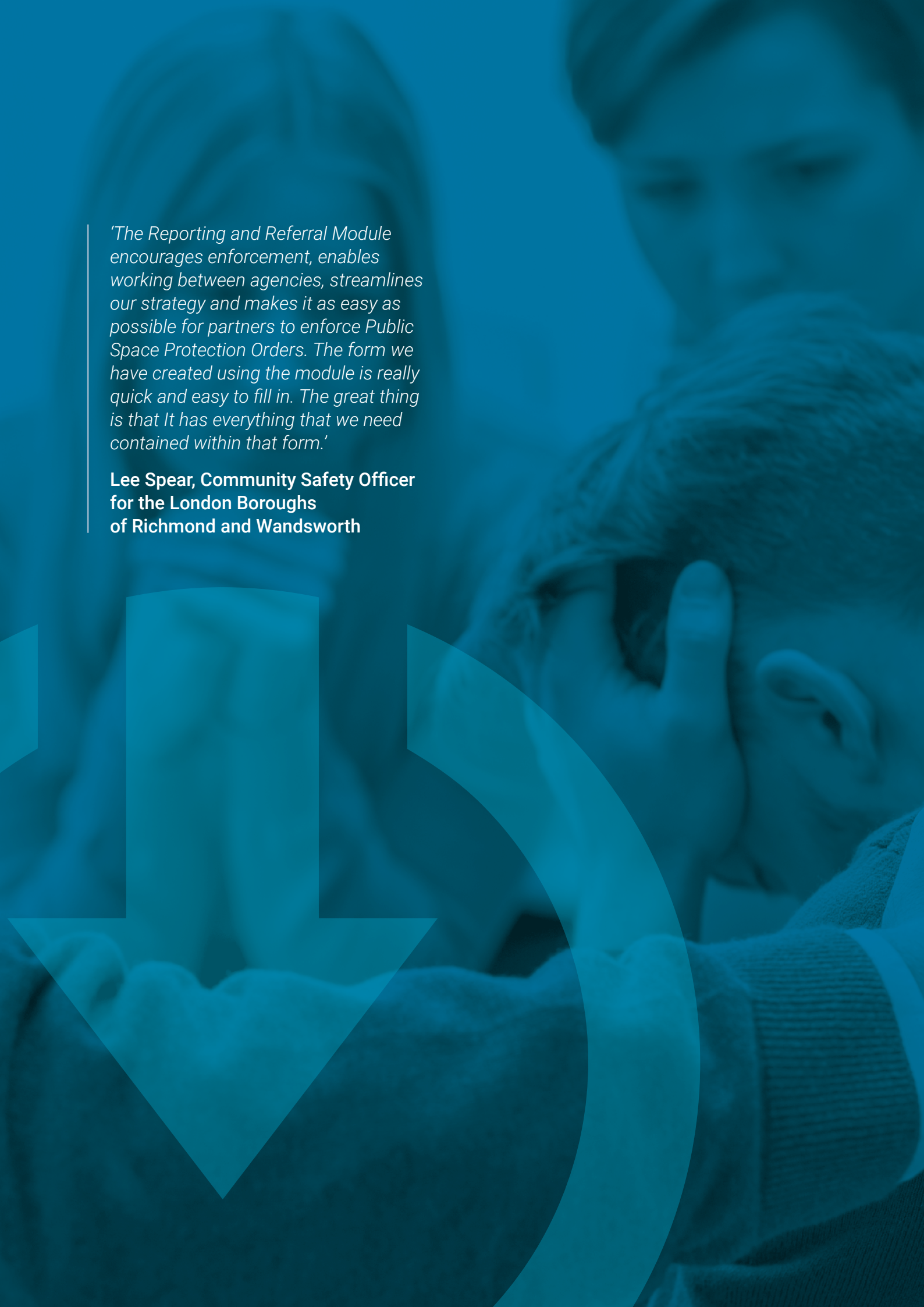
Old model

Client downloads form

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Client fills out form and posts or scans and emails it in

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Delay while waiting for post or referral sits in overloaded inbox

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Practitioner deciphers handwriting and enters data into spreadsheet

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Client still waiting, not knowing where the process is at

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Laborious manual risk assessment and prioritisation process

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Risk of form falling into the wrong hands or being viewed by unauthorised person

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Manual process of sending email to accept or reject referral

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Referral processing can take weeks leaving high risk clients in jeopardy

New model

Client or practitioner enters their own data on secure web form

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Form instantly uploaded to practitioner's system

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Client and practitioner automatically notified that referral has been received

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Easy risk assessment using in-built tools to determine right support path

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Automatic allocation to practitioner

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Referral processing can happen in minutes and high risk clients immediately given the support they need

'Sussex Police has halved the average number of days it takes to progress Restorative Justice Cases since introducing ECINS.'

Elize Manning, RJ Coordinator, Sussex Police

'The Reporting and Referral Module encourages enforcement, enables working between agencies, streamlines our strategy and makes it as easy as possible for partners to enforce Public Space Protection Orders. The form we have created using the module is really quick and easy to fill in. The great thing is that It has everything that we need contained within that form.'

Lee Spear, Community Safety Officer for the London Boroughs of Richmond and Wandsworth

Referrals

Secure online referrals

Forget wasting precious time deciphering hand-written referral forms and keying data into spreadsheets. With the ECINS Reporting and Referral Module, your current paperwork is transformed into secure online forms where clients and practitioners enter their own data, ready for you to use.

Easier for clients

Downloading forms, scanning them, posting them – all these things take time and can mean people delay getting the help they need. With our easy online forms, clients are guided through the process of submitting information and they receive an onscreen message.

Easier risk assessment for urgent cases

With capacity to group individuals into family referrals, and in-built tools that make assessing risk easier, high risk referrals are more easily identified so they can be dealt with quicker.

Faster processing so those who need help are supported sooner

Every moment a person remains in a dangerous situation increases the likelihood of negative events happening. Faster processing of referrals mean those who need urgent help are identified and supported sooner.

Automatic triggers for real time alerting for high priority cases

When someone completes a question with a high priority answer e.g. 'Are you under 18? YES,' an immediate alert is sent to the Under 18's Team/Youth Team and the referral can be addressed with urgency.

Enhanced capacity for collaboration

When multiple teams are coming together to solve a complex social problem, our digital forms allow the entirety of the data each team needs to capture to exist on a single form. This gives clients one front door through which to enter, saving them having to submit different referrals to multiple organisations.

More secure options with less risk for you

With no login required for public forms, online signatures for enhanced security, or restricted access to internal users where only those with permission can see referral form information, your risk of data breaches is minimised.

Go digital with complete confidence

- › encrypted and totally secure form
- › adheres to General Data Protection Regulation (GDPR) standards
- › customisable to your brand and existing form style
- › clients can easily upload supporting documents with referral form
- › all data connected to referral securely stored under the one unique reference number

Create a simpler process for customers and you

- › unlimited custom fields so you can capture as much data as you need
- › client data is easily updated when new information comes to light
- › dynamic fields make it quicker and easier for clients to complete form
- › mandatory fields mean the form won't submit until you get the data you need
- › automatically identify and link reports to profiles that already exist
- › get the right support to customers from the right agency more quickly
- › easily accept or decline referrals in the system using your own templated letters

Enhance efficient data building

- › Multi-profile referral forms available for groups and families, saving you time on creating multiple profiles and linking them
- › profile-based referral form options that allow you to focus on what happened and who it affected
- › premises-based referral forms that allow you to focus on what happened and where
- › map referral and reporting hotspots in your community and identify trends
- › export specific information for reports or the complete referral form
- › if integrating with the ECINS case management module, simply click to transfer a case and profiles will be automatically created for you using data already entered

Easily track and improve customer service outcomes

> risk assess and prioritise referrals based on in-system risk assessment scores

> receive email notifications when new referrals come in so you can stay on top of things quicker

> automatically filter referrals to partner agencies or team members based on assessed criteria

> easily see those referring in on multiple occasions

> create custom surveys and schedule when they are sent to receive customer feedback

Oversee staff engagement with referrals and forms

> track the progress of your referrals and forms

> assign referral or administration task to most appropriate worker

> track client engagement and see all the hard work your staff are putting in

> group your teams according to service area

> auto-assign to specified teams

More secure options with less risk for you

> no login required if your form is public or restrict access to internal users only

> only those with permission can see referral or report information

> online signatures for enhanced security
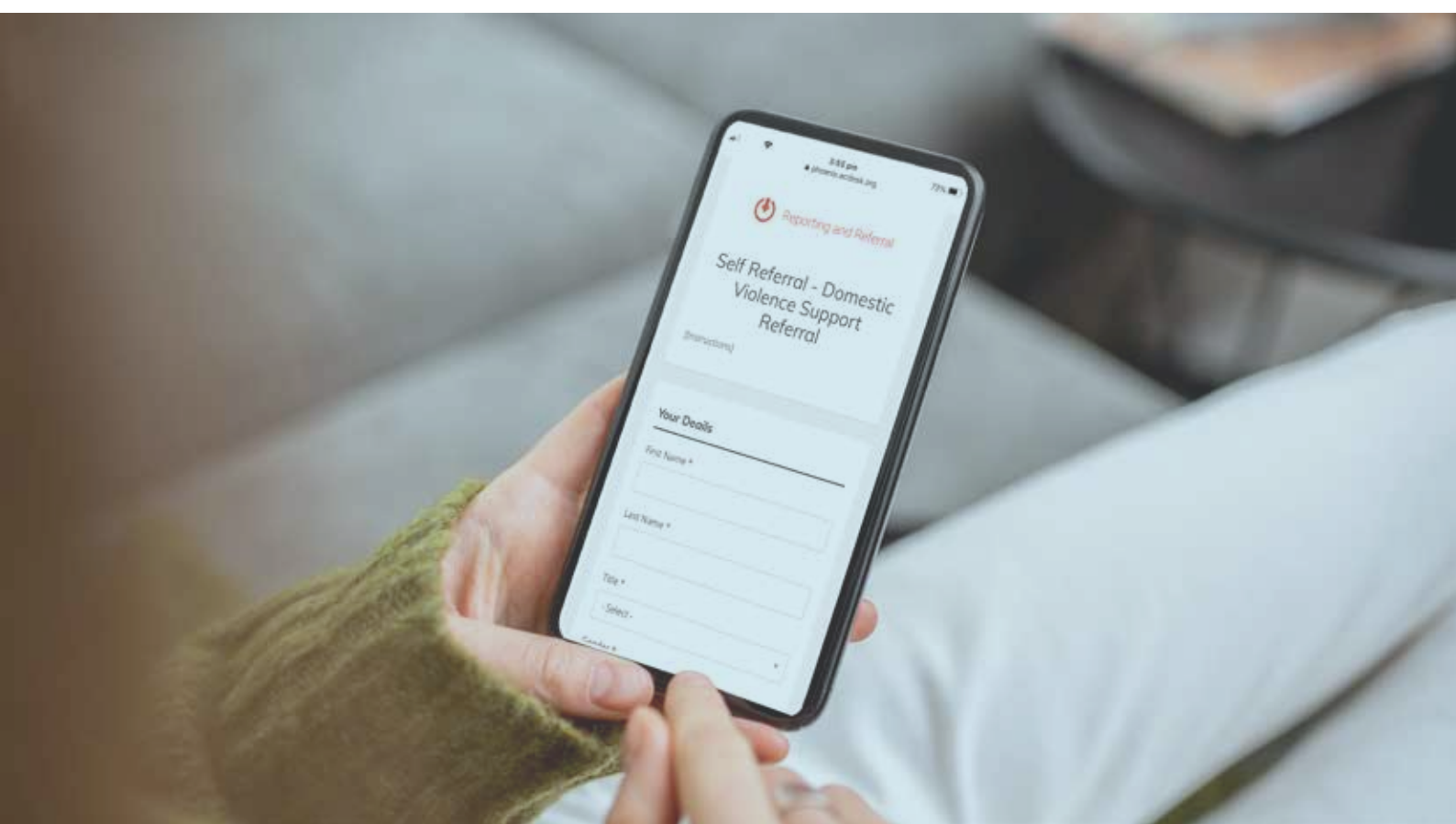
The County Lines drug trafficking story

What is County Lines?

In the United Kingdom, County Lines Drug Trafficking is the practice of trafficking drugs into rural areas and smaller towns. To achieve this, traffickers often recruit young people to hold and sell drugs for them. These people can be as young as seven years old and are often targeted because they are homeless, have mental health issues, are going through family breakdowns, struggling at school, living in care homes or are trapped in poverty.

The London Mayor's office response

The London Mayor's office put a three year funding program in place in 2018 to assist the top 600 young people being used by the drug traffickers. To achieve this, they needed to collaborate with risk and response teams, council employees, analysts and coordinators. This meant they needed an extremely secure system that allowed communication between the various teams, while keeping the vulnerable person safe and supported. After hearing about the extensive work we had done with police across the United Kingdom, they got in touch with ECINS.

Problem #1

Everyone had a different referral form

The four main teams working on the operation had totally different data they needed to extract and report on. This meant a lot of different referral forms.

Solution:

One referral form to capture all data

We made a thorough analysis of the entirety of the data all the teams needed to capture and to make one encrypted master referral form that the whole of London could use to record everything in one place. Once submitted this data automatically populates the system, saving of one hour per referral in administration time. Based upon 1000 referrals per annum this automated process saves 25 weeks work of manually entering data which is around $30,000 savings per annum in administration alone.

Problem #2

600 young people was only the tip of the iceberg

While 600 young people was an excellent starting point, we were concerned that there were so many others who would be slipping through the cracks. The problem was that there was only so much funding and manpower available.

Solution:

Streamlined processes allowed more people to be helped

Once we demonstrated how many more hours were being saved on administration with the new referral system and triage desk, we were able to free up a lot of staff time. We showed them that it didn't matter how many referrals they got, the system could handle it, and at least some care could be given. **While they anticipated 600 people would be helped over three years, our system has allowed more than 600 young people to be helped in the first year alone.**

Problem #3

The success of the program meant more teams were required to help

At the beginning of the project, four major teams were involved in the delivery of support and care. A year in, more than forty teams are connected to the project and this number keeps growing.

Solution:

Our adaptable and secure system copes with quick expansion

Using our simplified system of one referral form, moving to a triage desk and then direction to the most appropriate service, our system easily accommodates rapid growth. Our tried and tested method allows for all types of data capture requirements and has the capacity to allow full or limited access to sensitive information.

Problem #4

Not all young people were part of the "system"

Many of the young people who were being used to traffic drugs were not on the register of any care organisations. This meant they continued to be in extreme danger without any hope of help.

Solution:

Our system allows wide reporting

As those closest to the vulnerable person are likely to notice problem behaviours or risks first, our system allows family, friends, neighbours and other community members to submit reports (with limited access to sensitive information). This sets off alerts which means people can get the support they need when they need it.

How ECINS helped

> 260% more people supported with no additional resources

> Over 700 hours per annum saved in administration time

> Number of teams involved increased from 4 to over 40

Easy three step implementation process

You might have considered new software as a solution before. But though you know it is going to make your life easier in the long run, the idea of taking time to learn can feel like too much, when your time is already so stretched.

We know this. That's why we have made all the hard stuff that goes along with software, intuitive and easy. We also provide full support and training to get your team up and running in no time at all.

Step 1

Full consultation to understand form and reporting requirements for you and your partners

Step 2

System setup including data capture and transfer and training completed remotely by ECINS

Step 3

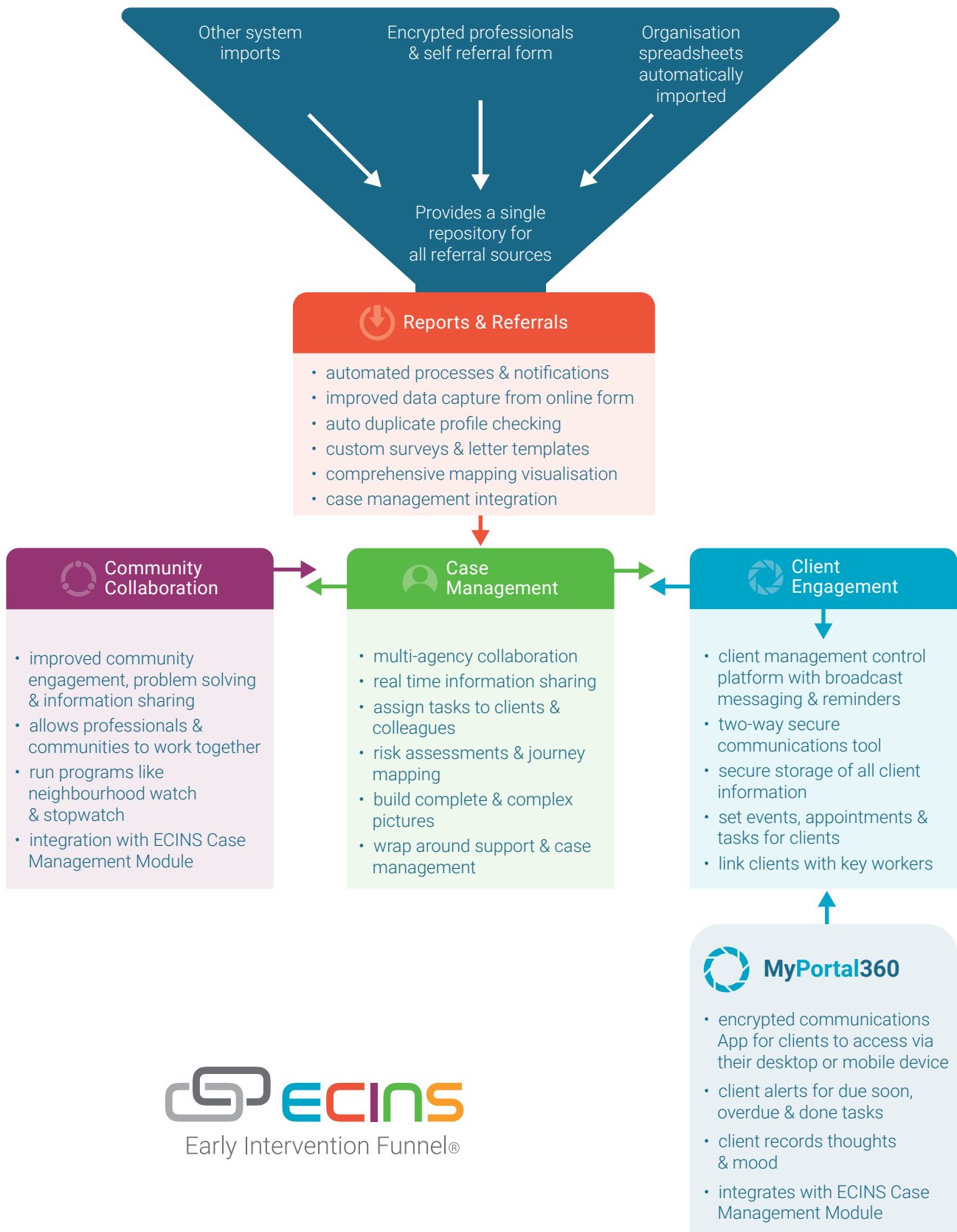Clients and practitioners submit referrals via online form

'The ECINS Reporting and Referral Module is a robust communication platform that allows us to discuss potential referrals into our project and quality assure those referrals so there is a consistent standard with every referral application.'

Jules Trompowsky, Rescue and Response Partnership Coordinator, Rescue and Response Project (County Lines)

The ECINS early intervention funnel

From referral to case management, to supporting clients and connecting with the wider community, ECINS is a complete system that enables practitioners to accurately identify risk and harness opportunities for early intervention to achieve better outcomes for individuals and communities.

Other system imports

Encrypted professionals & self referral form

Organisation spreadsheets automatically imported

Provides a single repository for all referral sources

Reports & Referrals

- automated processes & notifications
- improved data capture from online form
- auto duplicate profile checking
- custom surveys & letter templates
- comprehensive mapping visualisation
- case management integration

Community Collaboration

- improved community engagement, problem solving & information sharing
- allows professionals & communities to work together
- run programs like neighbourhood watch & stopwatch
- integration with ECINS Case Management Module

Case Management

- multi-agency collaboration
- real time information sharing
- assign tasks to clients & colleagues
- risk assessments & journey mapping
- build complete & complex pictures
- wrap around support & case management

Client Engagement

- client management control platform with broadcast messaging & reminders
- two-way secure communications tool
- secure storage of all client information
- set events, appointments & tasks for clients
- link clients with key workers

MyPortal360

- encrypted communications App for clients to access via their desktop or mobile device
- client alerts for due soon, overdue & done tasks
- client records thoughts & mood
- integrates with ECINS Case Management Module

ECINS
Early Intervention Funnel®

About us

ECINS 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.

Our background is on the frontline, supporting vulnerable people. For more than 20 years we've been working alongside practitioners to create systems that solve real problems.

After years of co-creation with our user community, we have created the world's first fully integrated reporting and referral, case management, client engagement and community collaboration solution. Our fully secure and adaptable system is empowering communities across the UK, US and Australia.

Book a demonstration today

Don't take our word for it. Let us show you what ECINS can do. Book a demonstration today at enquiries@ecins.com

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ECINS

Empowering Communities with
Integrated Network Systems