

G-Cloud 15 Service Definition

Multi-Agency Victim Support Services Referral and Case Management System



NSEP CIC T/A Empowering Communities

1. Introduction

Company Overview

ECINS is a secure, UK-hosted, single and multi-agency case management collaboration platform designed to help public sector and third sector organisations manage and coordinate support for people, premises and places. The platform supports referral management, case management and client engagement through a single record of truth, enabling better collaboration, improved outcomes and demonstrable value for money.

ECINS is the most widely used multi-agency case management system in the UK, supporting multi-agency operational delivery across more than 80 different areas of business. An instance of ECINS is accessed by officers from every police force in the UK for two UK wide projects.

Value Proposition

Across the public sector, **victim support services** are often delivered across multiple organisations, each holding partial information about a victim's circumstances, history and support needs. Fragmented systems, manual referrals and inconsistent information sharing can result in victims having to repeat their experiences, delays in access to support, and missed opportunities to identify repeat victimisation or linked offenders.

At the same time, national expectations continue to emphasise **early identification of repeat victims**, effective information sharing, and coordinated, trauma-informed responses. Police forces, local authorities and commissioned victim services are required to demonstrate timely referral, effective safeguarding, and clear oversight of support pathways, while maintaining strong data protection and information governance.

ECINS provides a secure, UK-hosted, **multi-agency victim support case management system** that enables police, local authorities and victim support providers to work together through a single platform. Police can **securely upload victim data into ECINS**, where it is automatically checked against existing records to identify **repeat victims, linked offenders and previous contact**, supporting faster triage and more informed intervention. Multiple victim services teams can work within the same system, ensuring coordinated support without duplication.

ECINS directly addresses these challenges by providing structured referrals, automated checks, configurable workflows and secure multi-agency information sharing. This enables responsible organisations to coordinate support without relying on spreadsheets, email chains or disconnected systems. Shared chronologies, audit trails and evidence capture support accountability and quality assurance, while dashboards and reporting support performance monitoring and commissioning oversight.

The annual subscription includes secure Tier 3 UK hosting, resilience, cyber security monitoring, backups every 30 minutes, weekly feature releases and updates, and help-desk

support. There are no user licences and no limits on the number of victims that can be managed, enabling wide partnership adoption without cost barriers.

By implementing ECINS, organisations can reduce duplication, improve victim experience, speed up referrals to support services, strengthen multi-agency governance, and produce higher-quality data to support outcomes reporting and commissioning assurance.

What the Service Provides

The **ECINS Multi-Agency Victim Support Services System** is a turnkey, fully hosted SaaS platform designed to support consistent referral, triage and case management for victims across multiple organisations. It enables police, local authorities and commissioned victim support providers to work from a **single, shared record of truth**, while maintaining appropriate information governance and role-based access.

Technology (what the service is)

ECINS is delivered as a secure, UK-hosted cloud service, hosted in UK-based **ISO27001-accredited Tier 3 data centres** with high availability and resilience. The service includes backups every 30 minutes, load balancing, server mirroring and DDoS protection. Continuous improvement is delivered through weekly releases, and all standard new features are made available to all users at no additional cost.

Support (what's included)

The subscription includes a staffed helpdesk available **8am–5pm Monday to Friday** (excluding public holidays), alongside **24/7 support ticketing with out-of-hours monitoring**. Customers also receive access to an online resource centre, written and video user guides, webinars and training. Each organisation is supported by a designated Account Manager, with scheme reviews and practitioner-led support to help embed effective victim-centred practice.

Outcomes (what buyers achieve)

ECINS helps organisations to:

- Improve referral handling and triage for victims, ensuring timely access to support
- Automatically identify repeat victims and linked offenders at the point of referral
- Enable multiple victim support services to work together within a single system
- Maintain clear case chronologies and audit trails to support accountability
- Reduce duplication and reliance on manual processes
- Scale partnership usage with no user licences and no limits on victims managed

In summary, ECINS provides a secure, scalable and operationally proven **multi-agency victim support case management solution** that can be deployed quickly as an off-the-shelf service and supported end-to-end by the ECINS team.

Overview of the G-Cloud Service

The **ECINS Multi-Agency Victim Support Services System** is an off-the-shelf, turnkey SaaS service delivered under **G-Cloud 15 Lot 2b**. It is designed for police, local authorities and commissioned victim support providers to manage referrals, triage and support activity consistently across organisations using a shared platform with controlled information sharing. The service is fully hosted and managed by ECINS in the UK.

ECINS is the **most widely used multi-agency case management system in the UK**, supporting operational delivery across **more than 80 areas of business**.

Key Service Capabilities

The service provides:

- Secure police upload of victim data with automated checks for repeat victims and offenders
- Structured referral and triage workflows for victim support services
- Case management and action tracking across multiple victim service teams
- Shared chronologies and audit trails to support safeguarding and assurance
- Reporting and analytics to support performance monitoring and commissioning
- Multi-agency working through role-based access controls and information governance

Cloud Characteristics (SaaS)

The service is delivered as a fully managed SaaS offering, with the following cloud characteristics:

- UK-based, ISO27001-accredited Tier 3 hosting on ECINS infrastructure with load balancing and server mirroring for resilience.
- Backups every 30 minutes (24/7) and tested restoration processes.
- DDoS protection, continuous security monitoring, and vulnerability management.
- Regular service updates, including weekly deployment of new features and updates, available to all users at no extra charge.
- Scalable access for multiple organisations, with no user licences and no limits on the number of clients managed.

Support Model

Support is included as part of the annual subscription:

- Help desk service 8am–5pm Monday–Friday (excluding public holidays)
- 24/7 ticketing service with out-of-hours monitoring
- Online resources, user guides, webinars and training
- A designated Account Manager and scheme reviews

- No user licences to maximise participation
- All inclusive pricing model

Benefits and Public Sector Outcomes (with client examples)

The service supports improved consistency, reduced admin overhead, and improved reporting quality. In the East Suffolk Council case study, the council previously received ASB reports into an email inbox and staff manually copied each report into a directory; this process took approximately 20 minutes per ASB report and occurred 2–5 times daily, increasing in summer months.

Following adoption of the ECINS encrypted public reporting form, East Suffolk Council reported:

- Reduced administration time and improved staff efficiency (20 minutes saved per ASB report)
- Improved data quality and categorisation, making it easier to compile statistics and identify patterns
- Improved usability for the public through structured fields and clearer reporting journeys

This supports Buyers in managing ASB more efficiently, improving data quality and consistency, and maintaining clearer evidence trails for ASB Case Reviews and partnership governance.

Associated Services

Annual Subscription Includes:

Hosting and Security

- Secure hosting in UK-based, ISO27001 accredited, Tier 3 high-availability data centres.
- Multiple daily backups, 24/7 availability.
- Single Sign On.
- Load-balancing technology for enhanced performance.
- Server mirroring for business continuity and disaster recovery.
- DDoS protection and continuous monitoring.
- 24/7 cybersecurity monitoring and alerting.
- Monthly internal penetration testing and annual testing by a National Cyber Security Centre (NCSC) Green CHECK company.

System Maintenance and Development

- Continuous agile development to ISO27001-accredited standards.
- Weekly deployment of new features and updates at no additional cost.
- Database optimisation, patching, and system updates.
- Bespoke exports and data analytics support.

Support

- Help desk service: 8am–5pm, Monday–Friday (excluding public holidays).
- 24/7 support ticket system with out-of-hours monitoring.
- Systems compliant with GDPR and accredited under ISO27001, Cyber Essentials, and Cyber Essentials Plus.
- Access to a comprehensive online resource centre including user guides, video tutorials, and webinar recordings.
- Regular online training sessions, consultations, and system demonstrations via Microsoft Teams.
- Dedicated Account Manager for ongoing support and relationship management.
- Organisation of regional, national, and international working groups to share best practice and innovation.
- Scheme reviews, consultation sessions, and case study development to help maximise system use.

Additional paid for services (Please refer to our rate card/pricing for detailed pricing).

Data migrations, integrations and APIs with existing systems are priced separately as set out in the pricing document.

ECINS Analytics & Reporting Platform

When this is needed: *This add-on is suitable where Buyers require advanced reporting, scheduled data exports, or integration with external business intelligence tools (such as Power BI) beyond the standard in-application reporting available within ECINS.*

The **ECINS Analytics & Reporting Platform** is an optional add-on service that provides a dedicated reporting environment to support advanced analytics, business intelligence and scheduled data exports.

The platform includes a **Reporting Server** with support for **Power BI and business intelligence integration**. It operates as a separate environment from live operational

systems and is used to run **scheduled and on-demand data exports** at agreed frequencies (for example daily, weekly, monthly, or custom intervals).

Exported datasets consolidate data from ECINS operational services into structured files or datasets. Once an export has completed, Buyers are provided with **secure access** to the ECINS Analytics & Reporting Platform to retrieve and use the data for reporting and analytical purposes.

A common use case is integration with **Microsoft Power BI**, where exported datasets are connected as data sources to build dashboards, reports and automated analytics. This approach enables Buyers to:

- automatically refresh reports based on scheduled exports
- create interactive dashboards and visualisations
- perform self-service analytics without impacting live production systems

This architecture supports **data consistency, performance isolation from operational services, and scalable reporting**, particularly where reporting volumes or complexity exceed standard in-application reporting.

Hotspot Mapping

Service Description

Hotspot Mapping is an optional add-on service that enables Buyers to visualise geographic patterns of activity within the ECINS platform. The service supports operational analysis by displaying spatial concentrations of profiles, reports and cases within defined geographic areas.

Where required, police forces provide ECINS with beat boundary shape files, which are securely ingested into the platform. These beat areas are displayed on interactive maps and dynamically shaded using graduated colours based on the volume of linked profiles, reports or cases within each area. This allows users to identify geographic hotspots quickly and consistently without the need for specialist GIS tools or manual analysis.

The service supports ongoing operational use and updates as data volumes change, providing near real-time visibility of emerging trends.

Why Hotspot Mapping Is Charged as an Add-On

Hotspot Mapping requires:

- ingestion, validation and management of external geographic shape files
- additional processing to aggregate and visualise case data spatially
- enhanced infrastructure and mapping services
- ongoing support and maintenance

As this capability is not required by all Buyers and introduces additional operational and technical overhead, it is offered as a separately chargeable add-on service.

E-Learning Package

ECINS provides an optional E-Learning service designed to support consistent, scalable training for users of the ECINS platform. The service delivers web-based training modules accessible 24/7 from within the ECINS system, allowing users to complete training at a time that suits their role and working pattern.

2. Data Protection

Information Assurance

“As a company, we are ISO27001 accredited for the design, development, hosting and processing of multi-agency systems and data. We are also Cyber Essentials and Cyber Essentials Plus accredited”.

Data Back-Up and Restoration

Backup Process

The backup process is designed to ensure data is captured, secured, validated, and recoverable in alignment with business and regulatory requirements.

Backup Planning

- Identify systems, applications, and data requiring backup
- Define backup frequency, retention, and storage type
- Align backup configuration with agreed RPO/RTO
- Obtain approval through change management for new or modified backup policies

Backup Execution

- Automated backups executed as per configured Azure VM Backup – Enhanced Policy
- Application and database backups triggered through scheduled jobs
- Backups stored in Azure Recovery Services Vault with encryption enabled

Backup Monitoring

- Automated alerts generated for backup success or failure
- Daily review of backup job status by operations team
- Escalation initiated for failed or missed backups

Backup Validation

- Periodic test restores performed to validate backup integrity
- Verification of application and database consistency
- Validation activities aligned with preventive maintenance cycles

Backup Issue Handling

- Failed backups treated as incidents and classified (P1/P2/P3)
- Root cause identified and corrective actions applied
- Preventive measures implemented to avoid recurrence

Restoration & Recovery Process-

Restoration Scenarios

- Accidental data deletion or corruption
- Partial outages affecting specific users or tenants
- Major outages or system crashes
- Security incidents or ransomware events

Restoration Steps

1. Incident detection and classification (P1 / P2 / P3)
2. Identification of appropriate restore point (RPO)
3. Execution of restore (VM, disk, file, or database)
4. Validation of system integrity and data consistency
5. Confirmation of service availability
6. Communication of restoration status to stakeholders

Backups are performed every 4 hours

Users can not control what backups are performed as we take a full system backup, which includes all systems, modules and application code.

We review, update and test your processes as part of our ISO27001 accreditation. This forms part of our Disaster Recovery and test restoration points.

Business continuity statement/plan

Scope

ECINS operates a ISO27001 audited Business Continuity Management (BCM) process designed to minimise disruption and enable the timely resumption of critical service delivery following adverse events (e.g., infrastructure outages, cyber incidents, loss of facilities, loss of key staff, or supplier failures). The BCM process includes a Business Impact Analysis (BIA), risk assessment and continuity plans for identified Critical Business Activities. Information security considerations are integral to continuity and recovery arrangements.

Key Business Areas Covered

BCM arrangements cover the following business areas relevant to SaaS delivery:

- Cloud hosting and infrastructure operations
- Information security management and incident response
- Customer support operations (ticket intake, triage and resolution)
- Software release and maintenance operations
- Organisational operations (staffing, communications and governance)

Critical Functions

The following functions are treated as critical for service continuity:

- Service availability: maintain access to ECINS for operational users
- Data protection and recovery: maintain data availability and integrity through regular backups and tested restoration processes
- Disaster recovery/failover: maintain continuity of service during major outages
- Support and incident management: maintain ticket handling, prioritisation, escalation and customer communication

- Cyber security monitoring and response: maintain monitoring, alerting and response capability to protect service integrity

Dependencies (Key Interdependencies)

Service continuity relies on the following dependencies:

- Hosting/infrastructure underpins service availability, monitoring and disaster recovery
- Disaster recovery relies on backup, replication and failover capability
- Support continuity relies on service desk tooling and escalation to technical teams
- Cyber incident response may require coordination with infrastructure recovery processes
- Buyer access depends on suitable internet connectivity and supported browser environments

Recovery Objectives (RTO/RPO)

The following recovery objectives apply to critical service functions:

Critical Function	Target RTO (Maximum Downtime)	Target RPO (Maximum Data Loss)
Restore ECINS service availability following major outage	4 hours	30 minutes
Disaster recovery failover capability	Takeover within 15 seconds of main server disruption	Live continuity maintained
Backup and restore capability	Aligned to DR objectives	30-minute recovery point

Maintaining Operations (Continuity Approach)

ECINS maintains service continuity through:

- Business Impact Analysis (BIA) to identify critical activities, impacts and required resources
- Risk assessment reviewed at least annually and updated through governance processes
- Continuity plans for each critical activity, including disruption types, recovery steps and recovery objectives
- Disaster recovery capability supported by resilient hosting components and tested restoration procedures
- Incident management and escalation process with defined roles and prioritisation based on severity
- Testing and exercising programme conducted at least annually (table-top, system testing and/or live exercises)
- Maintenance and review ensuring plans remain current when systems, staff, suppliers or risks change

A more detailed plan can be provided to buyer on request

Privacy by Design

ECINS applies privacy by design and privacy by default principles across the ECINS SaaS platform, ensuring that personal data protection is considered throughout the design, configuration, operation and ongoing improvement of the service. This supports buyers in meeting their obligations under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, including the requirement to implement appropriate technical and organisational measures that integrate data protection into processing activities from the outset.

How ECINS embeds Privacy by Design

ECINS proactively supports privacy by design through:

- **Data minimisation and purpose limitation**
The service is configured to collect and process only the information required for the Buyer's lawful purpose. Forms, workflows and data fields can be configured to ensure only relevant data is captured and retained.
- **Role-based access control (RBAC) and least privilege**
Access to records, modules and data fields is controlled by configurable role-based permissions to restrict information access to authorised users only, aligned to the principle of least privilege. Access can be limited by organisation, team, scheme, and/or case type, supporting multi-agency governance.
- **Audit trails and accountability**
ECINS maintains audit logs of user activity (e.g., record access, updates, and key actions) to support accountability, governance oversight and investigation of inappropriate access.
- **Security of processing**
ECINS applies security controls aligned to ISO27001 standards to protect confidentiality, integrity and availability. This includes secure UK hosting, continuous monitoring, DDoS protection, regular patching, and penetration testing. These controls support Buyer compliance with Article 32 (security of processing).
- **Encryption and secure access**
ECINS uses encryption in transit and encryption at rest where applicable. Access is provided via secure web-based login and session controls without requiring a VPN, supporting secure access for distributed teams.
- **Data retention and disposal**
The service supports configurable retention and deletion approaches based on Buyer requirements and statutory obligations. ECINS supports secure deletion and data return/export on contract end, subject to agreed exit procedures.
- **Data subject rights support**
The platform supports the identification and export of information to assist Buyers with Subject Access Requests (SARs), rectification, restriction and other rights requests. Buyers retain responsibility for responding to rights requests and determining lawful basis, but the system provides structured records and exports to support compliance.

- Privacy impact assessment support (DPIAs)
ECINS supports buyers in completing Data Protection Impact Assessments (DPIAs) by providing information about hosting, processing, security controls, and data flows. DPIAs are typically required when processing includes vulnerable individuals or special category data (common for community safety services).

Data Protection Responsibilities

ECINS operates as a data processor (or sub-processor where applicable) and processes data on documented instructions from the buyer, who acts as the data controller, under a contractual Data Processing Agreement. Buyers remain responsible for:

- determining lawful basis for processing
- defining information-sharing agreements across agencies
- configuring user access appropriately
- managing retention periods aligned to legal obligations
- responding to individual rights requests

By applying privacy by design and default, ECINS ensures that data protection is built into the service's architecture and operational processes, enabling buyers to implement secure, lawful and accountable handling of personal data in line with UK GDPR requirements from the start of service use and throughout the contract lifecycle.

3. Using the service

Ordering and Invoicing

Buyers can place an order for the service through the Digital Marketplace using the G-Cloud Call-Off Contract. To support this process, buyers may contact ECINS by emailing support@ecins.com or calling 01493 858768 to arrange an initial discussion.

An initial requirements meeting will be held to confirm the Buyer's intended use of the service, review current operating processes, and clarify reporting and governance requirements. Where helpful, a demonstration of the standard ECINS service can be provided.

Following this discussion, ECINS will prepare the information required to support the Buyer's ordering decision and can provide assistance with completion of the G-Cloud Order Form, where requested.

Invoicing arrangements are agreed as part of the Order Form and are typically annual in advance unless otherwise stated.

New Customer Introductory Discount (First 12 Months)

ECINS offers new customers an introductory discount of 15% on the annual subscription fee for the first 12 months of the contract. This discount is intended to support buyers during initial adoption of the service. Please refer to our rate card/pricing document for detailed pricing.

The implementation fee is not discounted and is charged at the standard published rate.

The introductory discount does not reduce the scope or quality of the service provided. Buyers receive the same fully hosted service, support, security controls, updates and account management as apply to the standard subscription.

Where requested, ECINS can provide reasonable assistance to Buyers in developing a business case to support procurement and internal approval processes.

Pricing Notes

- The subscription fee is all-inclusive
- There are no per-user licence charges
- There are no limits on the number of users or clients that can be supported within the service

This pricing model enables buyers to provide access to all relevant staff and partner organisations, supporting wider participation and more effective service delivery.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

On-boarding and Service Adoption

Note: The ECINS Team has extensive experience of helping new customers migrate away from existing systems. Due to the complexity of this work each data migration is priced separately. Please refer to our ratecard/pricing document.

ECINS provides a structured, supported onboarding process designed to help Buyers start using the service quickly and confidently, with clear ownership, defined milestones and intensive post-go-live support. The service is provided as an off-the-shelf, turn-key SaaS solution and does not require bespoke software development.

1. Kick-off and Governance

On contract award, ECINS arranges a kick-off meeting with key Buyer stakeholders and delivery teams. This meeting establishes:

- the scope of the service and success criteria
- governance and communication routes
- roles and responsibilities on both sides
- a shared onboarding timetable and implementation plan

A dedicated Implementation Manager is appointed to lead delivery, supported by a Customer Success Manager (CSM) who acts as a technical and product expert throughout onboarding and ongoing service use.

2. RAPID Implementation Framework

ECINS uses a proven RAPID onboarding framework, enabling many customers to go live in a short timeframe (often within weeks, subject to scope and Buyer readiness). The framework consists of five structured stages:

Research & Audit

A structured discovery session (typically 60–90 minutes) to understand current processes, referral routes, workflows, assessment criteria, reporting needs and administrative pressures. This ensures the service is configured appropriately using standard platform features.

Production

Configuration of referral forms, assessments and case management settings within the ECINS platform, followed by user acceptance testing. Buyers are provided with test access and guided through validation activities.

Implementation

User setup, permissions configuration, data migration (where applicable), and delivery of training sessions via Microsoft Teams. Training focuses on day-to-day operational use and role-specific responsibilities.

Deployment (Go-Live)

A mutually agreed go-live date is set. ECINS provides intensive support during and after go-live, ensuring issues are resolved quickly and users are supported as volumes increase.

3. Post Go-Live Support (First 90 Days)

For the first 90 days after go-live, buyers receive intensive, unlimited assistance from the ECINS Support and Customer Success teams. This includes:

- proactive check-ins
- workflow and reporting support
- user adoption guidance
- issue resolution and optimisation advice

This approach helps embed the service into operational practice and ensures early benefits are realised.

4. Documentation and Training Resources

ECINS provides comprehensive documentation and self-service resources, including:

- written user guides and role-specific manuals
- video tutorials and recorded training sessions
- online webinars and knowledge base access
- clear guidance on permissions, workflows and best practice

These resources remain available throughout the contract and support ongoing staff onboarding and refresher training.

ECINS onboarding combines structured implementation, named accountability, and intensive early support to ensure buyers can adopt the service quickly and safely. The process is repeatable, well-defined and aligned to public sector delivery needs, enabling buyers to migrate from existing processes and start using the service with confidence.

Exit Management and Data Portability

ECINS supports an **orderly exit and transition** at contract end, in line with the G-Cloud Call-Off Contract and data protection obligations. The service is designed to allow buyers to **retrieve their data in a commonly used, machine-readable format** and to migrate to an alternative supplier or in-house solution without unreasonable barriers.

Data Export and Portability

On request, ECINS will provide a complete export of Buyer data held within the service. Data is supplied in a structured, non-proprietary format suitable for onward migration.

As standard, data exports are provided as:

- **CSV files**, with one file per database table
- **UTF-8 encoded**
- **Column headers included**
- **Properly delimited fields**, with special characters correctly escaped
- **No truncation** of text fields
- **Date and time values provided in native database format** (Unix timestamps)

This ensures data is returned accurately and in a format commonly used for migration by replacement suppliers. Any additional transformation or reformatting of data is the responsibility of the Buyer or their incoming provider.

Documents and Attachments

Documents and file attachments associated with Buyer data are made available via **secure file transfer (SFTP)**. Files are provided in their original stored format, together with the metadata required to associate each document with the relevant record.

Exit Process and Timescales

Once an export request has been agreed, data extraction is typically completed within **ten (10) working days**, subject to scope and scheduling. Buyers are advised to request exports in advance of contract end to allow sufficient time for validation and onward migration.

Support During Exit

ECINS will provide support provided the support does not infringe on its intellectual property during the exit period to support continuity of service and data transfer, in accordance with the Call-Off Contract. This includes agreeing export scope, timing and secure transfer arrangements.

Data Deletion

Following successful completion of the exit process and subject to the Buyer's confirmation, ECINS will securely delete Buyer data in line with agreed retention requirements, legal obligations and contractual terms.

Please refer to our rate card/pricing document for off-boarding costs

Training Resources & Services

ECINS provides comprehensive documentation and self-service resources, including:

- written user guides and role-specific manuals
- video tutorials and recorded training sessions
- online webinars and knowledge base access
- clear guidance on permissions, workflows and best practice

These resources remain available throughout the contract and support ongoing staff onboarding and refresher training. Online training over MS Teams is delivered as part of the on-boarding process and bespoke training can be arranged via the Clients Customer Success Manager at no additional charge.

E-learning packages can be developed to the clients processes. The E-Learning service supports improved data quality and reporting by ensuring users receive the same structured

guidance on system use. Courses can be revisited as required, supporting refresher training and long-term retention of knowledge. Scheme leads are able to access management reporting to monitor course uptake.

E-Learning modules are designed and produced by experienced ECINS system specialists and reflect the clients workflows and system use. The service supports unlimited user access, enabling Buyers to train large numbers of staff and partner organisations without additional per-user licence costs. New users can complete training before using the system, supporting faster onboarding and more consistent use across agencies.

Please see our rate card/pricing document for pricing for this service.

Implementation Plan

We have a proven Implementation Plan that has been used for both local and national projects. A detailed implementation plan can be provided to the buyer on request. The Implementation is provided by a dedicated, experienced Implementation Team.

Service Management

ECINS is delivered as a controlled Software as a Service (SaaS) offering supported by documented service management processes. These processes cover:

- incident management
- change and release management
- problem management
- service request handling
- continual service improvement

Service management procedures are aligned to recognised IT Service Management (ITSM) best practice and integrated with ECINS' ISO 27001-aligned governance and risk management framework.

Any customer-specific service levels, operational commitments or support arrangements are agreed prior to order and documented in the Order Form or service schedule.

Service Constraints

Maintenance Windows

Planned maintenance activities are scheduled to minimise disruption and are communicated in advance to nominated customer contacts. Maintenance is typically carried out outside standard business hours wherever possible.

Emergency maintenance (for example, urgent security remediation or stability fixes) may be carried out at short notice. Such changes follow an expedited change process and are subject to retrospective review and documentation.

Performance and Capacity Constraints

The service is continuously monitored for availability, latency, error rates and system utilisation. Capacity planning ensures sufficient headroom is maintained as usage grows.

Resource-intensive activities, such as large data exports or reporting jobs, are managed through scheduling and, where appropriate, workload throttling to protect overall service performance.

Availability and Support Hours

Service availability is monitored on a 24/7 basis.

Support requests can be raised at any time via email, with continuous monitoring for high-severity issues. Escalation routes ensure senior technical and security staff are engaged promptly for critical incidents.

Level of Customisation Permitted

ECINS is provided as an off-the-shelf service. Standard customisation is delivered through configuration, including:

- team and organisational structures
- roles and permissions
- workflows and tasking
- forms and templates
- risk assessments and notifications
- reporting and export field selection

More extensive changes (such as new workflow components, integrations or specialist transformations) are delivered under controlled change as professional services, subject to agreement.

Deprecation and Lifecycle Management

Where functionality must be deprecated, ECINS follows a managed lifecycle approach. This includes advance notice, migration guidance where applicable, and clearly communicated timelines to minimise operational impact.

Service Levels

Availability

ECINS provides a contractual availability target of 99.9% per calendar month, excluding agreed planned maintenance and events outside reasonable control.

Performance

Performance is managed through continuous monitoring, capacity planning and controlled release practices. Service health indicators (including response times, error rates and throughput) are reviewed to detect degradation early and trigger remediation.

Support and Severity Model

Incidents and requests are logged via the support channel and categorised by impact and urgency. Defined escalation paths ensure appropriate response. Severity definitions (for example critical, high, medium and low) and associated response and communication expectations are agreed contractually where required.

Outage and Maintenance Management

Outage Avoidance

ECINS actively works to prevent service outages through:

- continuous service health and security monitoring
- controlled change and release management, including peer review, testing in non-production environments and rollback planning
- vulnerability management, including monthly internal security testing and annual independent penetration testing

Measuring Downtime and Service Health

Availability is measured using monitoring of core service components and endpoints. All incidents are logged with timestamps, severity, actions taken and resolution details to support reporting and trend analysis.

Service Performance Planning

Capacity and utilisation metrics are tracked to support scaling and optimisation. High-load activities such as reporting and exports are managed through scheduling and workload controls to reduce contention.

Preparing for Ad-hoc Service Needs

Operational flexibility is provided through configurable workflows, configurable exports and scheduled data deliveries. Where required, ECINS can provide a dedicated reporting environment with transformed datasets suitable for business intelligence tools such as Power BI.

Business Continuity and Recovery

Multiple full backups are taken daily and retained for 30 days. Disaster recovery and business continuity arrangements are documented, maintained and exercised as part of ECINS' ISO 27001-aligned management programme, ensuring service restoration within defined recovery objectives.

Financial Recompense Model for not Meeting Service Levels

We do not offer Service Credits in a standard contract but these can be negotiated as part of the contract agreement process. At no additional cost.

4. Provision of the service

Customer Responsibilities

1. Reasonable availability of Customer representative(s) when resolving a service related incident or request. 3
2. The Customer agrees that the use of ECINS will be confined to the customers area here and other ECINS areas around the UK.

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Technical Requirements and Client-Side Requirements

Internet connection and a modern browser on all devices in which ECINS is used, its accessible via mobile, tablet and computer based browsers

Outcomes/Deliverables

ECINS provides a secure, UK-hosted multi-agency case management service that delivers consistent, auditable and efficient handling of referrals, reports and cases across policing, local authorities and safeguarding services.

Buyers receive structured electronic reporting and referrals, real-time information sharing, time-bound tasking, automated notifications, role-based access controls and reporting tools. These deliverables replace manual, email-based and spreadsheet-driven processes with governed digital workflows.

As a result, organisations benefit from reduced administrative effort, improved data quality and more consistent decision-making. Structured data capture at first contact supports faster triage and prioritisation, while shared visibility across agencies improves coordination, reduces duplication and strengthens accountability. Full audit trails and controlled access support GDPR compliance and reduce organisational risk.

The ECINS service supports public sector organisations in delivering **more consistent, efficient and accountable case management**. By replacing manual, email-based and spreadsheet-driven processes with structured digital workflows, the service reduces administrative overhead and improves the quality, consistency and usability of data captured at the point of reporting.

Key outcomes for Buyers include:

- Reduced administrative effort through structured electronic reporting and automated workflows
- Improved consistency and completeness of data, supporting more reliable reporting and analysis
- Clearer audit trails to support governance, assurance and review processes
- Improved usability for the public and partner organisations through guided reporting journeys

These outcomes support Buyers in managing ASB more efficiently, improving data quality across partnerships, and maintaining clearer evidence for ASB Case Reviews and wider partnership governance.

Evidence from operational use shows that ECINS delivers measurable efficiency savings. For example, replacing manual referral handling with structured electronic submissions saves a minimum of **20 minutes per referral**. At 1,000 referrals per year, this equates to **334 staff hours saved annually**, or approximately **£12,020** in staff time, excluding further efficiencies from reduced follow-up, improved data quality and faster engagement.

Overall, ECINS enables organisations to focus resources on prevention, safeguarding and intervention rather than administration, while improving service quality, governance and outcomes for individuals and communities.

Development life cycle of the solution

Software Development Methodology

ECINS uses an **Agile software development methodology**, delivered through **two-week sprints**, to ensure the service remains secure, reliable and responsive to user needs while maintaining the stability expected of an off-the-shelf SaaS product. Development and testing are undertaken by an **experienced in-house team** operating in accordance with **ISO-aligned best practice**, including ISO27001 information security controls and ISO9001 quality management principles.

Development Stages

The ECINS development lifecycle follows a structured, repeatable process:

Identify needs and priorities

Requirements are identified through user feedback, service reviews, support requests, and legislative or policy changes affecting public sector delivery. All requirements are assessed for suitability within the standard platform.

Plan

Work is prioritised and scheduled into two-week sprint cycles. Each sprint has defined objectives, acceptance criteria and risk considerations, including security and data protection impacts.

Design

Functional and technical designs are produced for each change, ensuring alignment with existing architecture, security controls and usability standards. Design activities include review of data handling, permissions and auditability.

Build

Changes are developed by the in-house development team using controlled source management and change control processes. Development follows secure coding standards.

Test

Testing is carried out by a dedicated in-house testing team. This includes functional testing, regression testing and security checks to ensure changes do not impact existing functionality or data integrity.

Deploy

Approved changes are deployed through controlled release processes, typically as part of a **weekly release cycle**, minimising disruption to users.

Maintain and improve

Post-deployment monitoring, incident review and user feedback inform ongoing improvements. The service is continuously maintained with patching, updates and performance optimisation.

Summary

This Agile approach enables ECINS to deliver regular, controlled improvements while maintaining service availability, security and compliance. Buyers benefit from a continuously improved service without the risks associated with unmanaged or ad-hoc development.

After-sales Account Management

Each buyer is appointed a Customer Success Manager (CSM) who acts as the primary point of contact for account management throughout the contract term. The CSM is responsible for day-to-day relationship management and ensuring the service is being used effectively in line with the Buyer's operational objectives.

What the Customer Success Manager provides

The CSM supports buyers by:

- managing regular communications between the buyer and ECINS, including coordinating input from support, technical and product teams when required
- scheduling and running regular account review meetings to review performance, service usage, key issues, risks, and upcoming requirements
- supporting operational adoption (for example, helping teams optimise workflows, permissions, reporting and partner access arrangements within the standard service configuration)
- providing visibility of service updates (e.g., release notes) and ensuring the Buyer understands how changes impact their schemes and users
- supporting governance activity where required (for example, scheme reviews and partnership working groups)

Account review meetings

Account review meetings are used to:

- review service performance, incident trends and response times
- confirm priorities and any configuration changes required
- review reporting requirements and data quality
- discuss adoption across teams and partner organisations
- agree actions, owners and timescales for follow-up

Meeting frequency is agreed with the Buyer and can be increased during periods of change (e.g., scheme expansion, onboarding of new partner agencies, or operational pressures).

How this support builds and maintains relationships

This account management approach provides a structured method for maintaining an effective long-term relationship by:

- ensuring the Buyer has a consistent named contact who understands their operating environment and requirements
- providing a clear route to raise issues, escalate risks, and coordinate responses across ECINS teams
- supporting sustained customer satisfaction by addressing issues early and reviewing service performance regularly
- enabling long-term retention by maintaining visibility of outcomes, ensuring the service remains aligned to the Buyer's needs, and supporting continuous improvement in how the service is used
- supporting growth of the partnership where required (for example, expanding to additional service areas, onboarding additional partner organisations, or improving reporting and governance), while remaining within the scope of the off-the-shelf service and agreed contract terms

This model ensures Buyers receive proactive support, clear governance, and consistent communication throughout the service lifecycle. Evidenced by our 98% renewal rate.

Termination and Exit Process

Termination of the ECINS service is governed by the G-Cloud Call-Off Contract and the terms set out in the Buyer's Order Form / Order Summary.

Term and Minimum Commitment

The Buyer acknowledges that the Services are purchased for a Minimum Period and any agreed Renewal Term(s), as defined in the Order Summary. The service will remain in force for the duration of the agreed term unless terminated in accordance with the Call-Off Contract.

Termination Rights

Either party may terminate the contract in accordance with the termination rights set out in the G-Cloud Call-Off Contract, including termination for convenience (subject to notice requirements) or termination for material breach or other permitted grounds.

Early Termination

Where the Buyer terminates the service before the end of the Minimum Period, early termination charges may apply. Any such charges will be limited to those expressly permitted under the G-Cloud Call-Off Contract and detailed in the Order Summary. No additional penalties will apply beyond those contractually agreed.

Exit Strategy and Data Portability

ECINS supports an orderly exit and transition at contract end, enabling Buyers to retrieve their data and migrate to an alternative supplier or in-house solution without unreasonable barriers.

On request, ECINS will provide a complete export of Buyer data held within the service in a commonly used, non-proprietary format suitable for onward migration. As standard, data exports are provided as:

- CSV files (one per database table)
- UTF-8 encoded
- Column headers included
- Properly delimited fields with escaped special characters
- No truncation of text fields
- Date and time values provided in native database format (Unix timestamps)

Documents and file attachments are made available via secure file transfer (SFTP) in their original stored format, together with the metadata required to associate each document with the relevant record.

Once an export request is agreed, data extraction is typically completed within ten (10) working days, subject to scope and scheduling. Any additional transformation or reformatting of data is the responsibility of the Buyer or their incoming provider.

Obligations During Exit

During the exit period:

- ECINS will provide reasonable cooperation and assistance in accordance with the Call-Off Contract to agree export scope, timing and secure transfer arrangements, provided such support does not infringe ECINS' intellectual property rights.
- The Buyer is responsible for confirming export requirements, validating received data, and completing migration activities within agreed timescales.

Data Deletion

Following confirmation of successful data export and subject to legal or contractual retention requirements, ECINS will securely delete Buyer data in accordance with agreed retention schedules and data protection obligations.

Survival

Any provisions which by their nature should survive termination, including confidentiality, data protection and audit obligations, will continue in accordance with the G-Cloud Call-Off Contract.

5. Our experience

Case Studies

ECINS has demonstrable experience delivering secure, multi-agency, cloud case management and referral services across UK public sector contexts, including local authorities, policing, health partners and voluntary sector networks. Some of these examples are listed below and full details can be found on our website.

In Birmingham, ECINS supported the Birmingham Children's Partnership (a collaboration between Birmingham City Council, Birmingham Children's Trust, the NHS and local voluntary organisations) to establish a coordinated early-intervention support model across multiple agencies. The programme has operated at scale, supporting approximately 1,000 families per month, with 2,888 families referred for early help assessments between April–October 2021, and enabling the partnership to educate and onboard 8,000+ professionals into shared referral and support workflows.

Prior to implementing ECINS, **East Suffolk Council** received ASB reports via a shared email inbox. Staff manually copied each report into a directory, a process that took approximately **20 minutes per report** and occurred **2–5 times daily**, with higher volumes during summer months.

Following adoption of the **ECINS encrypted public reporting form**, East Suffolk Council reported:

- A reduction of approximately **20 minutes of administration time per ASB report**
- Improved staff efficiency through removal of manual processing
- Improved data quality and categorisation, making it easier to compile statistics and identify patterns
- Improved usability for the public through structured fields and clearer reporting journeys

This evidence demonstrates how ECINS delivers measurable efficiency savings while improving data quality and supporting more effective ASB management.

For London’s Integrated Offender Management initiative, ECINS enabled a “one front door” encrypted referral workflow across all 32 London boroughs, supporting multi-agency information sharing for vulnerable young people affected by county lines exploitation. Reported outcomes included 700 hours of administration time saved per year and growth in collaborative teams involved from four to more than 40, while maintaining secure, role-based access and a shared case record.

With Nottinghamshire Police, ECINS replaced fragmented spreadsheets and paper records for the Key Individual Network (KIN) approach with a secure, searchable database and operational tools (filters, mapping and review triggers). The approach supported county-wide and multi-department use and helped manage a growing network of 444 key individuals, improving consistency, accessibility and sustainability of community engagement processes.

In the West Midlands, ECINS underpinned the Community Initiative to Reduce Violence (CIRV) with encrypted professional and self-referral routes, feeding directly into case management and audit trails. CIRV received 800 referrals in its first 3 months, used a 24-hour phone line to respond within an hour, and leveraged ECINS assessment tools to evidence programme impact (including analysis indicating reduced offending behaviour post-engagement).

Clients

ECINS is used by over 1,000 organisations across the UK public sector. This includes 250+ local authorities, teams from every police force in the UK, and 25+ formal multi-agency partnerships, alongside health, housing and voluntary sector partners.

Police and Local Authority adoption typically occurs at team, unit or programme level, with ECINS supporting both specialist operational use and county/force-wide initiatives that require secure multi-agency coordination.

Contact Details

All enquiries should be sent to support@ecins.com and marked for the attention of Gary Pettengell, CEO.