

## Cx Community Safety

### Manage ASB issues and safeguard your community

Mobilise your officers to tackle ASB incidents. With access to information, from any location, officers can make informed decisions and manage cases more efficiently.

Cx Community Safety supports local authorities to manage Anti-Social Behaviour (ASB) incidents and community issues effectively.

Using cloud and automation technology, it reduces administration so your officers can focus on managing cases through to resolution.

#### Simplify case prioritisation

It supports you to simplify case prioritisation, depending on type and severity, so you can work more efficiently.

From noise pollution through to public disturbances, Cx's unique workflow generates a bespoke task list for each case. It automatically assigns a case to an officer so it can be actioned in a timely manner.

"Our aim is to tackle ASB to create peaceful neighbourhoods for customers.

Using Cx, our team of 12 can quickly see what cases they're working on and at what stage they are in the case management process, via a traffic light dashboard. Plus, priority tasks or cases can be quickly assigned/re-assigned.

It supports the team by prompting reminders at each stage through to enforcement – which supports us to manage and resolve cases efficiently."

Jack Madge, Tenancy Enforcement Advisor, Teign Housing

#### Why choose Cx Community Safety?

- Reduce administration so you can focus on managing each case through to resolution
- Act fast and respond to disturbances from any location
- Allocate new cases and actions quickly and create alerts on existing high risk cases to enhance officer safety.

# 30+

Years providing regulatory software



## Cx Community Safety key features

### Empower teams

Configure the dashboard with role specific tasks so your team can find what they need, while improving productivity.

### Make better decisions, faster

You can view a complete ASB investigation to make informed decisions and accelerate case resolution time.

### Automate processes

Key tasks such as, document generation or action paths can be automated. It allows officers to work smarter and reduce administration time.

### Work smarter

With in-built triggers and workflows, Cx suggests appropriate actions to be completed, including which team member is best placed to respond.

### Accurate information you can trust

Improve data accuracy and response time through cloud technology. Enable officers to view and update case records on the go from any location.

### Enhance officer safety

Multiple alerts can be set against individuals or cases based on varying severity and criteria. It alerts officers to all offenders associated with an incident and prompts appropriate precautions to be taken prior to contact.

### Drive efficiencies

Case officers conducting field interviews can securely enter information anytime, anywhere via a connected device. Data captured is automatically updated in Cx, supporting an agile workforce.

### Improve processes

Cx's advanced report and analysis capability provides full traceability of case progress.

Costs and activities, are fully tracked and monitored, providing in-depth insight and analytics, allowing you to continually review, refine and improve processes.

"Since lockdown in 2020, we've seen ASB cases increase fourfold and if we didn't use Cx we would be at risk of not being able to manage the increase in cases effectively."

Jack Madge, Tenancy Enforcement Advisor at Teign Housing

