

## Helping community safety partnerships support and protect vulnerable people

### **Public safety and health pressures demand smarter solutions.**

In the wake of the tragic case of Fiona Pilkington and her daughter, Francesca Hardwick in 2007, the need to protect vulnerable people in our society has risen to the top of the crime and disorder agenda. As with other catastrophic failures, this case represented a failure of agencies to 'join the dots'.

Although these system failures don't often result in a catastrophe on the scale of Pilkington, they occur on a regular basis and contribute to miserable outcomes for many of the most vulnerable people in our society. This despite the professionalism of service teams dedicated to serving these specific groups of people.

In addition to the non-quantifiable human cost, the costs to society of these failures are significant and manifested in a range of ways; through increased levels of crime, anti social behaviour and in the costs of drug and alcohol abuse - estimated to be in the region of £5billion annually in Scotland alone (the death toll in Scotland is estimated to be around 2,000 people per annum from drink and drug related illnesses).

Recent work by Birmingham Council estimated that drug abuse related costs across the criminal justice system, benefit and drug and alcohol treatment programmes were in the region of £50m per annum (this excluded cost to health).

Whether it is protecting vulnerable families, like the Pilkingtons, or preventing vulnerable young people from spiralling through drug and alcohol addiction into criminality and long term chaotic lifestyles – we need to get smarter at 'joining the dots' and taking action early to safeguard and support these vulnerable people.

The logic of prevention and diversion are well understood by community safety partnerships and the economic case is also becoming manifest. For example, for every £1 spent on drug treatment we save £9.50 in the criminal justice system. It is also clear that earlier interventions are more cost effective as problems tend to become more intractable as time progresses.

Given the current state of our public finances, it is clear that continuing with the status quo will not be acceptable.

Preventing people from becoming dependent on the state as

well as accelerating how quickly vulnerable people can return to mainstream society will remain key targets for safety and health partnerships.

To deliver these targets, community safety partnerships will need to get better at; predicting those people at highest risk of poor outcomes and getting this risk information to the front line in a timely fashion so that the right interventions can be put in place.

It is easy, in 'hindsight' to see that 3 years of anti-social behaviour calls to the police and social services, linked with the personal circumstances of the Pilkington family, should have sent warning lights flashing across Leicestershire – but unfortunately the systems that were in place (in common with most of the country) are not designed to pick these types of needles out of the haystack.

**Our solutions deliver the 'partnership early warning systems' needed to drive prevention strategies**

The ability of partnerships to deliver this early warning system is directly dependent on effective data sharing across partnerships. For example, the broader the range of data that can be used to make risk predictions, the more accurate these predictions will be, the more accurate these predictions, the more chance partnership teams have of making impactful service interventions.

Accepting that effective data sharing is critical, any solution will need to honestly and effectively address security, privacy and civil liberty concerns.

Our data sharing solutions have been designed to deliver these improved prediction and intervention capabilities, whilst directly tackling legal and political data sharing challenges.

**Approved by the Information Commissioner's Office...**

Xantura is a niche consulting and technology company focused on embedding the innovative use of citizen data into existing safety and local government services. We have developed a unique data sharing and analytics platform (informed by work undertaken for the Department for Communities and Local Government) that draws securely on records from different agencies – and information from service users themselves - to create powerful insight into individuals' safeguarding needs, and links it to the actions required to meet those needs.

**...our solution  
addresses key legal,  
business change and  
technical barriers**

Xantura has developed a number of applications designed to address the safeguarding agenda:

### **Commissioning / strategic planning**

In order to deliver the right interventions to vulnerable people, partnership service teams need to start by commissioning the correct services. Our software enables commissioning and strategic planning teams to profile their population according to risk (for example, of experiencing personally targeted anti social behaviour). These profiles can be used to produce dynamic projections of future service demand and undertake 'what-if' scenario modelling.

### **Frontline operational efficiency and effectiveness**

Our software supports the secure flow of personal data, risk notifications (for example that a person is at high risk of domestic violence) and the automated notification of key life events (for example that the partner of a vulnerable, single mother, addicted to drugs has just been sent to prison) to relevant service teams and organisations - essentially 'joining the dots' for vulnerable people.

### **Citizen engagement**

Our software enables safety partnership teams to establish a more interactive and timely dialogue with vulnerable people (for example sending a risk assessment questionnaire when a risk threshold is reached). In addition our software enables vulnerable people to formalise their personal care network (for example, their carer, their social worker, their GP etc). Having established this network these vulnerable people can set-up explicit consents for their data to be shared across this network.

Employing a cloud computing approach, our platform is hosted externally at a secure accredited (GovConnect, ISO27001) data centre, and is accessible via the web. With no complex technology project to implement, service teams and individuals can be exploiting and acting on insights almost immediately.