



G-Cloud 15: Service Definition

About Polaris Software

Polaris Software is the chosen provider to every Home Office-approved force, as well as a range of major enforcement agencies. Our ecosystem spans asset management solutions that ensure compliance and reduce risk, road-enforcement back-office systems, online NDORS course bookings, leading to an improvement in road safety, making Polaris the trusted partner for agencies worldwide.

In the local authority sector, Polaris delivers fully digital solutions that transform the way local authorities manage parking permits and suspensions, highways and business licences, markets, and many more. Our solutions have proven to improve efficiency, streamline processes and increase revenue recovery. Polaris provides digital transformation solutions for local authorities across the UK, including several in London.

Why Polaris?

- Decades of experience (Polaris is comprised of 5 specialist software companies)
- Trusted provider to major enforcement and local government authorities across the world
- Excellent project management, implementation and support.
- Products built using the latest technology
- Security focused



Support & Training

- UK support 5 days a week
- Support via dedicated service portal
- E-mail and telephone support also available
- Full training provided during implementation process
- Service packages

Security & Data Protection

- UK/EU data hosting via MS Azure
- ISO 27001 / ISO 9001 / Cyber Essentials Plus

Contacts Us

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Full product details including technical and hardware requirements and an implementation timeline will be provided after a G-Cloud 15 call off contract is signed.

If you have any further questions, please contact us.

An overview of Liberator Licensing



Liberator Licensing

Commercial, Highways and Pavement Licensing

Service Overview

Digital transformation has the power to modernise public services and improve outcomes for citizens across the UK.

The Liberator platform is a multi-purpose digital solution for Local Authorities, enabling citizens to easily interact with and transact across a wide range of services. By focusing on true end-to-end digital transformation, Liberator reduces costs, speeds up service delivery, and improves the user experience for both customers and staff.

Liberator provides a seamless, unified system for all stakeholders, with an efficient back office, integrated workflows, mobile working support, and full integration with market-leading parking software. Delivered as a secure, cloud-based Software as a Service (SaaS) solution via Microsoft Azure, Liberator includes hosting, disaster recovery, support and maintenance.

Liberator is widely used by local authorities to manage street environment services, alongside FGL's end-to-end parking solutions.

Service Scope

Liberator Licensing is a fully web-based, end-to-end licensing solution supporting highways, commercial and pavement-based licences. It enables authorities to manage applications, payments, inspections, enforcement and renewals within a single, integrated platform.

The service is aligned to statutory licensing objectives including public safety, crime prevention and nuisance reduction, and supports applicants, inspectors, back-office officers and managers within a single system.

Key features include:

- Reduced administrative burden through public-facing self-service
- Faster processing via automated workflows and case management
- Lower costs and improved efficiency across back-office teams
- Integrated payments, refunds and financial reporting
- Improved decision-making with built-in business intelligence and reporting
- "Once-only" data capture through a Golden Customer Account
- Seamless integration with third-party data sources via modern APIs
- Fully compliant with Government Service Standards and WCAG accessibility



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An overview of Liberator Licensing



About the Licensing Module

Highways & Streetworks Licensing

Liberator manages permissions for skips, scaffolding, hoardings, cranes, road closures and materials placed on the highway.

Contractors apply online, providing location, duration, dimensions and supporting documentation such as site plans and insurance. Configurable rules enforce local policies, including approved contractor schemes and mandatory compliance evidence.

Applications can be approved, rejected or amended by back-office teams, with all communication managed within the system. Payments are taken upfront, with support for extensions, early termination and automated refunds where licences cannot be granted.

Liberator integrates with Street Manager and the Liberator Suspensions module, enabling contractors to apply for highway use and parking suspensions in a single process. On-street inspection and enforcement tools support warnings, fines and prosecution, with full reporting available.

Commercial Licensing

Liberator Commercial Licensing supports a wide range of premises, personal and activity-based licences.

Applicants apply online through an intuitive, account-based service, with conditional questions tailored to licence type and applicant role. Supporting documents, images and third-party eligibility checks can be enforced as part of the application.

Back-office users manage assessment, inspections, approvals and refusals, with two-way communication to request additional information or payments. Payments and refunds are fully supported, and automated renewal reminders reduce administrative effort.

Integrated inspection and enforcement tools enable management of non-compliance through notices, penalties and prosecution, supported by comprehensive audit and reporting.

Pavement Licensing (Tables, Chairs and Similar Uses)

Liberator Pavement Licensing manages permissions for items placed on the public highway, including tables and chairs.

Businesses apply online, specifying area, location and duration, and upload required evidence such as photos and plans. Applications are assessed against local rules, with inspections able to increase or reduce licensed areas where required.

The system supports upfront payments, payment by instalments, invoicing, automated refunds and renewal reminders. Back-office teams can approve, reject or amend applications, with all correspondence handled in-system.

Integrated inspection and enforcement tools allow officers to address unauthorised or out-of-scope use through warnings, fines and prosecution, ensuring compliance and public safety.

An overview of Liberator Licensing



Key Capabilities include:

- End-to-end digital licensing for highways, commercial and pavement licences
- Public-facing self-service applications with account-based access
- Configurable workflows, rules and licence conditions
- 3rd Party public and Representative views and notifications
- Integrated payments, refunds and financial reporting
- Inspection and enforcement tools for on-street and premises-based activity
- Automated renewals, reminders and correspondence
- Secure document upload and evidence management
- Comprehensive reporting and management information
- Integration with Street Manager, parking and suspension services

Users

The service supports multiple user roles, including:

- Residents, businesses and contractors
- Licensing and back-office officers
- Inspectors and enforcement officers
- Supervisors and service managers
- Finance and contract management teams

Security

- Secure, cloud-hosted service delivered via Microsoft Azure
- Role-based access control and secure user authentication
- Support for Single Sign-On (SSO) and Multi-Factor Authentication (MFA)
- Encryption of data in transit and at rest
- Full audit logging of user and system activity

Accessibility & Standards

- Designed in line with Government Digital Service (GDS) standards
- Public-facing services meet including WCAG 2.1 Level AA and above
- Responsive design supporting desktop, tablet and mobile access

Onboarding & Configuration

- Supported onboarding with authority-specific configuration
- Configuration of licence types, rules, workflows and fees
- Data migration support where required
- Testing and validation prior to go-live

Support & Service Management

- Hosting, disaster recovery and maintenance included
- Ongoing service support and configuration assistance
- Incident and service request management via agreed support channels and SLAs
- Regular service updates and enhancements