



Annual Awards 2011 Entry Form

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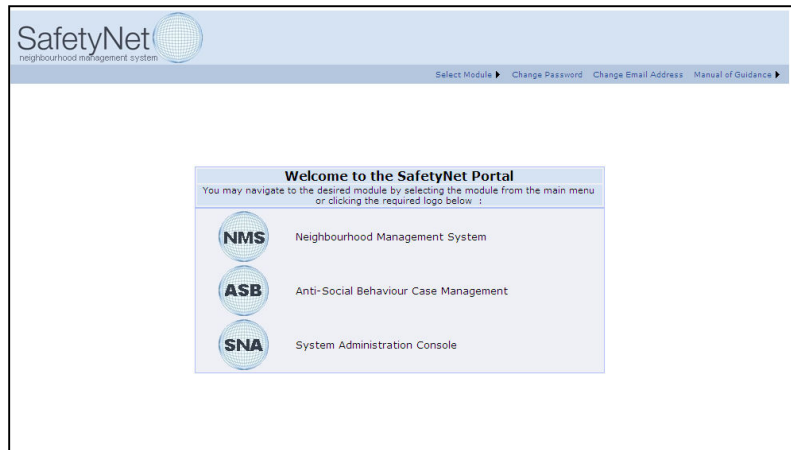
Please tick the relevant box below to indicate which category you wish to enter

Risk Manager of the Year	<input type="checkbox"/>	People Risk	<input type="checkbox"/>	Community Risk	<input checked="" type="checkbox"/>
Operational Risk	<input type="checkbox"/>	Strategic Risk	<input type="checkbox"/>	Risk Management Young Achiever of the Year*	<input type="checkbox"/>

*Applicants for Risk Management Young Achiever of the Year should indicate their date of birth here:

N.B. If you wish to enter more than one category, a separate entry form is required for each category.

Please type your executive summary here. The summary should be no more than 500 words. Please use Arial font, size 11, at 1.5 line spacing. Use additional spacing between paragraphs.



SafetyNet

Risk Management of Partnership Information on Offenders, Victims and Locations

Assistant Chief Constable Territorial Operations – Laura Nicolson

"Working in partnership presents data sharing challenges but also opportunities to utilise information in ways that can potentially transform service delivery and improve public confidence. SafetyNet allows us to share information with our partners, in real time, which can assist us in achieving better outcomes for the Public. Additionally it can improve the way we jointly manage individuals to safeguard vulnerable people".

The Crime and Disorder Act 1998 gave direction to statutory partners on their obligation to share information with partners in the pursuance of reducing crime and disorder. This was embraced by many agencies in the two counties and the goal is to reduce the impact of crime and disorder, including anti social behaviour (ASB), on the public. To achieve this efficiently, partners need to understand what each other are doing and what they know about offenders, victims and locations in order to reduce crime and anti-social behaviour.

Traditionally within partnership organisations there is a risk aversion to the sharing of information; and is often only done so on a single application basis.

Hampshire Police, Probation Trust, Prison Service, Fire and Rescue and local authorities, all held information on community issues, victims, vulnerable people and offenders in isolation. Often the information was replicated and not shared, resulting in a risk of gaps in information and subsequent poor quality outcomes for victims and poor management of offenders (e.g. high profile case of Fiona Pilkington).

Lessons learned from traditional approaches to information sharing indicate that organisations would benefit from a secure and accessible IT solution that would act as the portal for this collective knowledge base. Together, the collective information held by agencies is greater in value and would assist in development of risk management strategies.

SafetyNet is the IT solution that provides a portal for collective partnership knowledge. It is designed to organise information on problems and issues within communities and highlight areas of concern, as well as using an event driven system to be able to match partnership interventions against the behaviour of an offender or the wellbeing of a victim or vulnerable person. As such, SafetyNet provides organisational memory in a 'one team' partnership approach. This enables the sharing of partnership information with reduced risk.

SafetyNet was implemented across Hampshire and Isle of Wight (HIOW) in October 2009. A total of 32 partners are now using the system, with over 2000 users. There are over 7000 cases on individuals and over 2000 community priorities, emerging issues or other community tension issues being managed around all 247 neighbourhoods in the two counties of HIOW.



SafetyNet has recently been instrumental in Hampshire Constabulary and Hampshire Autistic Society receiving an award for 'Police Project of the Year' from the Improvement and Efficiency South East (iESE).

Nationally, there are now three other areas using SafetyNet including North Lincolnshire & Spelthorne Community Safety Partnership.

Please write your main submission here. The submission should be no more than 1500 words. Please use Arial font, size 11, at 1.5 line spacing. Use additional spacing between paragraphs.

Organisational Need

Assistant Chief Constable Territorial Operations – Laura Nicolson

"SafetyNet provides an opportunity to assist us in providing an excellent service to our neighbourhoods. By sharing information more effectively with our partners we can use resources more efficiently and undertake sustainable solutions to local problems and issues, which, in turn, will assist us in automatically delivering information and feedback to the public. This will detail the activity we have undertaken to resolve those issues, therefore improve public confidence and in doing so improve the quality of life for all our communities".

Prior to SafetyNet there was no consistent method of informing, recording, sharing and analysing neighbourhood knowledge independently held by partners working in the crime and disorder arena. By necessity internal systems can rarely be shared between partners.

The Crime and Disorder Act 1998 has given the partners greater confidence in sharing information and the National Intelligence Model also prescribes how intelligence led, problem solving approaches should be taken to crime and disorder, by promoting partnership working and how their information is managed. It suggests that appropriate IT solutions are adopted to enable this. SafetyNet is that enabler.

HIOW Approach

Traditional approaches to tackle antisocial behaviour and other crimes on victims (incl. vulnerable people), offenders and locations were challenged by the partnership, who decided to test a hypothesis that by sharing information with partners using SafetyNet - using a set of agreements and codes – community and organisational risk would be reduced by:

- Resolving community priorities by making the most of resources
- Learning from each other who is at risk and how it is being managed
- Understand who the offenders are and how to contribute to a successful conclusion

- Sharing risk factors on people and places to keep key workers and the public from harm
- Provide service excellence by informing the public on our activity and how they can contribute and engage in making their communities safer

Embedding SafetyNet has been an iterative process driven by a small team of partnership collaborators. SafetyNet is part of the Hampshire Information Management System (IMS), which is administered by one person who utilises subject matter experts on appropriate areas of business to ensure the system remains fit for purpose.

The IMS team defer to a partnership board of representatives from the statutory bodies, who decide upon finance, major change requests, IT service management and business as usual issues. This partnership board has assisted in improving trust and confidence in each other and also the delivery of a successful enabler for sharing information in a secure IT environment.

Embedding SafetyNet

The challenge of embedding SafetyNet was directed from the IMS team; delivering awareness sessions, cascaded training through locally identified experts, online e-learning, manual of guidance, quick guides and e-learning CDs. The Neighbourhood Policing Course now also incorporates SafetyNet into its three day programme.

Integrated Offender Management (IOM), which is a wholly partnership approach to managing a given cohort of offenders, based on certain criteria, is now being undertaken on SafetyNet. The IOM steering committee recognised that there was no other appropriate system for sharing information in a secure and easily accessible way. The management of IOM will enable large groups of partners to understand who the offenders in our communities are and how they can engage in reducing the risk of them reoffending.

The expansion into managing vulnerable people and repeat victims was identified by local authorities. As SafetyNet became available to local authorities and other partners it became apparent that this was also a method for us to share important information on vulnerable people and victims; that were not necessarily themselves in the criminal justice system. Again, silo IT systems may have held call logs or data bases on these people, but there was no way of efficiently or consistently sharing this. SafetyNet is capable of improving ways of identifying non-convicted potentially dangerous people and mapping and profiling our communities to accurately identify their make-up and ensure their policing needs are understood.

A significant development has also recently been realised by the introduction of 'flags' to highlight addresses of interest. These can be addresses, for example, for which the police would like to highlight a concern for a key worker when attending, or the fire service to highlight vulnerable premises. Using SafetyNet it is possible to share *just the right amount* of information by headlining the key facts after making a professional judgement on how much can be disclosed.

Collaboration

Since its inception with Hampshire Constabulary, SafetyNet has been subject to collaboration with the public sector partners within the two counties. It is now governed by the partnership board. Its development is informed through a continual feedback process by users and single point of contact meetings, as well as electronic feedback.

SafetyNet has been demonstrated to a number of other forces and partnerships. At this time North Lincolnshire and Spelthorne Community Safety Partnership have acquired the system. East Lincolnshire are also now in the procurement phase, as well as a number of other areas. As a result of this a bespoke user group is being implemented to create efficiencies by sharing development costs: A recent addition to functionality by an increasing access control levels (to reduce the risk of inappropriate information being in the public sector

domain) was jointly funded by Hampshire and Lincolnshire.

Lincolnshire have recently paid for the development of a Web Service that provides a programming application interface (API) to enable the importing of data directly from internally hosted partnership systems into SafetyNet to eradicate double-keying, whilst reducing the risk of ASB incidents and harm occurrences falling between gaps in the information stores.

Innovation

SafetyNet is unique in the UK in the way it functions as an Internet managed service in sharing personal information around offender, victim and location. There is no requirement for any agency to install any software that does not already come pre-installed on modern office computers. There are no 'on-costs' for each organisation to enable the service and no individual user licences. All change requests that are taken to the IT developers are implemented by the hosting company within short timescales and all users see the benefit of these updates without cost and without any local installation.

Implementing SafetyNet in this 'cloud based' environment has meant a significant reduction in cost for the benefit of reducing the risk to people managed by the partnership; at a cost for the entire partnership agencies in Hampshire and Isle of Wight of £19.5k per annum.

Furthermore, SafetyNet is unique in its ability to output sanitised information to the public regarding our activities to safeguard them and how they are able to involve themselves in those activities; as well as receive feedback from them. Additionally it will also allow us to output more detailed personal information to a secure partnership tool, Command Central, for us to share this in a visualised format – 'pins on maps' - in near real time.

SafetyNet has also been instrumental in the collaboration with Hampshire Autistic Society and other partners in developing an autism passport. This passport was developed to allow

key and public sector workers to consult a 'passport' on an individual with autism and understand how best to manage them in a given situation. This passport has been integrated into SafetyNet and is accessible to all partners. As a result of this the autism project was announced in March as the 'Police Project of the Year' for the iESE awards.

Similar discussions are now taking place with the Alzheimer's Society in Hampshire with a view to using SafetyNet in a similar fashion.

Conclusion

To-date SafetyNet is fully populated in each neighbourhood area across Hampshire and Isle of Wight (247 neighbourhoods). Each neighbourhood identifies and shares information on the activity the partnership are undertaking on each of their three neighbourhood priorities as well as their strategic priorities, emerging issues and community tensions. There are currently 2212 active users from the partnership.

The Case Management area of SafetyNet contains 5439 closed cases for individuals that have been managed in the partnership to reduce the risk of reoffending by, and safeguarding of, individuals. There are currently 1755 open cases of this type, all of which is helping to reduce the risks associated with inconsistent methods of information sharing.

Several CSPs now use SafetyNet in real time to discuss community safety issues or manage individuals during partnership meetings without the need for papers records, reports or action lists. This facilitates the sharing of one version of the truth and maintains version control on documents or events that are taking place with these priorities.

As SafetyNet is further embedding within the partnership in Hampshire and the Isle of Wight, development is occurring in both the technical aspects of the system to fulfil new needs and the processes of information sharing. Whilst SafetyNet is an innovative enabler for sharing



Main Submission

partnership information, it is helping to bring some consistency in how that information is shared and used as knowledge to bring successful outcomes.