

**RECORD OF DECISION**

**TITLE:** Public Access System (PAS)

**Ref:** PCC/D/2021/01

**EXECUTIVE SUMMARY**

West Mercia Police processes a large number of camera-related road traffic offences each year.

Large parts of these processes require manual data capture, input and administration. The opportunity exists to automate a lot of this manual work via software (PAS), which would achieve both organisational and financial efficiencies whilst being more convenient for communities.

**PROPOSAL**

It is proposed that the Police and Crime Commissioner support the implementation of the PAS system, by approving the necessary funding of £12,913 from the Road Safety Reserves, as set out below.

**APPROVAL OF  
West Mercia Police and Crime Commissioner**

I hereby approve the above proposal.

Signed



## PART 1 – NON-CONFIDENTIAL/EXEMPT FACTS AND FIGURES

### SUPPORTING REPORT

The West Mercia Road Safety Camera Ticketing Office (CTO) processes all camera related offences for the force from detection and administration from initial capture of the offence through to disposal.

The current process of managing a Notification of Intended Prosecution (NIP/172) is largely manual, paper based and transacted via Royal Mail and all system inputs being undertaken manually. Opportunities for the public to contact the CTO are restricted to post as described above, phone calls during office hours and emails.

The issues therefore are threefold:

- Document management
- Service user experience
- Efficiency and accuracy.

In the last full year of operation more than 85,000 tickets were issued, highlighting the scale of the manual processes involved currently.

Introduction of a self-service software solution provides an opportunity to overcome these issues by reducing manual scanning and post activities, provide a 24/7 public service, offender has online access to offence documents, certificates and alternative driver notification.

Following previous market analysis and procurement activity by WMP the Northgate Public Access System (PAS) was identified as the preferred solution.

PAS has also been implemented by 11 other forces including Avon and Somerset. Feedback from other forces has been positive WMP has also had the opportunity to test the system from both ends, to understand the benefit it brings to the service user in the community.

Five year costings for the system have been produced, showing significant efficiencies against staff time and administration. These efficiencies will result in more time being available for work around enforcement, and an anticipated 30% reduction in costs associated with printer consumables, postage and telephone calls.

Metrics to measure benefits on a continual basis against current baselines have been considered by WMP.

## STRATEGIC CONSIDERATIONS

This decision supports the following element(s) of the Safer West Mercia Plan

- Putting Victims and Survivors First     Building a More Secure West Mercia  
 Reforming West Mercia                       Reassuring West Mercia's Communities

The decision supports this/ these objective(s) through the following

The introduction of the PAS system will see the automation of what are currently manual processes, creating significant efficiencies. This supports the PCC's commitment to reform West Mercia Police and modernise its technology.

The efficiencies generated will support and enable more staff work on enforcement, which will by extension support the principles of building a more secure West Mercia.

The proposal delivers against the PCC's reassuring agenda by providing new online platforms for communities to engage with police more conveniently, effectively and efficiently.

## FINANCIAL COMMENTS

Funding for PAS across its lifetime will ultimately come from revenue generated by road traffic offences.

Five year costs are projected at £200,675. This figure incorporates costs in year one of £56,795, followed by recurring annual expenses in years 2-5 of £35,970 for the product licence, support and domain. The Force expects to make annual savings that will exceed the annual costs of the project in years 2 to 4. Non recurring net expenditure is estimated at £12,913 in year one which is currently unfunded. This net cost in year one can be funded from the Road Safety Reserve.

£124,000 has been set aside in the Road Safety Reserves, which will support initial implementation (including ICT prioritisation).

PAS will simultaneously deliver significant financial efficiencies however, in respect of reductions in postage costs, stationery and printer consumables. These efficiencies are anticipated to more than cover the financial cost of the software.

## TREASURER COMMENTS

Annual savings made as a result of this project will offset the annual costs from Year Two onwards. There is a small net cost in Year One of £12,913 which requires funding. This can be met from the Road Safety Reserve

**LEGAL CONSIDERATIONS**

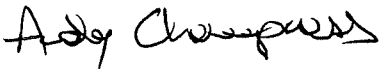
By virtue of schedule 11, paragraph 14 of the Police Reform and Social Responsibility Act 2011 the Police and Crime Commissioner may do anything which is calculated to facilitate, or is conducive or incidental to, the exercise of the functions of commissioner. That includes entering into contracts and other agreements (whether legally binding or not) and acquiring and disposing of property (including land).

## **PUBLIC ACCESS TO INFORMATION**

Information in this form is subject to the Freedom of Information Act 2000 (FOI Act) and other legislation. Part 1 of this form will be made available on the West Mercia Commissioner's website. Any facts and advice that should not be made automatically available on request are not included in Part 1 but instead in a separate Part 2 report.

## **OFFICER APPROVAL**

**Chief Executive Officer**

Signature 

Date 1<sup>st</sup> February 2021