



**The majority of admissions and nominations are processed online using StarPortal in West Yorkshire. The time saved has freed up 3 full-time clerical staff to support the expansion of new road safety measures across the County.**

The West Yorkshire Casualty Prevention Partnership (WYCPP) aims to reduce deaths and serious injuries on the roads of West Yorkshire by improving driving standards through education and enforcement. This goal is achieved by installing road safety improvement measures at the worst casualty hotspots, for example, fixed speed control safety cameras, mobile safety camera patrols, and traffic signal cameras.

Until recently, the recipient of a Notice of Intended Prosecution would have to complete a paper S172 form and return it by post. This was inconvenient for the public and resulted in the laborious scanning and processing of thousands of paper forms by back-office staff.

WYCPP wanted to move with the times and give the accused motorist the option to submit an admission or nominate another driver online. To that end, WYCPP invested in StarTraq's StarPortal system.

***“Offering online admissions and nominations is a real benefit to the public; just think of all those avoided trips to a post box. From an operational point of view, we have freed up a significant amount of clerical officer time which easily outweighs the additional cost of the StarPortal module.*”**

**Paul Jeffrey**  
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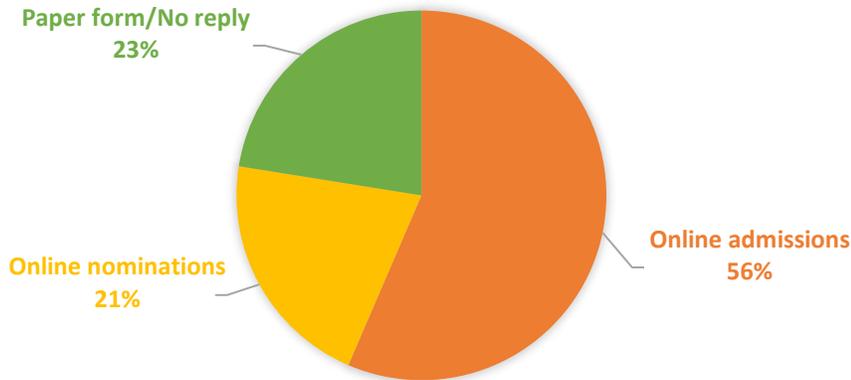


StarPortal is a 'Road User' website that gives the public an easy way to access and review their traffic incident evidence. An offender can admit the offence, nominate another driver as the offender, view related photographic evidence, inspect any related documents, and see links to road safety support sites.

Building on the efficiency savings associated with the introduction of online nominations using StarPortal, WYCPP began work with StarTraq on the development of the online admissions module, which went live in December 2021. From the outset, it was evident that it had revolutionised the speed and efficiency of processing NIPs and S172s.

## StarTraq: StarPortal Case Study

### RESPONSE AS PERCENTAGE OF TOTAL OFFENCES CAPTURED



In the 12 months to the 31<sup>st</sup> of August 2022, WYCPP processed 202,641 safety camera offences (this is the total number of offences captured). StarPortal admissions went live in December 2021, and to date, they have received an average of 9,535 admissions/month. Extrapolating that for 12 months, WYCPP expects to receive 114,423 online admissions at the current enforcement level, about 56% of all offences captured. In addition, during the same period, the number of online nominations through StarPortal was 42,675, 21% of all offences captured.

**So, in total, 77% of 'First NIPS' were responded to online. Finally, looking at online admissions vs paper admissions in isolation, it is predicted that over 75% of admissions will be completed online**

WYCPP conducted an activity analysis exercise (which included receiving, opening, sorting, and scanning) of paper admissions processing during the evaluation of StarPortal. It has been calculated that the potential clerical officer time saving achieved by adopting online admissions, at these demand levels, is 4503 hours per year or 3.13 FTE posts.

This resource can now be redirected into other processing functions and help offset the additional staffing capacity required to help realise the Partnership's commitment to a further 6 enforcement vans and 25 digital cameras over the next 3 years.

WYCPP anticipates that online admissions will increase as awareness grows about the online portal, resulting in even more potential staff savings. Below is the current wording on West Yorkshire Police's NIP.

**PLEASE NOTE THE QUICKEST AND MOST EFFICIENT WAY TO PROVIDE DRIVER DETAILS IS VIA THE ONLINE PORTAL, [www.westyorkshirepas.com](http://www.westyorkshirepas.com)**

**To summarise, the key benefits of StarPortal for WYCPP are:**

- Reduced re-keying and processing time equivalent to over 3 clerical staff.
- Improved user experience for the public and available 24/7/365.
- StarPortal is a dynamic website accessed using a PC, tablet, or smartphone.
- Online evidence review reduces telephone enquiries.
- Less paper and postage are better for the environment.

For more information, please get in touch with StarTraq at [sales@startraq.com](mailto:sales@startraq.com).