CIVICA

Cx Community Safety

Manage ASB issues effectively and safeguard your community

Mobilise your team, make informed decisions and manage cases more efficiently.

Anti-Social Behaviour (ASB) incidents continue to rise and teams are expected to do more. If your team is challenged by the amount of admin associated, Cx Community Safety can help.

Part of **Cx Regulatory Services** cloud software, Cx Community Safety significantly reduces the admin burden by streamlining case management processes, guiding outcomes, and automating responses. So, officers are better able to focus case resolution.

Simplify case management

As a powerful information management solution, Cx Community Safety guides officers to reach outcomes via the most appropriate and effective route. Cases can be triaged based on severity and automatically assigned to the most appropriate officer, ensuring urgent tasks are quickly actioned.

A better user experience

Increase operational performance with a configurable task path and form builder, and a customisable dashboard that gives users access to information according to their role.

As well as simplifying information search and display, the intuitive nature of Cx Community Safety reduces training requirements and helps everyone in the team to work smarter.

Choose Cx Community Safety to:

- Act fast. Safely mobilise your team to respond to disturbances from any location
- Save time with automated document generation and task assignment
- Enhance case resolution times and better protect the community.

"Using Cx, our team can quickly see their cases and at what stage they're at via a traffic light dashboard. Plus, priority tasks or cases can be quickly assigned/re-assigned. It prompts reminders at each stage through to enforcement – which supports us to manage and resolve cases efficiently."

Jack Madge, Tenancy Enforcement Advisor, Teign Housing

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Cx Community Safety – make informed decisions, faster

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.

Support mobile working

Case officers can conduct field interviews and securely enter information anytime, anywhere via a connected device. Data captured is automatically updated in Cx, with no need to return to the office or re-key data.

Improve processes

The solution 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.

Work collaboratively

Cx Community Safety enables greater collaboration with partner organisations. Share and receive intelligence through use of encrypted, customised forms and reach the right outcome efficiently.

A better citizen experience

Enable citizens to report an incident anytime, anywhere using Cx Citizen Portal. The information they provide is automatically transferred to Cx, speeding up response times and increasing citizen experience.

"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

20+

Years providing Community Safety software

Start the conversation now }