



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 Environmental Enforcement



Liberator Environmental Enforcement Fixed Penalty Notices and Environmental Regulation

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 and licensing software.

Service Scope

Liberator Environmental Enforcement supports the end-to-end management of environmental enforcement activity, from on-street issue of Fixed Penalty Notices (FPNs) through payment, challenge, escalation and closure.

The service is designed to support enforcement officers, back-office processing teams, managers and finance staff within a single, integrated 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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About the Environmental Enforcement (EE) Module

The Environmental Enforcement (EE) module enables officers to issue Fixed Penalty Notices on-street using specialist handheld devices. Offence details are verified in real time and automatically transmitted to the back office for processing and payment.

The back office provides full case management, correspondence handling, payment processing and reporting, as well as the setup and management of Public Space Protection Orders (PSPOs).

A suite of dashboards and a reporting warehouse deliver accessible management information, scheduled reports and data exports, including support for integration with clients' own business intelligence systems.

The module supports staged, evidence-based case building, allowing warnings or rectification notices to be issued before prosecution where appropriate. Case preparation, including the production of court documentation, is automated once key details are entered.

The system can be used to manage a wide range of environmental enforcement issues, including untidy gardens, insanitary conditions and fly-tipping.

Key Capabilities include:

Fixed Penalty Notice (FPN) Management

- End-to-end management of Fixed Penalty Notices from issue to closure
- Configurable offences, legislation, penalties and statutory progressions
- Automated escalation and statutory document generation
- Full audit trail of case activity and outcomes

Mobile Enforcement

- Mobile enforcement capability for Environmental and Enforcement Officers
- On-street issue of FPNs via handheld devices
- Real-time or deferred synchronisation of offence data and evidence
- Support for photographic and observational evidence capture

Case Management & Correspondence

- Integrated correspondence and appeals management
- Automated acknowledgements, responses and statutory notices
- Configurable workflows for warnings, rectification notices and prosecution
- Supervisor oversight and quality checking

Geographic & Location Management

- Street-level enforcement configuration
- Mapping and geo-location support for enforcement activity
- Location-based rules to support accurate and consistent enforcement

Payments & Financial Processing

- Online payment and appeal portal
- Automated payment processing
- Support for multiple payment channels
- Integrated refunds and financial reporting

Evidence Management

- Secure handling of photographic and documentary evidence
- Evidence automatically linked to enforcement cases
- Evidence packs available to support appeals and court proceedings

An overview of Liberator Environmental Enforcement



Reporting & Management Information

- Comprehensive reporting and management information
- Dashboards for operational oversight and performance monitoring
- Scheduled reports and data exports

Integration & Security

- Support for multiple authorities within a single system
- Role-based access control
- Integration with third-party services such as DVLA, payment providers and scanning services
- Secure cloud hosting via Microsoft Azure

Users

- Environmental and Enforcement Officers
- Back-office Processing and Correspondence Teams
- Supervisors and Managers
- Finance and Service Management Staff

Accessibility & Standards

- Fully compliant with Government Service Standards
- WCAG accessibility compliance for public-facing services
- Secure, scalable SaaS delivery

Support & Service Management

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

