CIVICA

Cx Community Safety for local authorities

Delivering intelligence-led insight and analytics to improve response times and safeguard your community from Anti-Social Behaviour (ASB) incidents

Powering a holistic overview of ASB investigations to enable informed decision-making and accelerate case resolution time

Enhances user experience

Enables informed decision-making

Reduces administration

Comprehensive case-building, holistic information management solution

Cx Community Safety empowers local authorities to effectively manage ASB and community issues, while delivering efficiency savings through cloud technology and automation.

Intelligent and data-driven, Cx Community Safety empowers your ASB team to identify all associated perpetrators and facilitates collaboration with key stakeholders to help you understand the full impact of an incident.

Officers can accurately log and connect all incidents relating to the same case on one single record, enabling informed decision-making to help you reach case outcomes efficiently, and with confidence.

Upon report of an incident:

1. Perpetrator details are automatically searched against all records, notifying case officers of any associated incidents

2. All supporting evidence is made available in one place with preview function, significantly simplifying the case building process

3. Case officers are directed to the next required actions based on case criteria, increasing efficiency and minimising training requirements

4. All documents are automatically generated, reducing administrative tasks for case officers

5. Case officers can set up customisable alerts to receive ongoing updates, ensuring effective case handling and management.

Key benefits:

▶ **Reduces administration and saves time**

▶ **Increases efficiency and accuracy with unique automatic task assignment**

▶ **Enhances user experience and increases productivity – all supporting documents and images are available and easily accessible**

▶ **Empowers informed decision-making through advanced activity tracking and data reporting**

▶ **Customisable alerts help to increase officer safety.**

Securely hosted in the cloud

Our experienced technical team will help you ensure smooth and seamless migration to Cx. We'll take care of hosting, security and upgrades to help you optimise and futureproof your Cx Community Safety solution, so you can focus on providing improved services to your community.

Cx Community Safety enables effective information management that empowers informed decision-making, helping local authorities reach case outcomes more efficiently and better serve their communities.

Top reasons to choose Cx Community Safety

Unique intelligent workflow helps you work smarter

Cx Community Safety improves the user experience and simplifies task management for every case with its unique workflow assignment. Processes and procedures can be tailored to match local working practices.

It readily identifies similarities and suggests the most appropriate course of action, including which staff member is best placed to respond. This intelligent approach facilitates consistent working, empowering your ASB team to work more efficiently and provide significant time and cost savings.

Task automation drives efficiency and increases citizen engagement

Key tasks such as document generation or action path can be automated, empowering case officers to work smarter, increasing productivity and reducing administration time.

Cx enables your team to connect with citizens via their preferred channel of choice, reducing direct contact with officers to help you facilitate better use of resources.

User defined dashboard

Cx provides a customisable dashboard view of case information. Case officers can configure this dashboard with the most frequently used functions according to their job role, significantly enriching the user experience and improving productivity.

Enhances field interviews with a mobilised workforce

Case officers conducting field interviews can securely enter information anytime, anwhere via a connected device.

All data captured in the field is automatically updated in Cx, supporting an agile workforce to help you boost productivity and drive operational efficiencies.

Increases officer safety with configurable notifications for ASB cases

Multiple alerts can be set against people and/ or assets based on varying severity and criteria. It also enables groups of individuals to be listed as a perpetrator, alerting officers of all offenders associated with an incident.

This prompts appropriate precautions to be taken prior to contact, helping you improve officer preparedness and safety.

Advanced report and analysis with full traceability of case progress

Case progress, including costs and activities, are fully tracked and monitored, providing in-depth insight and analytics to support managers to continually review, refine and improve processes.

Cx - the digital platform for regulatory services empower local authorities to manage multiple public protection disciplines effectively, and with confidence. Available solutions include:

▶ Community Safety

▶ Licensing

▶ Environmental Health

▶ Trading Standards

▶ Housing Assistance

▶ Housing Enforcement

▶ Land and Property

Contact us to find out more:

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Over 30 years' sector experience

30 years