



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

sales@polarissoftware.com
+44 (0) 333 241 2205
www.polarissoftware.com

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 Parking



Liberator Parking

Service Overview

The Parking Management solution, Liberator, is a secure, web-based solution for local authorities to manage on-street and off-street parking enforcement, resident and business parking permits, and temporary parking suspensions.

The service supports the full operational lifecycle for Parking Penalty Charge Notices (PCNs), from issue through payment, challenge, appeal, escalation and debt recovery, alongside permit administration and suspension management.

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

Our 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 SaaS solution via Azure, we manage 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 and licensing solutions.

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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About the Parking Module

The solution enables authorities to manage parking enforcement and parking controls across multiple zones, locations and teams within a single platform. It supports Civil Enforcement Officers (CEOs), back-office staff, customer service teams and managers.

The service is suitable for:

- Civil parking enforcement operations
- Resident, visitor and business parking permit schemes
- Temporary parking suspensions and dispensations

Our Liberator Parking solution is made up of the following modules:

Penalty Charge Notice (PCN) Enforcement

Liberator PCN is a proven, market-leading enforcement system used extensively by London authorities. It supports enforcement under the Road Traffic Act 1994, London Local Authorities Acts (1996–2008) and the Traffic Management Act 2004, covering parking, moving traffic, bus lanes, CCTV, ANPR, Low Traffic Neighbourhoods, Low Emission Zones and other fixed penalty legislation.

The platform manages all PCN and FPN types within a single system, with distinct workflows and screens but a consistent user experience. It is highly configurable, allowing authorities to tailor enforcement zones, streets, contraventions, officers and correspondence to local requirements. Liberator has processed over 10 million PCNs to date, including around 500,000 per year for Westminster City Council.

Liberator includes integrated online payment, challenges and representations, end-to-end appeals management, correspondence handling from multiple channels, automated work allocation and full debt recovery through the courts process.

Reporting and business intelligence tools provide clear, exportable operational and financial insights. All data is securely hosted on Microsoft Azure with geo-redundancy and high availability.

Parking Permits

Liberator Permits is a fully configurable, account-based permits solution supporting resident, business, visitor, dispensation and virtual visitor voucher schemes. It processes over 1 million transactions annually and collects more than £20m per year on behalf of local authorities.

The solution enables a move away from paper permits to a secure virtual model (with physical permits available where required). Customers can self-serve online to apply, renew and manage permits, vehicles and payments, reducing back-office workload. Automated eligibility checks, address validation, vehicle lookups, emissions-based charging, pricing rules, payment plans and renewals are all supported.

The service is fully branded to the client and integrates with enforcement through real-time VRM checks, including handheld and ANPR systems, ensuring fast and accurate compliance checks on street.

Parking Suspensions

Liberator Suspensions is a complete end-to-end solution for managing parking bay suspensions, supporting both customer self-service and back-office workflows. It is used by major London authorities, including Westminster, to manage over 30,000 suspensions per year and significant associated revenues.

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Customers manage applications through an intuitive online account with automated notifications, evidence handling, payments, refunds and renewals. The system supports multiple payment methods, automated refunds and configurable business rules. Bookings are made using map-based bay selection with availability controls to prevent double booking and manage parking stress.

Suspension data is integrated in real time with enforcement systems, allowing officers to validate suspended bays by location, VRM, date and time. Comprehensive audit trails, role-based access controls, financial reporting and sign generation ensure transparency, compliance and operational efficiency.

Key Capabilities

Parking Penalty Charge Notice (PCN) Management

- End-to-end processing of Parking Penalty Charge Notices
- Support for on-street, off-street, estates and camera-enforced PCNs
- Configurable contraventions, legislation and charge levels
- Automated statutory workflows including Notice to Owner, Charge Certificate and Order for Recovery
- Full audit trail of PCN history, actions and outcomes

Mobile Enforcement

- Mobile working for Civil Enforcement Officers using handheld devices
- Issue of PCNs at the point of contravention with optional on-street printing
- Capture of photographic and observational evidence

- Real-time or end-of-day synchronisation with the back-office system

Parking Permits Management

- Management of resident, business, visitor and staff parking permits
- Support for digital and physical permit schemes
- Permit eligibility checks and address-based rules
- Permit lifecycle management including issue, renewal, amendment and cancellation
- Integration with enforcement to validate permits at the point of issue

Parking Suspensions & Dispensations

- Creation and management of temporary parking suspensions
- Support for suspensions linked to works, events, removals or emergencies
- Configurable suspension locations, dates and times
- Visibility of active suspensions to enforcement officers
- Evidence and documentation linked to suspension records

Geographic & Location Management

- Street and bay-level configuration aligned to local gazetteer data
- Enforcement zones, CPZs, beats and enforcement hours
- Mapping capability to visualise streets, bays, permits and suspensions
- Location-based rules to support accurate enforcement

Payments & Financial Processing

- Acceptance of payments via online, postal, telephone and kiosk channels

An overview of Liberator Parking



- Automated reconciliation of payments against PCNs
- Support for discounted payment periods and escalation rules

Challenges, Representations & Appeals

- Centralised management of informal challenges and formal representations
- Support for statutory parking appeal processes
- Configurable correspondence queues with response targets
- Full case history and decision recording

Correspondence & Document Management

- Automated generation of statutory notices and letters
- Configurable document batching and scheduling
- Support for in-house printing or external mailing providers
- Use of branded templates and pre-printed stationery
- Digital signature support for correspondence

Evidence Management

- Secure storage of photographic and documentary evidence
- Automatic association of evidence with PCNs, permits and suspensions
- Evidence packs generated to support appeals and legal processes

Debt Recovery & Enforcement Agents

- Escalation of unpaid PCNs to enforcement agents
- Configurable allocation of cases across multiple agents
- Tracking of recovery actions and outcomes

3rd Party Integrations

- CCTV fixed and mobile camera providers
- Payment engines
- DVLA and other key lookup services
- Debt providers
- Mapping and Digital TMO solution providers
- Print and fulfilment providers
- Custom and bespoke integrations available

Reporting & Management Information

- Standard operational and statutory parking reports
- Performance monitoring for enforcement, correspondence and income
- Management dashboards for workload and compliance oversight
- Exportable reports to support financial and service reporting

Users

The service supports multiple user roles, including:

- Civil Enforcement Officers
- Parking Services Officers
- Customer Service and Correspondence Teams
- Supervisors and Managers
- Finance and Contract Management Staff

Security

- Role-based access control
- Secure user authentication and password management
- SSL-secured access for all system users
- Full audit logging of system and user activity

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Onboarding & Configuration

- Authority-specific configuration of parking rules, contraventions and workflows
- Data migration and import of streets, permits and reference data
- Supported onboarding with configuration and testing phases

Support

- Ongoing service support and incident management
- Configuration assistance for permits, suspensions and enforcement rules
- Support delivered via agreed service channels and SLAs

