Essex Police
Analytics For Everyone

Agilisys delivered an enterprise-wide data analytics
platform using Microsoft Azure platform & Power BI

Executive Summary

Essex Police is a territorial police force, formed in 1840, responsible for policing the county of Essex, in the East of England. They are responsible for a population of over 1.8 million people and an area of 1,420 square miles (3,700 km2). In addition, they are one of the UK's largest non-metropolitan police Forces with over 3,750 sworn police officers.

Essex Police have described their vision to "make our data, accessible, consumable, and relevant for everyone in the force as part of their day-to-day role by providing insights to inform decisions and drive action using the latest technology developments including AI and automation where appropriate." Also of importance is the user experience in ensuring embedded, long-term behavioral and cultural change in relation to the Force's use of data and insight.

Agilisys, a trusted partner of Essex Police, created and supported a product called Analytics for Everyone (A4E) to deliver Essex Police's vision. A4E utilises an Azure-based platform with a centralised data repository that integrates internal and external information sources, providing the force with a unified view for analysis and access to critical information within an hour.

Agilisys has collaborated with data consumers to develop a suite of PowerBI dashboards, accessible via an online application for seamless, Force-wide use. Each dashboard undergoes rigorous testing and is released live once production-ready. A4E dashboards streamline reporting by replacing numerous manual, time-consuming reports, which often result in decisions based on outdated, incomplete, or inaccurate information.

Agilisys also played a crucial role in implementing new technologies within the Force as part of the A4E programme, providing training and knowledge transfer to enable Essex Police to. From the mid-point of the programme, Essex Police began developing and deploying in-house A4E dashboards, showcasing Agilisys' commitment to enabling self-sufficiency and demonstrating their expertise in achieving this goal.

Agilisys developed the A4E roadmap, performed a structured hand-over of A4E, recommend Advanced Analytics techniques and further end-user tools to fully democratise information across the Force.

Addressing Challenges

The project is a significant success and cultivated an excellent partnership between Agilisys and Essex Police. The key challenges and how they were addressed are provided below:

Challenges

Solutions

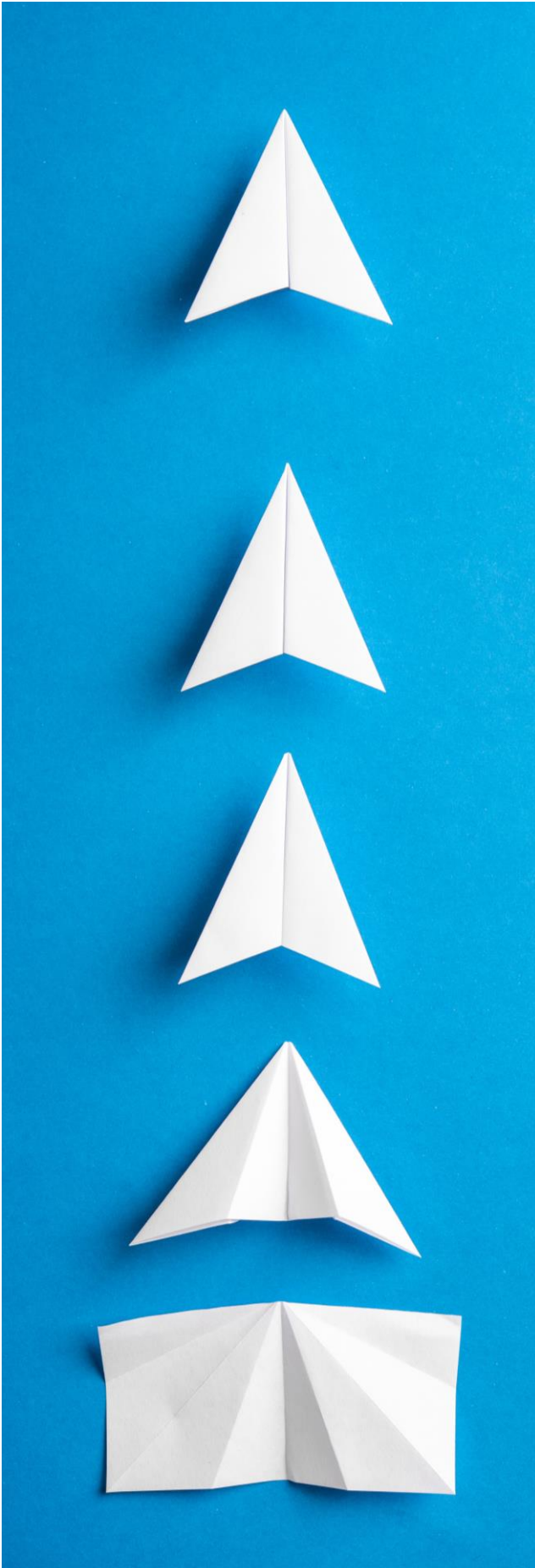| Challenges	Solutions
Police forces are time-poor and focused on critical day-to-day operations, leaving limited time for design input.	Agilisys leveraged their wealth of policing knowledge within the project team to streamline the design process. Sponsor and end-user input was planned early, and blockers were identified to ensure deliverables and budgets stayed on track.
Complex policing data in SQL Server tables required handling intricate relationships, ensuring data integrity, and optimising large datasets.	Agilisys' Policing SME served as a key link between Essex Police and the data engineer, facilitating efficient data interpretation. Challenges such as managing foreign keys, joining multiple tables, and interpreting datasets were successfully addressed through collaborative expertise.
End-user adoption was hindered by data literacy gaps, resistance to change, and limited training or stakeholder engagement.	Agilisys delivered user-friendly dashboard designs and provided comprehensive training. Essex Police supplemented this by delivering clear communications to mitigate resistance, enhance stakeholder engagement, and encourage adoption.
Aligning priorities for Power BI report builds and additional data requirements.	Prioritisation decisions were jointly made based on business impact, user needs, data availability, and alignment with strategic goals. This clear governance ensured both Agilisys and Essex Police remained fully aligned.
Driving cultural change and shifting mindsets to adopt a new reporting method within an already data-driven environment.	Workshops, focus groups, and stakeholder engagement sessions promoted collaboration and a deeper understanding of Power BI's advantages. As dashboards were released, Power BI usage saw exponential increases over the project period.

Methodology

As this was the second phase of the Analytics for Everyone project for Essex Police, Agilisys facilitated the movement of the data platform into their tenancy and were then able to commence delivery of the first Power BI dashboards.

- Delivery timelines were clearly set out in the roadmap and a project plan for each work package. Source to target data mapping, wireframe designs, build, test and UAT were carried out as part of each dashboard delivery.

- Governance included monthly Executive Board and Tactical Board, formal Weekly Project updates, Weekly meetings were followed by an Agilisys update report summarising project progress, successes, financials and RAID.

- Priority of use cases and reports for replatforming were largely informed by the Chief Officer Team of Essex based on need, impact and business benefit.

- Agilisys have a structured in-house methodology for dashboard production that was deployed to great success. From the discovery phase through to publishing, it was with full collaboration and involvement. Robust User Acceptance Testing was implemented prior to publishing of all dashboards.

- Knowledge transfer, upskilling and training was an iterative process and occurred throughout the project. Several methods were used including stakeholder workshops, documentation, show-me-tell-me sessions, playbacks and bespoke Power BI training.

- Comprehensive handover documentation was supplied by Agilisys along with a 12-months support to aid the transition to in-house teams.

Impact

Over the 2-year project there have been many successes with some of the key cultural and business benefits shown below:

- Agilisys and Essex Police achieved a good cultural fit and worked well together. Working through challenges, our collaborative approach ensured that we became a trusted partner with Essex Police gaining their confidence and trust.

- The force now has a total of 25 published dashboard reports (18 built by Agilisys) achieving around 2,500 page views a day. Accessibility to accurate and timely data has ensured organisational buy-in, with the Chief Officer Team leading the way.

- Essex and Kent police forces have created a joint Data Transformation team and are working towards a shared A4E data platform. Essex already share IT services with Kent.

- Governing bodies such as HMICFRS and the Home Office have recognised the strides that Essex Police have made in their force's data provision.

- Essex Police have built their own in-house capability to further progress the A4E platform and extend to Kent Police. This also bolsters the ability for Essex to adopt new technologies elsewhere within the organisation.

- Essex Police are building their in-house data capabilities with future data development using theA4E platform. This will enable the further retirement of old Business Objects reports and spreadsheets.

- Cost savings in terms of Performance Analyst time to produce reports and time required for data consumers to filter and sort data have already been realised. This Prevents officers and staff needing to produce their own reports. Data hygiene / accuracy has improved as many legacy reports built in other applications and spreadsheets have been retired.

"Working with Agilisys on the A4E programme has transformed our use of data in Essex Police, which in turn has driven a progressive data culture among both consumers and users of data. Taken together, our improved access to data and improved data culture means that we are making effective operational policing decisions every day which are based on strong evidence."

ACO Fiona Henderson. Director for Continuous Improvement and Analytics

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