

Case study: Surrey Police

Experian QAS assists Surrey Police with citizen safety



Background

Surrey Police boasts one of the lowest crime rates in the country, living up to its slogan 'With you, making Surrey safer'. Simple name and address forms are crucial to the daily operations at Surrey Police. The accuracy of this information impacts on areas such as emergency response, investigations, stop and search, and compliance.

Situation

Since 1997, Experian QAS has been providing Surrey Police control room staff with accurate contact data which gives them a snap shot of people living in the vicinity of an incident. Greg Brown, Applications Manager at Surrey Police comments, "Experian QAS software and data enables the operator to more effectively interrogate the force's intelligence systems, linking address information to other data such as grid references. This provides an improved level of customer care and also helps ensure the safety of police officers."

The existing software was performing well but Surrey Police had some other challenges that needed to be solved. During stop and search operations, members of the public may deliberately give inaccurate data, so the investigating officer must be able to verify the information on the spot. Also, when officers are investigating an incident connected to a particular address, they will often contact neighbours or other residents in the area. In addition to name and address, length of residency and date of birth are particularly useful here.

Solution

The force is always keen to embrace new technology, and the implementation

of the force's intranet some years ago meant operational staff had better access to information. As part of this system, NameTracer from Experian QAS was integrated to allow staff to trace members of the public and return accurate names and addresses.

In 2008, Surrey Police became aware that this service could be improved by moving to QAS NameTracer Pro, the latest version of the software. QAS NameTracer Pro provides access to additional names data, including those that don't appear on the Full Electoral Roll. It accesses 28 million addresses within the Postcode Address File (PAF), 44 million names from the Full Electoral Register and over 39 million names in Experian's National Canvase database. In addition, date of birth, old names and address records and length of residency are confirmed.

Searching in QAS NameTracer Pro allows users to search within a particular geographical radius and restrict searches to a particular year. The information can then be exported to provide officers with an investigation list. Results are sorted by name, address, and dates registered at a location and neighbours or occupants of a selected address can be displayed.

“Experian QAS provide accurate and timely information about where and who an individual is. We have confidence in retrieving accurate and useful data which, when linked to our other intelligence systems, means the officers can conduct their work more safely and efficiently ”

Robin Burchfield
GIS Manager
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Results

As a result of The Bichard Enquiry, all Police Forces have been putting processes in place to enable them to best tackle the Management of Police Information (MOPI). Capturing and storing accurate information assists with compliance of MOPI initiatives.

Robin Burchfield, GIS Manager at Surrey Police comments, "Experian QAS provides accurate and timely information about where and who an individual is. We have confidence in retrieving accurate and useful data which, when linked to our other intelligence systems, means the officers can conduct their work more safely and efficiently."

Experian QAS' data can also be used to assist with information over and above nominal information. Greg Brown adds, "Any data with partial addresses can be given a coordinate on the grid using QAS Batch software. We are then able to overlay this in a Geographical Information System (GIS) with other geo-coded data to add depth to our analysis. This sort of information is helping us to analyse crime and disorder in more depth."

Operations, such as Door to Door and Surveillance, have been dramatically improved using QAS NameTracer Pro. When the force is investigating an incident at a certain address, QAS NameTracer Pro enables the officers to know who lives in a location now and who has previously lived there, along with information such as date of birth. One of the benefits of this is that it allows the police to identify good contacts, such as individuals who have lived in the street for a long period of time and may have noticed suspicious or unusual activity.

Experian QAS software has now been rolled out across the entire police force.

Future plans

There are plans to use QAS Locator to bring back an address from a grid reference. It will be used in conjunction with the force's front-end GIS mapping package, and users will be able to return a complete and verified address by simply clicking on a map. This data can then be passed through QAS NameTracer Pro to return the details of residents at that address. Surrey Police are also about to embark on a new mobile data pilot. As part of this initiative, QAS NameTracer Pro will be used to increase the number of citizens whose details can be verified during stop and search.

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