

thingi +



 **Case study**

# Norfolk & Suffolk Police Constabulary



# Revolutionising Compliance Management with Thingi

For police forces like Norfolk & Suffolk Constabularies, ensuring their workforce is safe, lawful, and up-to-date with dynamic legislation is paramount. Richard Game, Blended Learning Manager, understands that effective compliance management is not just a regulatory necessity — it is fundamental to public safety and service delivery.

## Meeting the demands of a fast-moving world

*“One of the highlights was the opportunity to connect and collaborate with fellow participants from diverse professional backgrounds.”*

— Richard Game, Blended Learning Manager

Like many organisations, the Constabularies previously faced significant hurdles in effectively tracking compliance. Their outdated learning system offered minimal insight into learner activity, making it challenging to tailor communications and reminders to staff who needed to complete vital training. This highlighted an urgent need for a modern learning platform that could not only deliver mandatory learning, but also provide enhanced data and analytics to drive, demonstrate, and accurately report on compliance at an individual, team, and organisational level.



## Beyond Clicks: A Data-Driven Approach



A significant leap forward with the Thinqi platform is its enhanced Data and Analytics capabilities, providing Norfolk & Suffolk Constabularies with far greater insight into learner engagement for compliance purposes.

*“Previously, we were just looking at clicks and access to learning content. With the Thinqi platform and the built-in reporting, we now have the capability to drill that down even more. Instead of looking at ‘you have 180,000 hits on your site’, we are now looking at ‘what does this actually mean? What are people looking at?’”*

— Richard Game, Blended Learning Manager





## Leveraging Data for Compliance Oversight

Thinqi's Data and Analytics capabilities are instrumental in monitoring adherence to essential national policing requirements. The platform allows the Constabularies to run detailed reports and prompt line managers and department heads to encourage compliance with mandated learning.

This has been highly effective across various programmes, enabling the team to provide weekly or monthly compliance updates to internal stakeholders — ensuring transparency and accountability at every level of the organisation.

*“What data and metrics allow us to do is look at what is that compliance like... who is actively undertaking the learning... who hasn't.”*

— Richard Game, Blended Learning Manager




## Targeting Training for Maximum Impact

Thinqi has enabled a more targeted and efficient approach to learning deployment. By grouping people — whether by role or specific area — the Constabularies can precisely target learning delivery and provide data to prove compliance, ensuring everyone meets the required standards.

This targeted deployment, combined with robust reporting, ensures that crucial compliance training reaches the right people at the right time — transforming a previously challenging administrative burden into an efficient, data-driven process.

*“We now have the capability inside the Thinqi learning management system to deploy learning to specific groups of people, whereas before we didn't have that capability.”*

— Richard Game, Blended Learning Manager



## Key Outcomes

### Granular Analytics

Moved beyond basic click-tracking to behaviour-led, granular data that accurately reflects learner engagement.



### Targeted Deployment

Ability to deploy training to precise groups by role or department, ensuring the right people receive the right content.



### Compliance Reporting

Powerful reporting tools provide weekly and monthly compliance updates to line managers and senior stakeholders.



### Strategic Oversight

Senior leadership now have a reliable 'temperature check' on compliance levels across the entire organisation.



### Return on Investment

Thinqi's capabilities directly support the Constabulary's core mission of serving the community safely and lawfully.



*Thinqi has revolutionised compliance management for Norfolk & Suffolk Constabularies — moving beyond basic metrics to a fully data-driven process that meets regulatory requirements, supports senior leadership, and ultimately helps deliver a safer, more lawful community.*