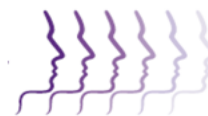


Leicestershire & Rutland  
Safer Communities Strategy  
Board



Making Leicestershire & Rutland Safer

## **LEICESTERSHIRE & RUTLAND SAFER COMMUNITIES STRATEGY** **BOARD**

**25<sup>th</sup> June 2026**

### **ECINS Update**

#### **Purpose of report**

1. The purpose of this report is to update the Board on progress to date to embed ECINS, the new partnership anti-social behaviour (ASB) case management system, across Leicester, Leicestershire and Rutland (LLR) one year into the project.

#### **Background**

2. The Crime and Disorder Act 1998 places a duty on responsible authorities (including local police bodies and local 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 full business case to provide more detail on a potential system change was presented to Chief Officers across Leicester, Leicestershire and Rutland (LLR).
5. Partnership agreement was gained to look to procure a new case management system in 2024 and in early 2025, the ASB Partnership procured ECINS, an ASB recording system which was identified would best meet the needs of the partnership and the people they serve.
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 across the partnership 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.
7. 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.

### **Past Year**

8. The Partnership has worked tirelessly and collaboratively over the past year and whilst there have been issues with the system embedding to business as usual, there remains a strong relationship with the System Providers enabling open and honest communication to overcome issues.
9. The Partnership has overcome a number of challenges in implementing ECINS. Migrating legacy sentinel data created several challenges, which have now been dealt with and no longer pose an ongoing issue. All of the legacy Sentinel duplicate profiles on the system have now been merged, increasing the ability to identify repeat victims.
10. Police users had been struggling with frequent glitches surrounding the 'Police Input form' – a bespoke way for Police users to create cases on ECINS, but the frequency of issues has decreased over recent months and the GENIE software integration which was faulty for a considerable time has now been resolved following weekly technical meetings with the provider.
11. A custom development has been created such as the address search filters which allow users to enter keywords, or even partial postcodes to more easily find cases.
12. User training and understanding of the system has improved considerably, carrying out monthly monitoring reports to assess user errors. There has been a further drop off in these errors, with users better understanding how to utilise our custom categories and tools and share access with other organisations.
13. The ECINS Co-ordinator left post in March 2026, this was a huge loss to the partnership, however after a second round of interviews a new officer has been recruited and will take position in a month's time.

### **Developmental work underway and planned**

14. 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.
15. The Information Sharing Agreement (ISA) is currently being reviewed to ensure it is still fit for purpose now the Partnership is using ECINS and a review of Joint Action Groups (JAGs) is also underway.
16. We have also recently received some feedback from ECINS on a list of potential 'phase 2 developments' including the use of AI; the Partnership is reviewing these internally to balance feasibility/ costs/ impact etc.

17. Once government announce the plan for Local Government Reorganisation for LLR, work will commence on how the ECINS can best respond to ensure data access is managed and data is not lost.

### **Conclusion**

18. Overall, the Partnership has overcome significant challenges since going live with ECINS. Local Authority users are getting on well with the system and are using the appropriate platforms for efficient, partially automated, recording of ASB incidents.

### **Recommendations for the Board**

19. The Board is recommended to note the contents of the Report

### **Officer to contact**

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