

How GCSX will be used to create Safer Communities

This case study describes how Liverpool City Council's Anti Social Behaviour Team is exploring how the use of the Government Connect Secure eXtranet (GCSX) will support closer working with its external partners by ensuring information can be shared securely and quickly to reduce anti social behaviour and develop safer communities for everyone.

Key Benefits

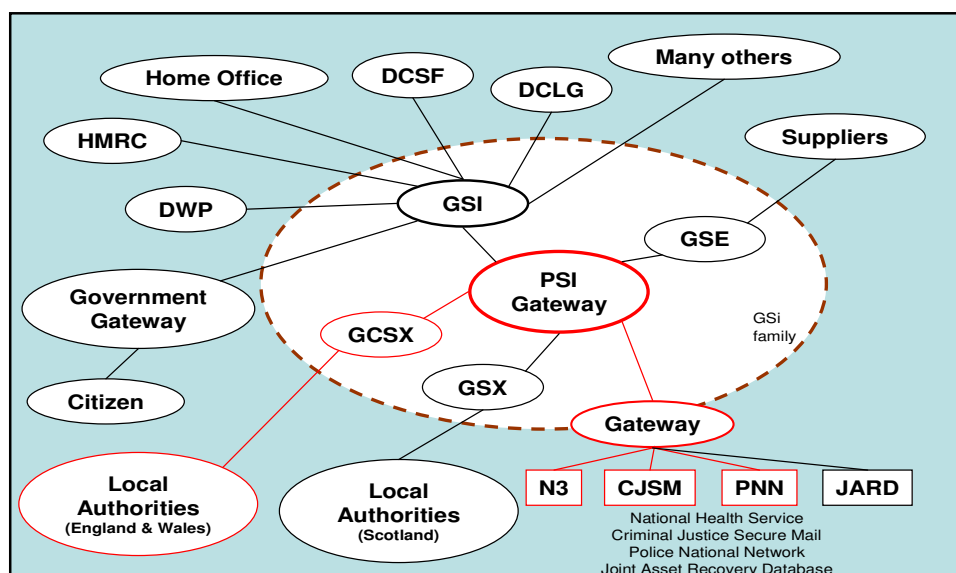
- Enables the secure electronic transfer of vital and RESTRICTED information between the Anti Social Behaviour Team and other local public sector delivery organisations such as the Police and PCT Drug and Alcohol Teams
- Enables much more effective evidence gathering leading to quicker delivery of measures to reduce anti social behaviour and develop safer communities

GCSX provides secure IT connectivity between local authorities, between local authorities and central government departments and between local authorities and other key delivery partners such as the NHS and Police. It supports the Transformation Agenda and integrated, citizen-centric service provision by enabling information to be captured once and transferred securely and quickly across organisations.

Liverpool City Council has been connected to GCSX since October 2007 and is looking to explore how to use this infrastructure to deliver improved outcomes for customers and safer communities. This approach is closely aligned to key messages in the following national agendas and pieces of legislation:

- Crime and Disorder Act 1998
- Anti Social Behaviour Act 2003
- Youth Crime Action Plan 2008
- Casey Review 2008: Engaging Communities in Fighting Crime

The Government Secure Intranet Route for Developing Safer Communities



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Requirement for Improved Information Sharing

Liverpool's Anti Social Behaviour Team has been working closely with the Police, Crime Reduction and Disorder Partnerships and the Courts in order to develop a co-ordinated multi-agency approach to tackling anti social behaviour. In order to deliver effective services to combat anti social behaviour a great deal of sensitive and RESTRICTED information is shared between agencies.

Much of this information contains the following details:

- Personal information related to the anti social behaviour incident informer
- Personal information related to suspected perpetrators of anti social behaviour
- Information on the nature of the anti social behaviour incident

All partnering organisations have recognised the need for ensuring information is shared by the most secure means possible and have identified the use of GCSX as vital to securely sharing the necessary information.

On its own GCSX will not deliver improved public service delivery but when local authority staff realise its potential and make optimum use of the technology the benefits are limitless. The Government Connect team has produced a series of case studies to enable local authorities to consider how GCSX could support their services.

'At Liverpool City Council we recognise the need to share information and intelligence with our partner agencies in order that we all tackle anti social behaviour. We will be using GCSX in the very near future to better secure the transfer of RESTRICTED information which is vital to deal proactively with those individuals who can adversely affect the quality of life for our communities'

Bill Morris – Manager Safer Neighbourhood Services, Citysafe Operations Unit, Liverpool City Council

GCSX Benefits

Safer, more secure transfer of information

GCSX facilitates the secure transfer of information from one organisation to another.

Benefits include:

- Enhanced security in the exchange of data and reduced risk of losing information that is attributable to members of the public
- Increased compliance with LGA Data Handling Guidelines and the Data Protection Act

Speedier transfer of information

GCSX facilitates faster electronic transfer of information between organisations.

Benefits include:

- Much quicker sharing of intelligence between organisations responsible for anti social behaviour
- Increased ability to make quicker decisions and deliver much more responsive measures to protect communities from anti social behaviour

Cheaper, money saving approach to transferring information

GCSX provides a cheaper method of transferring information between organisations.

Benefits include:

- Achieving cashable savings and increasing the speed of service delivery as a result of not using postal or courier services to share intelligence between organisations as they seek to obtain ASBOs to reduce anti social behaviour
- Achieving cashable savings and improving effective use of resources as a result of not transferring information between organisations via fax

Using GCSX

Areas where Liverpool's Anti Social Behaviour Team plans to use GCSX to improve the security of necessary information sharing include:

Anti Social Behaviour - Reporting

Once an incident of anti social behaviour has been reported to the council by a member of the public an Anti Social Behaviour case worker undertakes an investigation. Information and intelligence related to the incident and potential witnesses are then shared with the police via email – this often contains personal details of both the informer and suspected perpetrator. In order to make the transfer of this information much more secure and remove the risk of personal sensitive and RESTRICTED information entering the public domain, the Anti Social Behaviour Team will shortly be using their secure GCSX email accounts to share this intelligence and information with the Police who use Police National Network (PNN) email accounts.

Early Intervention

It is important that interventions happen at a very early stage to tackle young people who are involved in anti social behaviour. It is vital that information is obtained from a number of agencies who may already be involved with particular individuals. Information is shared with the local authority Youth Offending Team, Merseyside Police and the Drug and Alcohol Prevention team within the PCT. The Anti Social Behaviour Team will shortly be using GCSX to securely and quickly share this RESTRICTED information with Merseyside Police

and the PCT.

Removing the Threat of Gang Activity

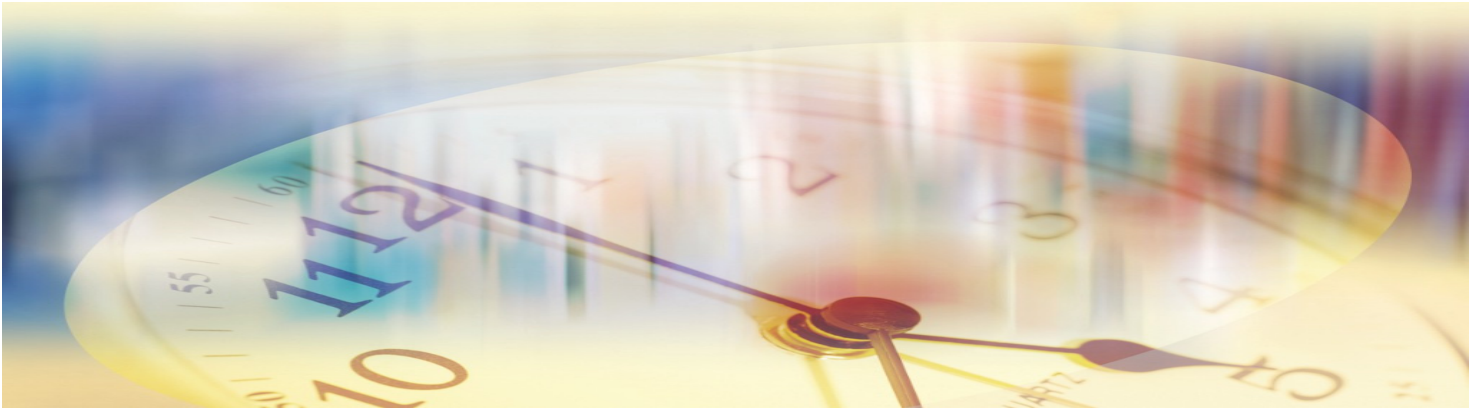
The use of ASBOs has proved very effective in removing the threat of gang activity by restricting gang members from entering certain locations and preventing them from congregating in large numbers. In order to target serious gang offenders and ensure local communities remain safe by gathering the evidence required to secure an ASBO, a large amount of RESTRICTED information needs to be shared between the Anti Social Behaviour Team, Youth Offending Team, the Police and the Drug Action Team within the PCT. Currently this information is shared via unsecure email or in face-to-face meetings. The Anti Social Behaviour Team wish to use GCSX to protect the information they need to share whilst reducing the time it takes to gather the evidence required to obtain ASBOs and reduce gang activity. Between 50 and 60 ASBOs are granted per year in Liverpool, many related to gang activity. The use of GCSX will speed up the information gathering process and reduce the risk of information loss when sharing it with other agencies.

Next Steps

Liverpool's Anti Social Behaviour Team will shortly undergo training in handling sensitive and RESTRICTED data. Once trained, the Council's IT department will provide staff with GCSX email accounts to enable them to begin sending and receiving sensitive and RESTRICTED data securely, reliably and efficiently.

Currently Anti Social Behaviour Orders are sent to Liverpool's Anti Social Behaviour Team from the Courts by post in paper form. This then has to be faxed to the Council's Youth Offending Team (YOT). Now GCSX is in place it should be possible for the ASBO to be sent via the Courts secure email system to GCSX email accounts within the Anti Social Behaviour and Youth Offending Teams

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Examples of how other Authorities are realising the potential of GCSX

- Devon County Council Trading Standards Special Investigative Unit is securely sharing information and intelligence with the Police
- Torbay Safeguarding Children Unit is securely sharing information with the Police
- Tower Hamlets London Borough uses GCSX to support the speedy and secure sharing of information with Jobcentre Plus to ensure vulnerable members of the public receive timely financial support
- Departments within Merthyr Tydfil County Borough Council such as Revenues & Benefits, Integrated Children's Services, Trading Standards and Emergency Planning are using GCSX to support the secure sharing of information with the Police, Government, Jobcentre Plus and DWP
- Departments within Caerphilly County Borough Council such as Benefits, Trading Standards, Community Safety, Protection of Vulnerable Adults, and Youth Offending Team, are using GCSX to support the secure sharing of information with the Police, Government, Jobcentre Plus and DWP
- Preston City Council's Revenues and Benefits section use GCSX to exchange data securely with the DWP and Jobcentre Plus.
- South Hams District Council Housing Benefit staff use the GCSX connection for accessing the CIS e-SEF system and for the sending/receiving of secure emails

Information about other local authority initiatives using GCSX to improve service delivery can be found on the IDeA Community of Practice at www.communities.idea.gov.uk

For further information about Government Connect contact the team at 0845 838 2945 or by email at gc.info@dwp.gsi.gov.uk

www.govconnect.gov.uk

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