

Leicestershire & Rutland
Safer Communities Strategy
Board



Making Leicestershire & Rutland Safer

LEICESTERSHIRE & RUTLAND SAFER COMMUNITIES STRATEGY BOARD

26th MARCH 2026

ANTI-SOCIAL BEHAVIOUR CASE MANAGEMENT SYSTEM (ECINS)

Purpose of report

1. The purpose of this report is to provide an overview of the project to implement a new Anti Social Behaviour (ASB) Partnership Case Management System (SMS) across Leicester, Leicestershire and Rutland (LLR) one year after implementation.

Background

2. The Crime and Disorder Act 1998 places a statutory duty on responsible authorities (including local police bodies and local authorities including district, borough, and county councils) to work together to reduce crime and disorder in their areas.
3. The ASB recording and management system, Sentinel, was introduced across LLR in 2011 after learning was taken from national and local serious case reviews around the importance of and requirement to share relevant information.
4. In 2023 a request was made by two members of the ASB Partnership, which is made up of 10 local authorities across LLR and Leicestershire Police, to review the suitability of the existing system, Sentinel. A desktop review was undertaken, which included researching other relevant products on the market. A Working Group was convened with members of the ASB Partnership and a workshop was held to discuss the forward plan. A report was taken to the ASB Strategy Group who requested a full business case to provide more detail on a potential system change.
5. Partnership agreement was gained at Chief Officer level through the Strategic Partnership Board, to look to procure a new case management system in 2024. In early 2025, the ASB Partnership procured ECINS, an ASB recording system which it was identified would best meet the needs of the partnership and the people they serve. Leicestershire County Council led the procurement process at the request of the Partnership.

6. Implementation of the system across a well embedded Partnership has been an important and at times challenging journey. However, the team working to embed the system have worked tirelessly with all partners and with the system owners to train users, embed processes, review practice and usage and work to further develop the system to best meet the needs of the partnership. Leicestershire County Council has also been driving the work to ensure the project is compliant with legal and GDPR frameworks.

Developments Underway

7. Work is progressing with ECINS on several system improvements. This includes creating a custom data-export specification to meet partnership needs and developing a Power BI dashboard to streamline data collection, visualisation, and hotspot mapping.
8. Completed developments include:
- A 40% increase in file storage capacity;
 - New address-search functionality for easier case filtering;
 - Custom Leicestershire actions and categories to support detailed ASB casework;
 - An automated review, retain, dispose (RRD) process ensuring data deletion after six years.

Future Developments

9. Future planned developments include streamlining the local authority process of transferring referrals from multi-agency operating procedures (MOPs) to ECINS, auto populating fields, and incident beat codes. This will bring local authority and police data in closer alignment.
10. There are also plans to merge any remaining profile duplicates on the system and reduce the creation of these in future via technical tweaks to the Police's 'Storm' system integration. Information management support is needed to navigate the GDPR implications of merging profiles owned by different organisations.
11. The Partnership has also recently received updates from ECINS on a list of potential 'phase 2 developments' and are reviewing these internally to balance feasibility/ costs/ impact etc.

Notable developments and challenges:

Past Year

12. A number of partnership documents have been drafted and signed off, including legal documents governing the contractual arrangements, GDPR

documents ensuring compliance, Information Sharing Agreements, Memorandum of Understanding.

13. Partners have collaborated on a shared process and the range of custom tools that have been added to the ECINS System; as an example, in bi-weekly, ECINS change group meetings, partners have discussed and agreed amends to the Partnership custom actions and ASB categories, as well as changes to the publicly accessible Smartform.
14. Partners have further agreed on the overarching shared process of collaborative case management, including adapting their methodologies to benefit the partnership, e.g. manually updating case beat codes and titles to aid police colleagues and manually sharing access where appropriate.

Barriers to Date

15. A number of challenges and issues have been resolved in the first year of implementing ECINS. By far the largest has been migrating legacy Sentinel data. This created several challenges, which have now been dealt with and no longer pose ongoing issues.
16. Accessing specific case files was problematic at times for some users. To overcome this, custom developments have been created, such as the address search filters which allow users to enter keywords, or even partial postcodes to more easily find cases.
17. There were a high number of duplicate profiles following data migration from Sentinel; approximately two thirds of these legacy duplicate profiles on the system have now been merged, increasing the ability to identify repeat victims.
18. User training and understanding of the system has been greatly improved following monthly monitoring reports to assess user errors. We have seen a steep drop off in these errors, with users better understanding how to utilise our custom categories and tools and share access with other organisations. Furthermore, weekly drop-in sessions have been delivered, regular training events and the ASB CMS Co-ordinator has been accessible throughout to support users with the new system.

Ongoing Issues

19. **GENIE:** For Police colleagues, this continues to be an issue, and Police IT are not confident that their GENIE system is accurately searching the ECINS database.
20. **Smartform Accessibility:** While significant improvements have been made to our Smartform, ECINS have raised that outstanding automated accessibility issues are false positives. Council IT support teams are supporting this issue by raising these to the report provider to guarantee the form's accessibility.

21. **Data:** While work is ongoing to better extract and manipulate data from ECINS, at present, users have been struggling to get out anything more than basic data. We are still unable to hotspot map or get more sophisticated data points out of the system easily.
22. **System Glitches:** There have been several glitches or bugs with ECINS, such as CSRF (Cross-Site Request Forgery) tokens expiring and 500 errors kicking users out of the system, as well as faulty data exports. ECINS are aware of these issues and are investigating them.

Coming Year

23. Overall, we have overcome significant challenges since going live with ECINS. Local Authority users are getting on well with the system and are using the RMM and CMM platforms for efficient, partially automated, recording of ASB incidents.
24. Police users are struggling with frequent glitches surrounding the 'Police Input form' – a bespoke way for Police users to create cases on ECINS, although the frequency of issues has decreased over recent months. The GENIE software integration is still faulty but weekly technical meetings are in place to review this and other technical issues.
25. Once the custom data exports and Power BI dashboard are successfully in place, ECINS will function as required for the partnership in the most respects, with further work and system improvements required but less urgent / high risk than those we have overcome to date.
26. The partnership shall continue to review how the ECINS system is operating. Leicestershire County Council will continue to manage the contract to ensure the system is delivering what it was brought in to deliver.

Key issues

27. The key issues are as follows:
 - As issues arise and are resolved at times it is unclear what the causal factor was, the Partnership continues to work with ECINS to address this.
 - Case and report titling is a repeated issue with a partner agency; this means anyone on the system is able to access reports as they are not locked down.

Issues in local areas

28. This is a cross-partnership project and so does not affect one locality any more than another. Leicestershire County Council host a partnership ASB System Governance and Coordination Officer Post which is funded by, and responsible to, the partnership of 10 LLR Local Authorities and Leicestershire Police. This officer drives and supports the majority of the work on this project.

Recommendations for the Board

29. The Board is recommended to:

- (a) Note the contents of the Report;
- (b) To approve continuous review of ECINS to ensure it remains the best system for the LLR ASB Partnership

Officer to contact

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