



Vehicle
Recovery
Management

Case Study



ELVIS—VR Vehicle Recovery System

ELVIS-VR helps police forces and local authorities to manage the vehicle recovery process.

Benefits

Automation of tasks and workflow to inform removal contractors and other users of the next action in the recovery process.

A comprehensive finance section enables ELVIS-VR to deal affectively with payment of statutory fees and invoices.

Interfaces for Command and Control systems allowing control room staff to populate ELVIS-VR as and when calls come in.

Hampshire Constabulary streamlines vehicle recovery with ELVIS

WPC Software is helping Hampshire Constabulary speed up the vehicle recovery process and ensure its network of garage contractors provide the best possible public service.

Hampshire Constabulary recovers some 10,000 vehicles each year which presents a major logistical and administrative challenge for the police. They include everything from stolen vehicles and cars involved in road traffic accidents to vehicles seized for having no tax or insurance.

Like all UK police forces, Hampshire has a statutory duty to recover, store and deal with such vehicles but relies on an army of garage contractors to do this on its behalf. Contracted garages are required to carry out specific actions depending on whether a vehicle is to be returned to its owner or ultimately disposed of. Hampshire therefore needed an effective solution for sharing information that also provided a full audit trail and ensured vehicles were handled correctly.

The Solution

For help Hampshire turned to WPC Software and its ELVIS-VR vehicle recovery system. ELVIS-VR provides a fully auditable, workflow management system that guides users through the correct process for different types of vehicles and share information seamlessly.

John Martin, who manages Hampshire Constabulary's in-house vehicle recovery scheme, said: "In the past all communications with garages were done either by email or word document and records were updated on an excel spreadsheet.

"This was very time consuming and labour intensive. Looking back I wonder how we managed to keep track of it all".

"We were reliant on the garages to deal with vehicles quickly and follow the correct process which didn't always happen. This resulted in vehicles being in storage for longer than necessary. The original administration relied heavily on the force having to rely upon the garages to do what they were required to do. It often felt a bit like the garage tail wagging the dog."

"Thanks to ELVIS-VR we now have a better picture of the actions taken by the garages (on behalf of the force) and we now have full control of vehicles coming in and out, and what is being charged."





WPC Software Limited

WPC Software Limited is an established provider of information technology solutions, designing and developing complex applications, as well as offering a full range of IT consultancy services.

With a focus on the public sector, our knowledge and experience of that market has allowed us to deliver services that add real value, offer strong post-sales support and, crucially, deliver on time and within budgets.

WPC's customers include over 95% of police forces in the UK as well as local authorities, government agencies, fire & rescue services and private companies.

The Benefits

ELVIS replaces the need for faxes, emails and phone calls between police and garages, making the information sharing process much quicker and more robust. Having an audit trail means that all actions are recorded within the system to ensure that vehicles have been handled correctly.

The in-built workflow within ELVIS guides users through the steps they need to take with a vehicle, which reduces the burden of relying on garage staff, saves time and ensures a consistent level of service.

ELVIS helps to ensure that a vehicle is not disposed of or returned to an owner until the correct authorisations or paperwork is in place.

"The system generates letters, for example, which are sent to the registered keepers of vehicles, informing them of the relevant notice period for making contact," added Mr Martin.

"ELVIS also reminds the garage when that period expires and prompts them to seek authorisation from us to dispose of the vehicle. This helps speed up the vehicle recovery and disposal process, and provides instant data sharing between all organisations involved."

As well as information-sharing between the police and the garage network, ELVIS allows for the automation of many other notifications, such as the HPI Crushwatch scheme, PADDs early insurance notification, automatic PNC keeper checks, interaction with the DVLA, as well as joining up with other police command and control systems.

Management information reports are available at the click of a button, and can be automatically shared with relevant parties.

"It's created a much slicker process once a vehicle is recovered and taken to a garage," said Mr Martin. "Things are more transparent now; we can see what the garage has done (or perhaps has not done).

"We previously had around 600 vehicles in the system at any one time but since using ELVIS we have halved that to about 300 because we now get vehicles through much quicker.

"If we don't deal with vehicles quickly, garages would soon become full and struggle to deal with the backlog. Speeding up the recovery process means we can have confidence that the garages will be available to us and thus we are able to ensure the roads stay open."

ELVIS also calculates the correct payments depending on the type of vehicle and recovery, and includes the correct allocation of VAT. All such fees - which are collected by contractors on behalf of the force - must be accounted for to the Police & Crime Commissioner for Hampshire.

"Nationally statutory charges for vehicle recovery levied total around £70 million annually," said Mr Martin. "In Hampshire the amount collected in statutory charges is about £1.8 million of public money a year. So it's important to make sure that garages apply the correct scale of charges; as it is the Chief Constable who is ultimately responsible for their correct application.

"We do this by looking at photographic evidence that garages are required to upload on to ELVIS, something which we were not able to do before. It allows us to validate charges and ensure they are appropriate and in accordance with the amounts prescribed by law.

"So ELVIS is much more than just a database - it's a valuable communication tool as well."

Glenn Bewes, managing director of WPC Software said: "We are proud to have helped Hampshire Constabulary and other police forces across the country streamline their vehicle recovery processes and improve the service they provide to the public

"ELVIS speeds up vehicle recovery and helps to ensure that actions are carried out quickly and swiftly, and that no vehicle is left unattended. This results in a greater level of service to the public and reduces expensive storage charges.

"Ultimately, ELVIS can help take away the administrative burden of handling vehicles and allow the police vehicle recovery department to be a proactive component in fighting vehicle-related crime."