



CASE STUDY: **Surrey ChaRMMs**

Community Harm and Risk Management Meetings (CHaRMMs), Surrey Community Safety Partnership (CSP)

ECINS Helps UK Community Safety Partnerships Manage the Risk of Anti-Social Behaviour and Reduce Community Harm

BACKGROUND:

After nearly two decades of rising crime rates, public safety concerns, and the perceived inadequacy of existing laws and law enforcement strategies, there was a growing demand in the United Kingdom (UK) to address increasing crime – particularly violent and anti-social behaviour (ASB) – and to focus on restorative justice and rehabilitation. The UK Crime and Disorder Act 1998 aimed to tackle anti-social behaviour and youth crime effectively, encouraging collaborative crime prevention partnerships, and responding to the public’s call for comprehensive legislation to improve community safety and address the root causes of criminal behaviour.

The act suggested that dealing with ASB is fundamentally a question of social justice and established various statutory requirements that key local agencies work in partnership to tackle crime and disorder in their localities. This led to the creation of Community Safety Partnerships (CSP) which are expected to not only focus on ASB, but also on the impact it has on the victim, whether that is an individual, household, or the wider community. The CSP in each district or borough oversees multiple initiatives, including Community Harm and Risk Management Meetings (CHaRMMs) which focus on dealing with individuals of concern.

SITUATION:

In 2023 ASB Action Plan and the Statutory Serious Violence Duty guidance required that police, councils and local services must work together to share information and target interventions to prevent and reduce serious violence and ASB.

“[We are launching this new plan,] because anti-social behaviour is not a low-level crime. It is not just a nuisance or irritant. It ruins communities,” said Prime Minister Rishi Sunak in the ASB Action Plan. “We need to stamp it out – and we can.”



“We’ve had situations where we have hit a brick wall and we reach out to ECINS and we know we are not their only customer,” said Bill, ECINS Coordinator for the Surrey Police/CHaRMMs. “They make time for us – you don’t get that level of service with software companies.”

CHALLENGES:

The Surrey CHaRMMs are a collaborative undertaking that relies on the expertise and commitment of various organisations and departments as part of a multi-agency partnership. Members regularly meet and share information regarding referrals and incidents and put in place appropriate risk management and disruption plans to address the behaviour of perpetrators while reducing the negative impact on victims.

Although the meetings had been effective in the sense of producing plans and solutions for ASB incidents in the community, the administrative side of the meeting was extremely inefficient. The sessions could last four hours or more, as various stakeholders from the county council, police department, local boroughs, housing and education associations, and other community support organisations would need to hear background information and status updates from each party on new and existing cases in order to be able to develop solutions.

In addition, recordkeeping and information sharing was ad hoc across the meetings which was not ideal for collaboration.

“Information sharing at CHaRMMs was a complicated process that was fraught with data protection risks,” said Bob, the Surrey Heath Community Safety Manager. “We were reliant on using unsecured email or paper trails which could breach data protection principles.”

“We’ve asked ourselves, what is the impact of NOT having ECINS?” said Iain, the ECINS Lead for the Surrey Police/CHaRMMs “Where would existing data go? How would we use it? How would our users interact with legacy systems? The outcome was bleak.”



SOLUTIONS:

Early in 2019, the Surrey ASB and Community Harm Reduction Group discussed the need to improve the function of the CHaRMMS. They wanted their meetings to be more streamlined and solution-focused by equipping stakeholders with the information they needed to know before each event.



The group explored other systems, including ECINS, who they had heard of through other user entities in the county. They were impressed with ECINS' functionality, robust features and secure collaboration capabilities.

"The idea that ECINS would give us the ability to share information, task partners and record actions and decisions meant that partners could be held

accountable through a robust audit trail in the event of a serious case review," said Bob. "And the functionality to only give access to those partners or individuals with a justified interest in a case gave us another layer of security to safeguard personal and sensitive information."

ECINS rapidly developed a system that provided a custom multi-agency solution to enable the

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multitude of support partners to collaborate securely and overcome efficiency challenges. Working closely with the Surrey Partnership ECINS Team to implement the system and avoid service disruptions for the organisation, the ECINS development team accelerated the production timeline to accommodate the migration of more than 20,000 cases (mostly from spreadsheets) into CHaRMMs bespoke system and then created accounts for 1,000 users in the network.

By March 2019, ECINS had deployed the Case Management module to all partners in the network, including police authorities, government agencies and social support professionals, in order to facilitate user training.

“We knew training was going to be our biggest challenge,” said Iain, the ECINS Lead for the Surrey Police/CHaRMMs. “We had thousands of people that needed to be trained quickly and there was some resistance because the transition was being managed from the bottom up.”

ECINS collaborated with the Surrey team to develop a bespoke e-learning package that enabled various specialised training modules and sessions to take place over the coming months, including during the COVID-19 pandemic when remote training was required.



In the meantime, the Surrey team convened an executive board tasked with determining and managing the delivery behind the Surrey CSP and CHaRMMs program. The goal was to create a top-down approach to advocating for streamlined processes and procedures that would encourage better solutions and outcomes for the entire initiative.

“Getting buy-in from leadership allowed us to push things uphill faster,” said Iain. “They recognised the value of what we were trying to accomplish and their support of the ECINS-provided solution allowed us to implement change more quickly.”

“We have a great working relationship with ECINS’ team, which helps us get back to our own user-customers faster,” said Bill, ECINS Coordinator for the Surrey Police/CHaRMMs. “It helps with the esteem of the system – people trust the system when they see those kinds of results.”

OUTCOMES:

Today, ECINS allows CHaRMMs’ network of partners and users to manage referrals directly within a secure, multi-agency system where they can collaborate on solutions to protect the most vulnerable members of their communities. CHaRMMs have become exceptionally efficient as sensitive information is now shared with required stakeholders ahead of sessions so problem solving, instead of incident explanation, can be the main focus.

“People are more informed across the partnership,” said Iain. “It makes what we do more effective.”

As one of the largest single network of ECINS users in the UK, the Surrey CSP recognises that the collaborative nature of ECINS’ development, implementation and customer service teams are essential to the support they provide their own partnership users.

“As the user support team for our CSP, we need to understand how each of our partners work so that we can mold ECINS’ functionality to fit our users’ particular processes,” said Bill, ECINS Coordinator for the Partnership. And they lean on ECINS to help facilitate the customization of the system when their partners need it to better fit an aspect of their internal process. “We’ve had situations where we have hit a brick wall and we reach out to ECINS and we know we are not their only customer,” said Bill. “They make time for us – you don’t always get that level of service with software companies.”

Not only is ECINS’ exceptional customer service practical in terms of running a program like this in real-time, but the team reports that it has helped with the overall perception of the system in their network as well.

The Surrey ASB and Community Harm Reduction Group has accomplished their primary goal of successfully embedding the ECINS solution into their partner network with processes and procedures in place that will allow them to evolve as their programs and initiatives scale. They have been able to apply ECINS to other initiatives, including protecting individuals under the Victim and Witness Care Unit, performing graded care assessments through the Surrey County Council for the National



Society of the Protection of Children, and for Bridge the Gap, a program that allows practitioners from across the Surrey partnership to refer disadvantaged people with a range of issues into support to change their behaviour. They also plan to onboard educational institutions to support at-risk students.

Moving forward, the Surrey team is looking at the option of utilising ECINS to provide residents and communities with a digital means of reporting ASB to community partner agencies as suggested under the new ASB Action Plan. The ECINS-enabled electronic referral solution would enable the agencies to streamline how they share information on perpetrators of ASB within communities, identify repeat offenders and take necessary action.

In addition, they are focusing on developing standard metrics by which they can measure the impact of this technology in real terms and produce reporting that will support the efficacy of their work to secure future funding, currently shared by all of their major partners.

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CLIENT

Community Harm and Risk Management Meetings (CHaRMMs), Surrey Community Safety Partnership (CSP)

MISSION:

To collaboratively address the perpetrators of anti-social behaviour (ASB) and reduce the negative impact on victims by creating solutions that manage risk and disruptions.

HIGHLIGHTS:

- Community Safety Partnerships (CSPs) are developed to focus on local ASB and the impact it has on victims and the community
- Community Harm and Risk Management meetings (CHaRMMs) are multi-agency partnerships formed to focus on dealing with individuals of concern in each district or borough
- The Surrey CHaRMMs are a collaborative undertaking that relies on the expertise of a multi-agency group of partners to address issues and develop solutions for anti-social behaviour, however the subject matter of their work is confidential and they lacked a secure method of case management and information sharing
- Recordkeeping and information sharing was ad hoc across the meetings which was not ideal for collaboration
- ECINS was contracted to develop a custom multi-agency solution to enable the multitude of support partners to collaborate securely and overcome efficiency challenges
- Working with the CHaRMMs operations team, ECINS rapidly migrated 20,000+ cases (mostly from spreadsheets) into CHaRMMs bespoke system and deployed 1,000+ accounts
- ECINS allows CHaRMMs' network of partners and users to manage referrals directly within a secure, multi-agency system where they can collaborate on solutions to protect the most vulnerable members of their communities
- ECINS has now been applied to other initiatives, including protecting individuals under the Victim and Witness Care Unit, performing graded care assessments through the Surrey county council for the National Society of the Protection of Children, and for Bridge the Gap, a program that allows practitioners from across the Surrey partnership to refer disadvantaged people with a range of issues into support

ABOUT SURREY CHaRMMs

Surrey Community Harm and Risk Management Meetings (CHaRMMs) are monthly meetings with partner agencies to talk about the reported anti-social behaviour issues within the borough in order to reduce community harm. The mission of CHaRMMs is to collaboratively address the perpetrators of anti-social behaviour (ASB) and reduce the negative impact on victims by creating solutions that manage risk and disruptions.



ABOUT ECINS

Empowering Communities with Integrated Network Systems (ECINS) is a social enterprise dedicated to improving the lives of vulnerable people and empowering the practitioners who serve them. A purpose-built, cloud-based, highly secure case management system, ECINS is the most widely used multi-agency collaboration tool in the UK and is rapidly expanding around the world. Created in the belief that when people work together they can achieve more, ECINS is capable of solving just about any case management problem that exists.

With no user licenses, ECINS is available at one simple, comprehensive cost. This includes customization, training, and support from real-world experts; access to a robust communications portal; and collaboration with a global user community that's committed to helping one another achieve better outcomes every day.

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