

3SIXTY ENVIRONMENTAL: AN OVERVIEW

TACKLING ENVIRONMENTAL OFFENCES VIA THE ISSUING OF FIXED PENALTY NOTICES HAS BECOME A GROWING CONCERN FOR LOCAL AUTHORITIES ACROSS THE UK

Issue FPN

Photos (1) Notes (0) Close

Your location is :
GOLD STREET

First obs :
15:18

Offence :
R - Dog fouling

Title :
MISS

Forename :
MANDY

Surname :
WATSON

Address :

As we strive to keep our neighbourhoods greener, cleaner and safer, the number of FPNs issued by local authorities has increased.

3sixty Environmental provides the perfect solution to managing your environmental FPNs.

We offer an end-to-end FPN processing system that automatically manages the entire process from the issuing of a notice via a handheld computer (HHCs), through to the back office, progression through the relevant path and to payment, prosecution or subsequent debt recovery.

In an innovative twist, 3sixty Environmental is now available on the Samsung Galaxy series; our technology is futureproof and has been designed to work with all subsequent versions of the Galaxy. The Samsung Galaxy is lightweight, cost-effective and has dual usage as a mobile phone and notice-issuing device.

3sixty Environmental is also available as a fully managed end-to-end solution via our Business Processing Unit.

Our award-winning Business Processing Unit offers a range of FPN processing services including:

- call centre (operator-manned and IVR solutions);
- full Notice lifecycle and recovery cycle management;
- banking and reconciliation;
- incoming mail handling and scanning;
- correspondence answering;
- mail dispatch;
- reporting (suite of performance reports produced for clients).

3SIXTY ENVIRONMENTAL: FPN ISSUE

3SIXTY ENVIRONMENTAL IS THE MOST COMPREHENSIVE DEDICATED ENVIRONMENTAL ENFORCEMENT SOFTWARE AVAILABLE FOR HHCS. IT IS DESIGNED TO ISSUE FPNs IN ACCORDANCE WITH LEGISLATION AND GUIDANCE AND IS FULLY INTEGRATED WITH THE BACK-OFFICE 3SIXTY SYSTEM.

Configurable prompts and set-up

The system is fully customisable to meet your policies and requirements, even down to the prompts and offences that appear on the HHC. Enhanced drop- down lists ensure that manual entry by keystroke is kept to a minimum - thereby reducing the incidence of errors and making the issuing of an FPN faster than ever before!

Ease of use

No prior experience of using HHCs is necessary to use 3sixty Environmental. The user friendly software prompts the environmental officer through every step of issuing the notice. The software will prompt the officer for:

- offender name and address
- offender date of birth
- offender gender
- guardian name and address (if offender is underage)
- litter type and whether this is part of a school campaign

High-quality images

3sixty Environmental allows you to take high quality photos that are stamped with date, time and location for accuracy.

Crafty Clicks technology

3sixty Environmental makes use of Crafty Clicks postcode look- up technology to give you an accurate address within seconds, with 100% accuracy.*

Real-time functionality

Real-time functionality provides the following enhancements:

- Upload of FPN details, including all photos and associated evidence if required, as soon as the FPN is confirmed as having been printed.
- special messages can be added in 3sixty that are downloaded onto the HHC in real-time.

*Subject to signal availability. If signal is unavailable then manual entry is still possible.



3SIXTY ENVIRONMENTAL: BACK-OFFICE SYSTEM

3SIXTY ENVIRONMENTAL OFFERS A INTUITIVE AND POWERFUL BACK OFFICE SOLUTION FOR FPN PROCESSING. FULLY INTEGRATED WITH 3SIXTY ENVIRONMENTAL CITIZEN AND 3SIXTY ENVIRONMENTAL HANDHELD, 3SIXTY ENVIRONMENTAL DOES THE WORK SO THAT YOU DON'T HAVE TO

Configurable progression paths

The system supports the entire process of environmental enforcement by the use of progression paths, configured to adhere to the relevant legislation. The system is configured with distinct progression paths for each type of offence, to ensure that appropriate timescales are adhered to and only relevant documents are sent, as well as to enable separate reports to be prepared. However, cases on all progression paths can be processed simultaneously and share functionality. This reduces the duplication of processes for different types of offence, thereby saving time for the Council.

Minimal user input

The system is designed to follow the 'management by exception' rule. The system self-manages based on an agreed set of predefined criteria, reducing the level of back-office user intervention.

Powerful Case Search feature

The case search feature of 3sixty Environmental enables users to quickly find, process and report on any data within the system. Comprehensive and effective case search facilities (including 'wildcard



search') allow a mix and match of selection criteria. In addition to this, Case Search results can be exported as a csv file and opened in Excel.

Detailed reporting

3sixty Environmental has a range of standard reports that can be downloaded easily from a menu in 3sixty. Additional reports, bespoke to your requirements, can easily be written. All report data can be saved into Excel.

Where more comprehensive intelligence is required, the 3sixty Environmental Powercube provides a versatile and powerful module to obtain management information. 3sixty Environmental Powercube allows you to create your own report and use the data intelligently to identify trends and solve problems.

3SIXTY ENVIRONMENTAL: CITIZEN

3SIXTY ENVIRONMENTAL HAS A DEDICATED WEB PORTAL FOR THE PUBLIC - 3SIXTY CITIZEN. 3SIXTY CITIZEN ALLOWS THE PUBLIC TO INSTANTLY PAY THEIR FPN, REVIEW EVIDENCE OR CONTACT THE COUNCIL ONLINE. THE PORTAL IS TAILORED TO MATCH THE 'LOOK AND FEEL' OF THE COUNCIL'S OWN WEBSITE

Secure and easy to use

The citizen is required to enter their FPN number and postcode before proceeding, thus ensuring the security of personal details. Citizens are also not required to set up an account or register to use the portal meaning that payment can be made quickly and efficiently.

3sixty Citizen also enables members of the public to upload .pdf or .jpg (and .jpeg) files as supporting evidence. Both the number of files that can be uploaded and the maximum size per file are configurable. Any uploaded files are automatically attached to the relevant FPN.

Real time

The system enables the Citizen to communicate through the internet in real time. Because 3sixty Citizen is integrated with the back office 3sixty Environmental system, when any communication is submitted, the relevant case is updated immediately and put into the appropriate workflow queue. 3sixty Citizen will also integrate with your chosen third- party payment engine using a two-way real-time interface.

Payments are made via the 3sixty Citizen website using the payment engine and updated in the 3sixty Environmental system in real time, automatically closing the case.

Compatibility

3sixty Citizen is compatible with all popular browsers, including Internet Explorer, Firefox, Chrome, Opera and Safari. 3sixty Citizen can also be accessed via mobile devices such as smartphones and tablets!

The screenshot displays the 'FPN Details' page on the Glasgow City Council website. At the top, there is a navigation bar with the Glasgow City Council logo, a 'Contact us' link, and a 'Quick Search' input field with a magnifying glass icon. Below the navigation bar, the page title 'FPN Details' is prominently displayed. The main content area contains the following text: 'You can use this site to pay for a Fixed Penalty Notice (FPN) and to view information about the offence. Glasgow City Council will consider any representation / e-mail received however you should note that there is no automatic right of appeal against a litter Fixed Penalty Notice (FPN).'

Below this text, there are two instructions: 'Please enter the required information as printed on your Fixed Penalty Notice.' and 'Fields marked with * must be entered.' The 'FPN Details' section includes two input fields: 'Postcode *' and 'Fixed Penalty Notice (FPN) *'. A 'Search' button is located at the bottom right of the form area.

At the bottom of the page, there is a 'Council Services' section with a grid of links: Council Tax/Benefits, Roads and Parking, Registrars, Services in My Area, Bins and Recycling, Business, Parks and Leisure, My Council, Schools and Learning, Planning and Building, Social Care and Health, and More Services. The Glasgow City Council logo is also present in the bottom right corner of the page.



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