

ASB System Governance
Coordination Officer

Background

15 Years local
government
experience
(Housing and ASB)

5 years Community
Safety experience

An active user of
Sentinel since its
introduction in
2011

5+ years active LLR
partnership
involvement

Step back in time



In 2007 a tragic incident (Pilkington) occurred which brought about the need for drastic changes to the way in which ASB was managed



The LLR partnership (for ASB) was created (2010) in order to reduce the risk of such incidents happening again in the future



Strong ISA's/RMAD's documents were included in order to ensure everyone was working towards a common goal



Sentinel (shared database) was formed as a way of actively and purposefully sharing valuable information across partners (2011)

What is Sentinel?

SENTINEL IS AN INCIDENT RECORDING SYSTEM



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graph TD; A[SENTINEL IS AN INCIDENT RECORDING SYSTEM] --> B[ASB ACROSS THE LLR PARTNERSHIP IS RECORDED WITHIN THE SYSTEM (PERSONAL, ENVIRONMENTAL, NUISANCE)]; B --> C[ABILITY TO CASE MANAGE WILL SOON BE IMPLEMENTED (HOPEFULLY TO INCLUDE PROBLEM MANAGEMENT AND COMMUNITY TRIGGERS)]; C --> D[CURRENTLY HOLDS OVER 130,000 RECORDS (SINCE 2011)]; D --> E[APPROXIMATELY 15,600 RECORDS ADDED THIS YEAR SO FAR];
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CURRENTLY HOLDS OVER 130,000 RECORDS (SINCE 2011)

APPROXIMATELY 15,600 RECORDS ADDED THIS YEAR SO FAR

Purpose of the role

Refresh of the collaborative approach to managing ASB by using the system (Sentinel)

Health check of the System and understanding its capabilities for the partnership

Policies to be reviewed and new/updated Acts and Legislations to be included within the documents

Risk to be understood and appropriate recommendations/ implementations to be completed to reduce any risk factors

Workstreams

RMADs review (ISA/CoCo/DPIA)

RRD implementation

Deduplication processes

Reinstate partnership Sentinel working/management groups

User guide and training package

Coordinate vetting - process for introduction of new users

Review of global documents

Review cloaking process

Case management module

SPOC

Health Check results - Risks

Interface data is coming over in a poor condition and doesn't meet the minimum standards

Not meeting the agreements within the RMAD's document (and accompanying documents)

Condition of the data means the system can not run appropriately

In order to complete the Review, Retain, Delete work the data needs to meet the minimum standards (Legal obligation)

Not all partners are actively managing cases within sentinel

Any audit of the system or the partnership would highlight great issues for the partnership / authorities

Quality v's Quantity

Current Recommendations

Review all interface inputting processes with the individual authorities to understand their processes

All ASB across LLR to be 'actively' managed on Sentinel – understand what this means as a partnership

Data to be stored in line with the partnership policies

System Capabilities

Case management / community trigger
management

RRD Module

More efficient – streamlined processes for all

Robust and user-friendly training packages

Data Dashboards

Trustworthy data extractions

- Security
- User Management
- Groups
- Roles
- Security Settings
- System Access
- Audit Trail
- Reports
- System
- Manage Drafts
- Training Videos
- Global Documents

Incidents | Risk | FM | Complaints | ICT | Autism | ASB | HR | Hospice | Audit | Others | Admin | Edit

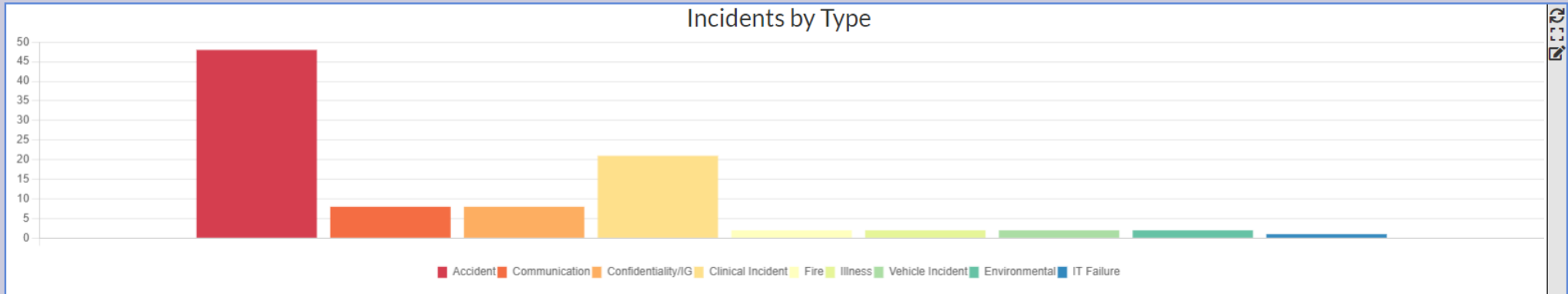
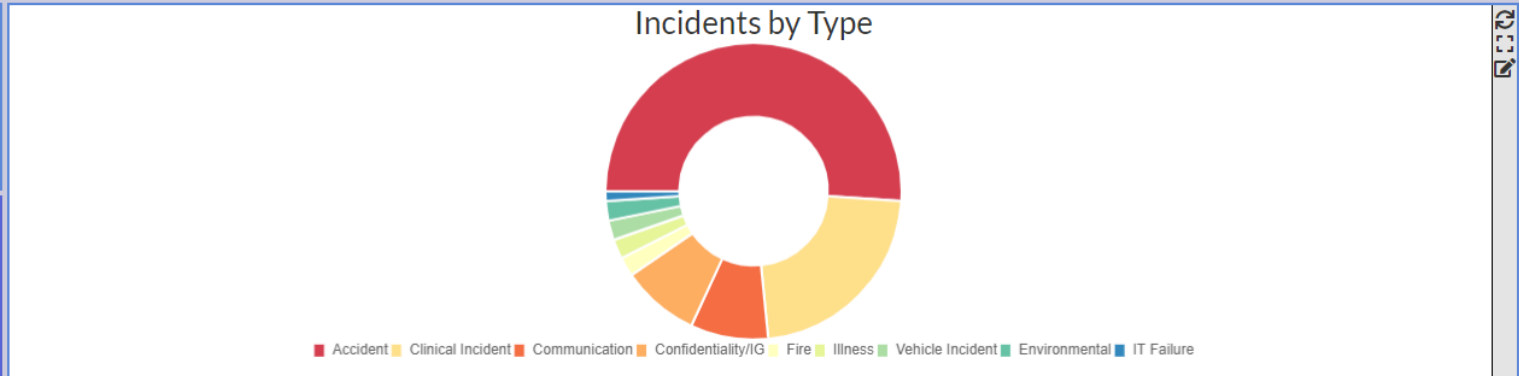
Closed Incidents
88

Incidents
(Open in Unarchive model)

Find Incident Reference No.:

Quick search:

My recent records



Incidents (Incomplete) - Tabular

ID	Incident Type - Main	Date incident occurred (Year/Month)	Investigation Status	Full Name of Person Reporting the Incident	Service/Team responsible for the incident	Reporter's Department
Group: Clinical Incident (5 rows / 5 records)						
101	Clinical Incident	2020/06	Pending	Hayley Atwell	St Helena Homecare	Other
106	Clinical Incident	2020/09	No investigation necessary	Stephanie Rourke	Community	Community CNS

Charlotte
Keedwell

Charlotte.Keedwell@leics.gov.uk

Mob: 07801229863