



THE LOCAL INSIGHT MAGAZINE FROM CIVICA



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## 1 WELCOME

In this edition of Public Knowledge John Dutton, Managing Director of Enforcement, shares his insights into key industry trends and how Civica is working with customers as they adapt to these trends and rise to the opportunities they present.

We are addressing the growth in the types of penalty notices and the agencies issuing them, as more offences are being moved from police jurisdiction and into the civil arena. Among local authorities, penalty notices have traditionally been associated with parking offences, but are being used more to enforce laws around environmental offences in local neighbourhoods such as fly tipping, dog fouling and litter. We are now working with a number of councils in their campaign against environmental crime through the 'Streetscene' initiative, supplying them with the hand-held and back office technology and expertise to generate and track penalties.

The use of web access for authorities and citizens to view evidence and track the progress of a penalty is becoming the norm as authorities and local residents increasingly expect services online. We work with local authorities to provide a managed service from issuing a penalty notice through to processing and online tracking.

Use of Automatic Number Plate Recognition (ANPR) is a growing trend among local authorities. This has traditionally been seen as a technology for the police in identifying criminals on the move, but local authorities are increasingly using it for measuring journey times to inform traffic management solutions and identify visitors to Council premises such as Waste Sites.

The common thread we come back to in all our work supporting local authorities is their concern over reducing costs while being more effective in their growing role of supporting local communities. Our response is to work closely with them to answer their concerns.

Reading about the experiences of our customers in these pages will hopefully give you insights into how enforcement is changing the ways in which it protects the public and the environment.



John Dutton  
Managing Director  
Enforcement



STOP  
PRESS  
STOP  
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PRESS

### Traffic Management Act goes live

The introduction of the TMA represents the biggest change to on-street enforcement for many years and a significant challenge to IT providers. Following a detailed programme, which began last year, a huge effort by the Civica Parking team resulted in the successful roll out of system capabilities to a highly professional standard. Customers from Torbay to Barnsley, including the London Boroughs of Bromley, Hounslow and Wandsworth all recognised the valuable contribution made in tight timescales to ensure operational readiness.

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# Journey Time Management software gains UTMC approval



Civica has achieved compliance with Urban Traffic Management Control (UTMC) standards for its Journey Time Management (JTM) module, meaning it is now on a register of suppliers who are able to supply this technology to local authorities.

Civica's JTM module was successfully implemented by Surrey County Council, which is integrated with UTMC common databases, such as Comet and Cutlas. The solution is based around Civica's Automatic Number Plate Recognition (ANPR) solutions to collect journey time information between two or more locations. Using the Civica module, authorities can communicate road traffic information such as 'time to destination' direct to their citizens – via online maps or on-street variable message signs – with the aim of improving traffic flow in their town, city or county.

The UTMC programme was established in 1997 by the Department for Transport to ensure that system components can exchange information more effectively and with the minimum of interface development, helping local authorities meet new traffic management policy changes. Mark Cartwright, Technical Secretary, UTMC, said: "Traffic management often requires multiple agencies working together using various technologies. We are delighted that more and more suppliers are developing interoperable products based on the UTMC framework. This is invaluable for authorities and their partners."

# Chiltern Transport Consortium achieves greater operational resilience

Chiltern Transport Consortium (CTC) was formed in 2004 by lead police force, Thames Valley. It aimed to improve efficiency by setting up a shared service collaborative arrangement for the total provision of fleet services and vehicles for Thames Valley and Bedfordshire Police forces.

Hertfordshire Constabulary joined the Consortium on 1st April 2008. From this date Chiltern Transport Consortium became responsible for managing 2000 vehicles across five shire counties. CTC manages each of the forces fleet operation and vehicles including financial management. The total cost of the fleet operation is £12 million excluding fuel costs, which are a further £7 million.

In addition, CTC has recently taken responsibility for fleet management for Civil Nuclear Constabulary, a national force with the fleet dispersed across 17 locations throughout the UK.

Civica's Tranman fleet software has been selected as the management information system for the Consortium. As each police force has joined the group, Tranman has been used to transfer historical fleet data and then to measure the performance of the fleet following the reorganisation. Tranman is used to manage the entire fleet process including procurement, fleet records, workshop and stores control, fuel monitoring, hire desk and accident management.

Ian Godolphin, Head of CTC comments, "Chiltern Transport Consortium is recognised nationally by the HMIC as a centre of excellence in fleet provision. The main benefits of collaboration have been evidence of delivery of economies of scale, a standardisation of service delivery and greater operational resilience. Throughout this process, Tranman has proved to be essential in providing vital decision making information to enable us to benefit further from this way of working."



### 3 PARKING

Manchester City Council plans for safer communities agenda with integrated Civica platform for wider civil enforcement capabilities.



**MANCHESTER**  
CITY COUNCIL

## Extending enforcement in Manchester

One of the key operational issues facing local government is building safer communities while balancing associated administrative requirements, particularly new services devolved to them from the centre.

When one of the UK's largest authorities, Manchester City Council, needed a long term well resourced partner that could support the ability to issue penalty charge notices and ensure up to 60 employees across four locations could easily access two million records, it turned to Civica.

The Transport Act 2000 and the Traffic Management Act, in effect extending the remit of the Council's Civil Enforcement service, to include such elements as Bus lane Enforcement, were the catalysts for change at Manchester City Council. The authority, which already successfully carries out Civil Parking Enforcement, wanted to update its enforcement system to address these legislative changes, maintain and extend its high percentage success rate for penalty charge notices, and plan service extensions for future operations.

Manchester City Council's Enforcement department is responsible for on-street parking issues across the city, particularly parking and bus lane enforcement. It aims to make driving and parking in Manchester as trouble-free as possible for all road users by keeping roads clear of vehicles parked in contravention.

Manchester City Council employs a contractor, NCP Services Ltd, to ensure this happens, with its Civil Enforcement Officers playing a vital role in keeping traffic moving. The enforcement officers are also responsible for enforcement in a number of city centre off-street car parks which are operated by NCP (Manchester) Ltd, the Joint Venture Company, set up by the Council and NCP in 1999.

The council's Downing Street offices are essentially the enforcement division's headquarters where its vehicle pound, enforcement officers and contractors are based. The council's Town Hall and Belle Vue offices handle payments and Hooper Street hosts the division's customer contact centre.

Graham Marsh, Parking Manager, Manchester City Council, said: *"We wanted a new enforcement platform that would combine our back office and front office and realise our vision for a completely integrated penalty notice system."*

*"While the functionality of the previous PES software was good for parking we wanted to make the system easier to use and more accessible for all our offices dealing with enforcement notices across the city."*

The PES software enabled Manchester City Council's 120 civil enforcement officers to issue notices from their handheld systems on their routes around the city and download the information when back at the council's Downing Street offices at the end of the day. Civica's Civil Enforcement enables this level of functionality on the ground but also ensures that both the council's Town Hall and Belle Vue offices, as well as its Downing Street vehicle pound (where its NCP contractors are based) and Hooper Street customer contact centre can all view and access the same information simultaneously via the internet, once notices are uploaded.

Two million historic parking penalty records were migrated from the old system to Civil Enforcement with minimum disruption. Manchester City Council places a premium on continuity of service and therefore requires its software suppliers and service providers to deliver well resourced solutions to support frontline operations.

*"We wanted a new enforcement platform that would combine our back office and front office and realise our vision for a completely integrated penalty notice system"*

*Graham Marsh, Parking Manager  
Manchester City Council*



Marsh said: *"The update to the new system was professionally managed and we chose a hosted service so that we didn't need to worry about data back-up issues as all information is held in Civica's secure data centre in Leeds."*

*"The recent implementation of the Traffic Management Act was undertaken without a hitch and all employees are enjoying using the new system much more and we have been able to concentrate on its many new benefits. Already we've noticed that we can track notice enquiries to our call centre more easily and provide better management reporting."*

***"The management reports are significantly better and the software helps us track queries"***

*Graham Marsh, Parking Manager  
Manchester City Council*

The new Civil Enforcement software includes a sophisticated, but easy-to-use management reporting module that Manchester City Council is using to ensure any penalty notice enquiries are handled within 10 days, so that its 95 per cent Service Standard for addressing enquiries is maintained and improved on.

Marsh continued: *"The management reports are significantly better and the software helps us track queries to try and hit our planned 98 per cent success rate for handling this year. In particular, we can also analyse if a particular street is producing more penalty notices than elsewhere. In such a case, we can then check that parking signage, for example, is clear, helping us ensure there are no traffic bottlenecks for people driving in the city."*

*"Extending this capability further by introducing Global Positioning System (GPS) technology on all civil enforcement officers' handhelds means we can pinpoint their exact location, for improved officer safety and improved allocation of staff resources to known or new areas revealed by the data."*

## 5 ENFORCEMENT

Sussex Police's pilots of advanced speech recognition technology have allowed 400 front-line staff instant access to the Police National Computer (PNC) to query and retrieve vehicle information from their radio handsets.



# Sussex Police Voice Portal helps crack down on crime

The Police Voice Portal (PVP) has been developed by Civica in partnership with Cobalt Telephone Technologies. Once connected, officers are prompted to read out vehicle registration numbers and voice recognition technology matches this data with PNC information, such as whether the vehicle is stolen or the vehicle's colour. The handset is sent a text message summarising the PNC information for offline review.

Traditionally, officers would access the PNC via the control room using in-vehicle mobile data terminals; or by phone, via the Airwave handset (Airwave is the digital radio communications network). But the PVP is less demanding on airspace than traditional checking methods, because it uses a separate channel from the talk group to allow officers to make checks, thus freeing up controllers' time.

*"It aims to really fulfil the potential of Airwave, – traditional PDA access cannot use Airwave as a carrier due to bandwidth limitations," says Sean Janczak, Software Development Manager at Civica. "Officers' training requirements are low due to the familiar format experienced through similar automated telephone payment services."*

The PVP also enables officers to maintain eye contact during questioning and remain compliant with Police personal security regulations. Crucially, Sussex Police can more quickly respond to situations. *"The technology could be extended to other areas," says Janczak.*

Chief Inspector Merv Wyeth, seconded to the National Policing Improvement Agency from Sussex Police, says: *"Key advantages are that PNC checks do not require a controller to be available but can be achieved at any time. This is particularly important when the radio talk group is congested, for example during peak times. It is always available even when other channels are busy."*

Consequently, the system makes better overall use of officers' skills. Officers can make more checks, it saves them time and there is less demand on controllers, enabling front line and control room staff to provide a better all-round service, and more checks ultimately mean more arrests.

A second generation solution is under consideration, allowing users to speak their location. The Airwave Terminal's Automated Personnel Location System does not currently receive a consistently adequate GPS signal to confirm an officer's location, which is essential in maintaining a robust audit of enquiries made. *"Experience gained from the trial is proving to be invaluable in developing this facility," says Wyeth.*

*"Key advantages are that PNC checks do not require a controller to be available but can be achieved at any time"*



## 6 FINANCIALS

Civica Financials helps Merseyside Police reduce paperwork and gain cost savings through closer management of supplier relationships.



# Policing suppliers with financial intelligence

Intelligence-led policing is not only using technological advancements to solve crime. Merseyside Police has extended the idea of using intelligence-driven technology to cut down administration time for the processing of supplier invoices with the help of Civica.

The force has reduced the total number of suppliers to about 3,500, with some 300-400 key suppliers, the bulk of which receive electronic orders.

Phil Riley, Head of Exchequer Services, Merseyside Police, explains: *"Before Civica Financials we didn't have such close control of our purchasing process, which was why the number of suppliers was so high. We weren't realising the economies of scale available for the large number of purchases we make, so we wanted to slim down the number of suppliers to gain cost savings while making the process more efficient."*

Merseyside Police officers purchase over £1.2 million of products every month, ranging from stationery to hire cars, animal feeds to guns and ammunition.

To start the transfer to Civica Financials, Merseyside Police ensured 300 of the larger suppliers with big transaction volumes were handled electronically, covering the bulk of payments. As a result, quick efficiency savings were made.

*"We pay 99 per cent of our invoices by BACS," Riley says, "and 70-75 per cent of our creditors are normally paid within 30 days. We have started emailing remittance advices to our main suppliers to further reduce costs."*

The Civica system makes it easier to process supplier invoices with features like intelligent imaging. Invoices are fed into a scanner and the system recognises specific data such as telephone number or VAT number, intelligently matching this

information to purchase orders raised and if approved, can be processed for payment without human intervention. The software can also be set up to recognise specific fields according to the supplier.

Riley continues: *"Now invoices are scanned at the start of the process and are available for viewing by all users of the system. End users see a copy of each invoice, which is also held within the system and can be accessed at any point in the payment cycle. Suppliers also don't need to change their invoicing to fit with us because of the built-in intelligence of the system."*

As well as improving the efficiency of payments and eliminating much of the paperwork, Riley now only has three staff processing more than 70,000 invoices every year.

*"Civica Financials has automated much of the administrative process which has had a knock on effect of freeing up more staff time to concentrate on other tasks. This should help to improve the purchase to payment cycle." Riley concludes, "What Civica Financials has given us, is the ability to provide quality assurance and quality of service for our suppliers that their payment will be received promptly. We want to be seen as a prompt payer to enhance our reputation in line with our commitment to 'total policing' for all our stakeholders."*



*"Civica Financials has automated much of the administrative process which has had a knock on effect of freeing up more staff time"*

# The IT Revolution

By Mick Cosentino, Product Director, Civica

Over the past two decades a revolution has taken place within the parking industry as a result of a multitude of developments in information technology (IT). Perhaps the most vivid example of the changes is that 20 years ago most parking attendants used paper tickets, whereas now civil enforcement officers use handheld units and have digital cameras. CEOs are provided with valuable management information through real-time access to back office systems to access details of parking provision.

The industry has also seen huge growth in CCTV operations. Originally used to enforce bus lanes in London, CCTV is now being employed to detect parking and moving traffic contraventions. The impact of this is significantly more data is now held by local authorities, not only for parking but also for payment of council tax and planning appeals for example, driving them to consider end to end hosted managed services.



IT can now be used to help people find their vehicle in a car park, while variable tariff systems are yet another development. Pay and display machines are moving to multiple methods of payment, including chip and pin and by mobile phone. In the back office, payment systems must be secure, while many documents are exchanged electronically, such as digital photos and video systems. The development of IT now impacts on virtually all areas of finance and enforcement.

Some of the key influences that have driven these advances in IT include new legislation such as legislation on disability and accessibility set standards that required compliance. In addition, the green agenda places pressure on the development of alternative energy sources such as solar power, as well as encouraging local authorities towards the paperless office and remote working.

The "all encompassing growth" in IT has created a need for a regulatory framework, which led to the setting up of National e-Service Delivery Standards (NESDS). This has eight key service areas, including highways. In turn, parking transactions forms part of this set, and there are three service levels: Minimum, Progressing and Excellent. The minimum level includes electronically processed PCNs and appeals. The Progressing level includes Traffic Regulation Orders being available on-line, while the Excellent level includes payment through a variety of channels, such as on line, telephone and smart cards.

On a final note, some technologies I predict will make an impact in the world of parking in the future; contact-less credit cards, that can just be waved in front of pay and display machines, digital video evidence, and further developments in automatic number plate recognition.

*"The development of IT now impacts on virtually all areas of finance and enforcement"*



CONTACT US:

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London, UK: +44 (0) 20 7760 2800  
2 Burston Road, London SW15 6AR

Luton, UK: +44 (0) 1582 644444  
Regent Court, Laporte Way, Kingsway, Luton LU4 8SP