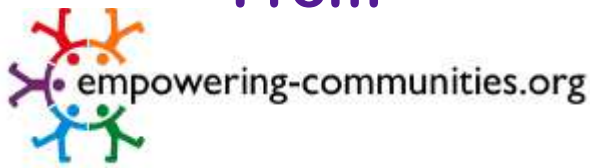


Safeguarding Solutions From



Secure, encrypted MASH, MARAC and Victim Services Management Solutions enabling service providers to manage, communicate and deliver tailored support to victims and vulnerable people in real time

Secure, Multi-Channel MASH, MARAC and Victim Services Solutions

At Empowering-Communities we have over 17 years experience of designing and developing single and multi-agency community management systems.

We have used this experience to build fully customisable Multi-Channel Customer/Client Relationship, Safeguarding Platforms.

Our secure multi-channel functionality offers teams, organisations and their clients a wide range of benefits that helps ensure that the public have the best experiences with the organisations they are dealing with.

Teams and organisations can communicate with their clients and record all interactions including emails, letters sent, phone calls made, face to face meetings and visits.

The use of the Empowering-Communities EC Connect MASH, MARAC and Victim Services solutions helps organisations to monitor, gather data and manage their client/public relationships.



Single Customer Point of Access (One Front Door)

The EC Connect MASH, MARAC and Victim Services management platforms provide a cost effective solution for organisations, large or small, that want to introduce a single customer point of access to a secure single gateway to a range of services.

Interface with Multi-Agency Case Management System

Each EC Connect MASH, MARAC and Victim Services Management Desk has a built-in secure interface with the National Multi-Agency Case Management System E-CINS. This means that any persons in need of multi-agency or more intensive single agency support can be passed through to E-CINS for full case management.

Partnership Approaches to Support Victims and the Vulnerable

Cope and recover are part of the social values that commissioning of services for victims of crime seeks to address and reflects more than just financial success.

A person's happiness, wellbeing, health, inclusion and empowerment is central to the new victim services provision and providers are encouraged to work in partnership with other organisations to ensure the holistic needs of victims are met.

Victims and vulnerable persons can have complex needs. Increasingly it is being recognised that to meet the needs of people with complex needs a partnership approach is required. For partners to work effectively to meet the personalised needs of victims and vulnerable persons there needs to be a clearly owned partnership strategy and an accessible secure platform to enable the needs of victims to be identified and addressed by all agencies.

The Empowering-Communities Victim Services solutions enable service providers to escalate the support they deliver for more vulnerable victims and those with complex needs to a secure, in-depth, multi-agency level, where partners can collaborate on the continued support of specific victims.

Integrating Systems to Maximise Client Relationship Management and Engagement



Victims and the vulnerable in need of full case management can have their cases 'transferred' to E-CINS from the EC Connect MASH, MARAC and Victim Services platforms via an in-built Application Programme Interface (API). The integration of these systems enables those victims and people who are most vulnerable to receive tailored support from a range of multiple agencies who can securely share, task, evidence and audit information around their client in realtime to help improve positive outcomes.

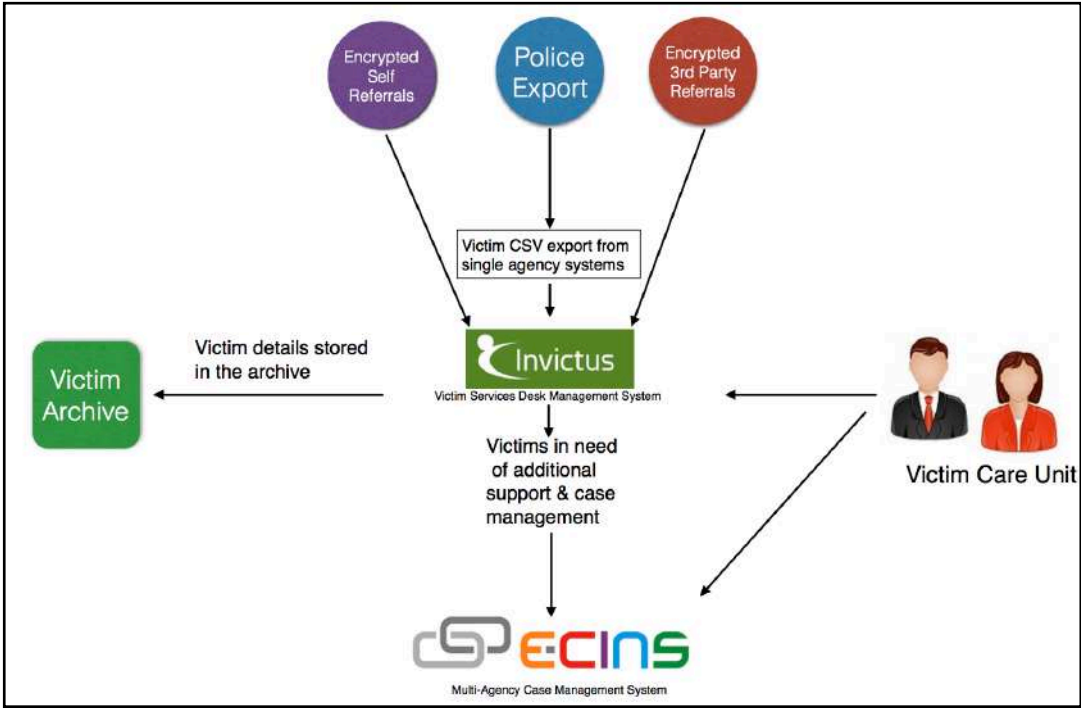
The combined support offered by the EC Connect MASH, MARAC and Victim Services solutions and E-CINS achieve a hitherto impossible-to-achieve level of support for victims and vulnerable people that revolutionises partnership approaches to victim support and service provision.

'The EC Connect MASH, MARAC and Victim Services Solutions provide Local Authorities, the police and their partners with a unique software framework that takes their community engagement and management work to a new level. It provides a foundation within a secure private cloud on which teams and organisations can build and develop their projects and initiatives. The EC Connect platforms enable optional encrypted communication with the public, practitioners and other organisations as well as an interface with E-CINS'.

Gary Pettengell, CEO, Empowering-Communities

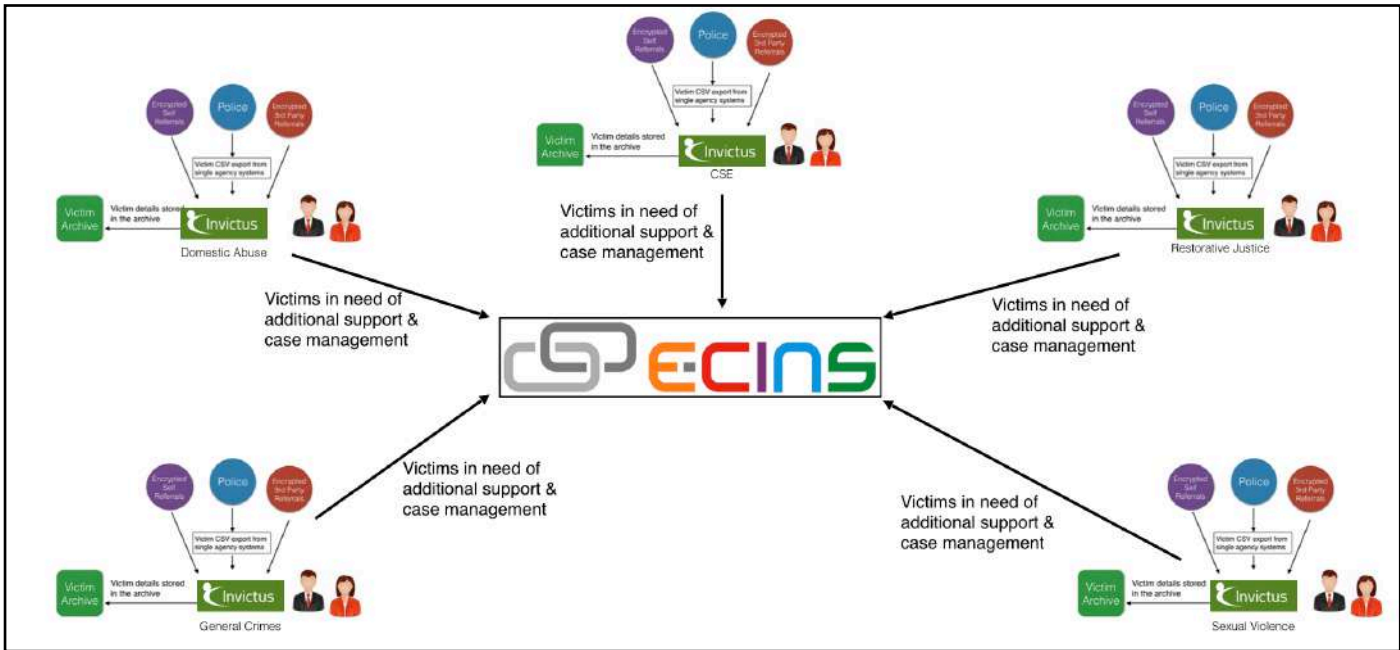
The diagram below outlines one Victim Services model that utilises the Victim Services Management Desk, Invictus and the Multi-Agency Case Management System E-CINS. The victim export is from any Police Niche system.

The Teams can then send those victims that need full case management or single/multi-agency support through to E-CINS at the press of a button:



Providing a Stand-Alone Solution or Integrated with a Larger Project

This model can be used in areas where victim data is sent to specialist victim services providers:



As Empowering-Communities are a not for profit Social Enterprise, Invictus is offered non commercially. This means there are no individual user licences and no limit on the numbers of people you can manage on the system.

The annual subscription costs include:

- the hosting of your data in an OFFICIAL SENSITIVE (IL3) environment in UK based, ISO27001, police audited data centres.
- help desk service between 8am and 5pm Monday to Friday
- training material
- one days training to as part of the on-boarding process
- Scheme lead webinars
- Online user Support Centre and Forum
- Networking opportunities

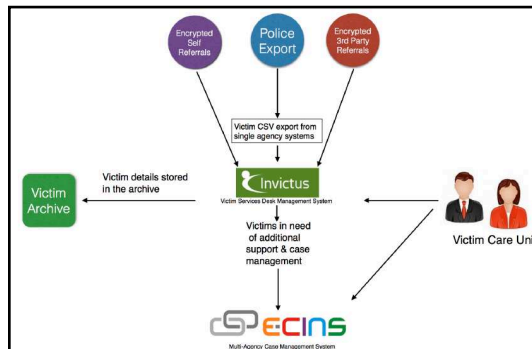
We offer two standard all inclusive pricing options and bespoke packages are available upon request.

Option 1.

This is suitable where there is one general Victim Services Team to cover a police force area.

Annual subscription based upon £6,975* per 100,000 head of population or percentage there of for the police force area.

*plus vat and a one off on boarding fee of £2,500 plus vat

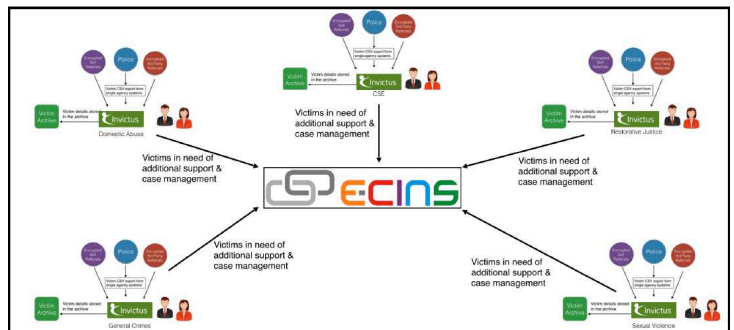


Option 2.

This is suitable where there are several Victim Services Team to cover a police force area.

Annual subscription based upon £9,975* Instance (Management Desk)

*plus vat and a one off on boarding fee of £2,500 plus vat. Please note the on boarding fee is per police force area and not per Management Desk.



Totally customisable fields that automatically link to management reports. Authorised users can add custom fields negating the need for additional IT support.

Respond to and communicate with victims and vulnerable persons via, SMS, email, phone calls and letters. Use the client journey timeline to show a chronological record including: contact dates contact method (SMS, Email, Phone, letter, visit), practitioner notes and time spent working with the client.

Secure Private Cloud

Empowering-Communities provides a secure private cloud that can be restricted to the sole use and access of a single team or organisation. The additional security offered by the ring fenced, private, secure cloud model is vital for any any organisation or team that needs to store and process OFFICIAL and OFFICIAL SENSITIVE data or carry out sensitive tasks.

Automatic daily imports of victims data from organisation's stand alone systems via an API. The EC Connect MASH, MARAC and Victims Service platforms are secure, encrypted, single or multi agency, private cloud based solutions for the Management of and Communication with Victims and vulnerable persons. Teams can automatically import data from single agency systems which have been specifically designed to help your organisation meet it's obligations under the Victim Code. By automating the handling of tasks and time based events these safeguarding solutions facilitate increased productivity and victim engagement. They also provides encrypted public facing self referrals and 3rd party referral forms.

'I started my social enterprise over 10 years ago with the vision of helping to empowering victims, vulnerable persons and their families, their communities and the organisations and practitioners that work to help them. We have now made the safeguarding and self prescribing model below a reality and this really is Empowering-Communities' - Gary Pettengell, CEO

CONTACT US NOW FOR MORE INFORMATION

E: support@empowering-communities.org T: 01493 858768 W: empowering-communities.org

Copyright © 2017 Empowering-Communities

Empowering-Communities MASH, MARAC & Victims Services Platform Benefits:

- The Empowering-Communities MASH, MARAC and Victims Services solutions all interface with E-CINS enabling enhanced support for victims and vulnerable persons in need of single and/or multi-agency case management
- Provide a single Safeguarding Gateway
- Create clear referral pathways
- Expedite information sharing to make swift decisions to safeguard the vulnerable
- Reduce the need for multi-agency meetings
- Link to shared multi-agency Risk Assessments and Support Plans
- Enhance co-located teams and virtual agencies
- Help identify repeat victims and perpetrators
- Support and enhance Early Intervention work
- Empower victims and vulnerable people who do not want to report to the police
- Enable cross border working
- Remove the barriers to information sharing
- Co-ordinated multi-agency responses
- Streamline the approach to the management and support of victims and the vulnerable
- Manage Team and Users workloads
- Provide multi channel communication to maximise victim response rates
- Fast, easy set-up and management
- No hardware or software to buy or manage
- Great as a stand-alone solution or integrated with a larger project
- Hosted on high-performance servers in secure, accredited, UK data centres, no strain on your infrastructure and no internal IT support needed
- Automatic backups
- Includes free telephone help desk and ticket support, user guides and video tutorials
- Analytics and management reports that allow you to analyse and report how services are used, and gaps to be filled
- Mobile friendly display compatible with tablets, iPhone and Android phones
- We host the application for you. You get a fully functioning and customisable application with all the key functionality and benefits, while we handle the development, hosting and back-end infrastructure management for you at no additional cost
- Provides a solution for a number of business models ie one Victim Services Desk per police force area, one per local authority area or one system per victim service type (CSE, Domestic Abuse, Serious Sexual Violence etc)
- Offered non commercially with no user licences and a low total cost.

Empowering-Communities is a not for profit social enterprise. ISO 27001 accredited for the design, development, hosting and processing of multi-agency systems and ISO 9001, Cyber Essentials and Cyber Essentials Plus accredited.