Data Management Solutions for Police

Unlock greater efficiency and support positive policing

For those forces also struggling with the complex issue of duplicate records, our Golden Nominal solution that leverages our strengths in data management and quality. It cleans and matches duplicate records within existing data but also uses verified Experian reference data to make a Golden Nominal database available to call handlers at the front end, removing the on-going problem of more duplicates being created.

Trust your data

We recognise that for police forces, having clean, accurate data is a critical requirement for delivering the best possible service to the community. Using data management technology to clean, standardise and remove duplicate data offers significant benefits including:

- **Better opportunities to serve the community** – quicker and more informed response to the public and better insight for resourcing

- **Clearer insight** – recognise and flag those most vulnerable

- **More accurate MoPI response** – flexible reporting for delivery of legislative requirements

- **Financial savings** – greater efficiency means less time spent manually fixing data

Solving the challenges of data quality and multiple person records

The very nature of collecting data in challenging circumstances can make managing your data and its quality a complex task for police forces, particularly when it impacts your ability to get a holistic view.

Experian offers a range of solutions to manage the differing data management and quality requirements of forces across the UK. Our platform can help improve the quality of data at point of capture right through to maintaining it within your operational systems.

Solutions tailored for each force

We create a Golden Nominal across four stages using a suite of data quality tools, Experian reference data and our data management platform. This typically includes:

Landscape analysis
- Define the Golden Nominal
- Analyse current data and systems

Data Cleanse and Enhancement
- Flag invalid data, cleanse and enhance
- Create matching/merging rules
- Resolve duplicates where possible

Golden Nominal creation
- Clustering or merging agreed
- Consolidate data
- Enrich Golden Nominal using 1st and 3rd party data

Golden Nominal maintenance
- Monitor and cleanse data over time
- Implement automated data quality workflow
- Validate data, resolve and identify duplicates at point of capture

A Golden Nominal solution saves ten years' worth of work and supports positive policing

A long-term partnership delivers award-winning results
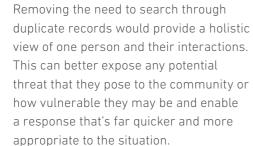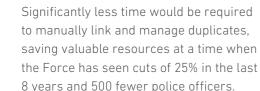
CLEVELAND POLICE

Background

The first of its kind, Cleveland Police's 'Golden Nominal' project showcases how the power of better data can positively impact policing. Such was its innovative nature, that the project was recognised at a national level by the Home Office, who provided co-funding from its Innovation Fund. Testament to its phenomenal success are recent award wins at the 2018 National Business Awards for its flagship 'Data Excellence' award and DataIQ's 'Breakthrough with data' award.

Challenges

Cleveland Police collects huge amounts of data, often in challenging circumstances. The result was a very high number of duplicate and incomplete person records within their main policing system. The scale of the issue was vast and impossible to quantify with 1,867,000 person records in their system vs. an estimated population in the Cleveland policing area of less than 600,000. Solving this would be a major breakthrough in two areas:

Whilst Cleveland Police had made efforts to reduce the number of duplicates via third party matching tools, the impact was limited. This was because many records didn't contain enough accurate information within them to qualify for high-level matching rules. The Force were determined to find an alternative solution that would eliminate the issue going forward.

dataIQ AWARDS 2018 WINNERS

THE LLOYDS BANK NATIONAL BUSINESS AWARDS UK 2018

WINNER

1. Removing the need to search through duplicate records would provide a holistic view of one person and their interactions. This can better expose any potential threat that they pose to the community or how vulnerable they may be and enable a response that's far quicker and more appropriate to the situation.

2. Significantly less time would be required to manually link and manage duplicates, saving valuable resources at a time when the Force has seen cuts of 25% in the last 8 years and 500 fewer police officers.

Solution

Convinced of its transformative potential, Cleveland Police chose to partner with Experian, who were best placed to meet the requirements through providing a combination of software and data. This was championed by Superintendent, Alastair Simpson, and the Force Data Protection Manager, Maria Hopper. As the first of its kind, it solves an issue hindering many forces. It essentially provides a 'Golden Nominal' of each person record, a concept commonly referred to as a 'Single Customer View' or 'Single Citizen View' in other sectors.

Cleaning and matching existing data:

A Golden Nominal database uses Experian verified reference data to clean existing data and then deduplicate in Experian's data management platform. It uses intelligent reversible matching rules to produce highest number of credible matches. Maria's team also realised that it couldn't merge some records because of limited or poor-quality information. Experian therefore provided a solution to append date of birth to over 100,000 of these records which identified significantly more duplicate records which could be auto-merged rather than going through a lengthy manual review process.

Accessibility to the Golden Nominal at the front end:

The Golden Nominal database and Full Electoral Role was made accessible to call handlers who can now instantly look up, assess and match back to an existing record or create new ones using a comprehensive and accurate data source.

More accurate MoPI response:

The Experian tool also provides flexible business reporting and insight for better deployment of resources and delivery on MoPI (Management of Police Information) legislation requirements. One example is the introduction of auto deletion of MoPI 3 records. Forces must link together the records of offenders who have committed or are alleged to have committed minor crimes before they are deleted because it flags up possible serious offenders where multiple records exist. A clearer view of data removes the risk that this may be missed.

Data Governance:

A data governance suite provides a holistic view of data held. This produces 23 bespoke weekly reports that monitor specific elements of data quality to flag up where issues arise that could pose a significant risk to the Force.

Results

According to Maria the results have been phenomenal – with a dramatic reduction in the growth of new duplicate records by 100,000 per year.

"Experian's data assets have made all the difference. One particular highlight has been the date of birth append. We've saved 10 years' worth of manual work for one data quality staff member because of the automatic merging it's allowed – that's staggering."

It's created huge opportunities to serve the community better:

Poor data quality was estimated to be costing over **£250k per year** i.e. inputting, processing, reviewing and amending data. **The solution means these costs are now starting to reduce significantly.**

Response to the public is quicker and more appropriate as call handlers have **instant access to existing data.** New records are created from an accurate data source, which requires **little to no inputting.**

It's impacting public safety in cases where having a **holistic view reduces the risk that vital information may be missed.** One such example is the internal police vetting team who process security clearance applications for those wanting to work within the Policing arena. They estimate the time taken to resolve data quality issues has reduced from **1.5 hours per day to just 15 minutes.**

As the original big data company, we know about data. But more than that, for over a decade we've been supporting every UK Police Force which means we also know that the right data, used in the right way can positively impact policing by providing a more accurate view of the information that matters most.

In addition to the Golden Nominal, our wider range of solutions address the demanding operational data requirements of modern policing. They can deliver critical insight for criminal investigations, staff and supplier vetting via a suite of tools which provide secure access to verified Experian data.

Investigator Online (IOL)

Developed in conjunction with the policing community to provide leading edge investigative capabilities, IOL provides authorised court officers with integrated, real-time access to our extensive consumer and business information databases. Sophisticated search capabilities can inform successful criminal investigations such as the tracing of individuals, verification of identity, full financial information, address history, and contact details.

Business IQ

BusinessIQ is a secure web-based service that provides instant online access to over 5 million UK businesses and the people who run them. Used by forces nationwide, it helps enhance investigations and supplier vetting by providing the most up-to-date and accurate business information in the market such as business default risk, credit information and risk information.

ForceView Overview

ForceView is a secure web-based service, used by all the UK police forces since 2005 for the national vetting policy for the police community. It forms part of the background checking of applicants prior to employment by the police by granting access to an individual's financial records to determine their financial suitability.

AutoCheck

AutoCheck provides access to DVLA and other vehicle-related data. This forms an invaluable part of criminal investigations where vehicle information is required and includes confirmation of vehicle specification, status, valuation and mileage.

For more information about how Experian can help solve your data challenges, please email police@experian.com

"Data is central to policing – we need it to protect people and to prevent crime. The Golden Nominal solution genuinely drives efficiency and helps us to do really important police work more quickly, at a time of austerity. Behind the scenes it's transforming the way we do business and we are seeing the impact on our culture, financial efficiency and, importantly, our ability to serve to the community."

Alastair Simpson, Chief Superintendent for the North East Regional Special Operations Unit, Cleveland Police