

G-Cloud Service Definition

NEC Enforcement - Public Access Solution

Crown
Commercial
Service
Supplier

G-Cloud NEC Enforcement - Public Access Solution

Service Definition

This Service Definition is relevant to all UK Police Forces and Criminal Justice agencies. The service is provided by NEC Software Solutions (NEC).

The NEC Enforcement – Public Access Solution Standard G-Cloud Service is available as:

- NEC Enforcement – Public Access Solution Software as a Service (SaaS).
- NEC Enforcement – Public Access Solution Private Cloud (an on-premise, or separately procured, private cloud).

Overview of G-Cloud Service

The NEC Public Access Solution (PAS) is an efficient self-service internet solution, available 24x7 that enables citizens to safely and securely view information relating to their Traffic Offence that has been processed by the National PentiP solution.

PAS enables an authority to reduce the cost and time taken to process offences along with reducing the amount of time spent answering phone calls and questions frequently asked by members of the public. This provides the opportunity for staff to be deployed elsewhere in the operation, adding more value to activities taking place within the Central Ticket Office / Safety Camera Partnership. All of which contributes to improving public safety.

PAS can also support the delivery of targeted educational and informational messages to the public which in turn aim to reduce casualties on the UK roads. PAS therefore not only enables a cost effective process but offers a tool for educating offenders on why they were issued with the offence through clear, easily accessible evidence and transitioning a frustrated offender who is prosecuted, into one who understands the negative impact of their driving behaviour.

PAS obtains the camera offence information from PentiP and collects photographic images from the Imaging / authority Adjudication System.

This information is uploaded to your PAS website nightly, in advance of the offender receiving their NIP/172, containing PAS login details.

The PAS website can be configured to include both static and dynamic content to support individual authorities' varying requirements. Broadly speaking, most authorities display a selection of the following pages:

- Start here
- Photographs
- Site maps, site details, signage information
- Email notifications
- Calibration certificates
- Education and campaign messaging
- Process FAQs for the offender
- Notice Events
- Upload offence video
- Correspondence function
- Mobile and tablet capability.



Figure 1: Example Home Screen, Photographic Evidence, Offence Location Map and Picture

Public Benefits of PAS

- Provides easy accessibility for the public 24 hours a day.
- Gives offenders the ability to look at information relating to their offence in their own time.
- Empowers the citizen to make their choice based on the evidence provided, resulting in fewer court hearings.
- Provides a hard hitting, anti-speeding and additional safety related message to a targeted, segmented and filtered audience of offenders.
- Improves public service by offering open communication with the public about their own personal offending circumstances resulting in effective, efficient and timelier justice.
- Allows authorities to change driver behaviour through authority led campaigns that reach the most relevant audiences.

Benefits of PAS

- Allows staff to concentrate on added value services and is proven to reduce correspondence and phone calls to the Central Ticket Office (CTO).
- Offers an improved work environment within the CTO through reduced workload and ability to focus on value adding tasks.
- Provides audited information for reference and evidence.
- Is low maintenance automated system, requiring minimal local IT resources.
- Provides a proven solution already delivering benefits for other authorities.
- Complies with ACPO guidance and assists transparency.

Online Nominations and Admissions Modules (OLN/OLA)

This module enables recipients of an NIP/172 to nominate another driver, owner or hirer online, or to admit to being the driver at the time of an alleged offence. It includes user verification using rules based scoring and matching.

The key benefits of OLN/OLA include:

- Significant Cashable Savings - no need to manually enter information.
- Increased CTO Efficiency - staff can complete more added value tasks.
- Reduced Correspondence - all online, no paper.
- Improves Public Confidence - police providing a better service.
- Improves the time taken to identify the driver.
- Improved data quality - written information can be misread, reduces mis-keying of data. Address information is validated against a trusted source data set.

Email Module

This module enables recipients of an NIP/172 to provide their email details and opt for future correspondence to be sent to them via this mechanism.

The key features include:

- Email address validation
- Sending out of reminders via email
- Following admission, sending out of conditional offers via email.

Options packages

No optional services. All included in standard service.

Service Management

NEC Service Management will be delivered by the Client Services Management (CSM) Team. The CSM Team will be responsible for the ongoing relationship and, where necessary or applicable, will provide assistance with reporting, incident escalation and continual service improvement. The CSM Team will manage processes such as Incident, Problem and Change Management.

Data Restoration and Service Migration

Where your data is lost or damaged due to the actions of Authorised Users or a third party (other than NEC) data restoration services can be provided by means of restoring to the latest back-up of such authority data maintained by NEC in accordance with the back-up policy set out above. Such services will be charged on a day rate basis using the NEC Rate Card.

Where an authority, rather than off-boarding, wants to migrate the data contained within NEC Public Access SaaS to another service being provided by a third party or wishes to migrate data contained within an existing service into NEC Public Access SaaS, then service migration services can be provided. To provide these services, we will undertake a scoping study which will be charged in accordance with the NEC rate card. Any recommendations following the scoping study will be priced on a fixed price basis utilising the NEC Rate Card.

Ordering and Invoice Process

If you wish to order these services, a G-Cloud Order Form will need to be completed and signed by both parties.

Request a Demonstration

We will be pleased to demonstrate NEC Public Access SaaS to you. Please email frameworks@necsws.com to request a demonstration.

A promotional graphic for NEC Software Solutions. It features a woman with dark curly hair, wearing a blue and green sleeveless top, looking down at a smartphone. The background is a solid orange color. In the top left corner, there are three icons (email, globe, and Twitter) followed by the text: frameworks@necsws.com, necsws.com, and @nec_sws. In the top right corner, the NEC logo is displayed. In the bottom left corner, there is a section titled 'About NEC Software Solutions' with a paragraph of text. In the bottom right corner, there is a paragraph of text providing the company's address and phone number.

✉ frameworks@necsws.com

🌐 necsws.com

🐦 @nec_sws

About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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