

# Government and Justice

Civica is a trusted digital partner for more than 40 departments and agencies and their local partners. We design, build and deploy responsive digital services and workplace solutions to drive a better experience for the public and improve productivity for customers.

## Business review

During the year we expanded our activities to modernise customer engagement and reduce costs for government in response to markedly changing circumstances including Brexit. Despite the disruption brought on by COVID-19, we secured further engagements at the Home Office, Ministry of Justice, DEFRA and Ministry of Defence, and their aligned agencies.

With the digitisation of public services accelerating, the Group secured new digital partnership agreements including with [Education Scotland](#) and [UK Road Offender Education](#). We also extended existing products, such as our innovative CRaSH software for road traffic collision management, adding new capabilities including online payments. And recognising the need for systems modernisation we launched a new [Application and Platform Health Assessment](#).

Civica continued to build on our strong position in Northern Ireland. Together with new engagements for the Department of Finance and the [Department for Communities](#), we developed the global first [COVIDCare NI app](#) with the Department of Health. Our Coding for Kids work with schools was also shortlisted for the Tech for Good project of the year.

The Group's growing range of products and services are available through the UK's Digital Marketplace, under the G-Cloud and Digital Outcomes and Specialists frameworks.

iCasework is our leading AI-assisted Software as a Service (SaaS) solution for [intelligent case management](#). It is used by 130 organisations including the Home Office, HM Courts & Tribunals Service and the Commission for Equality & Human Rights. During the year we expanded sales into the Australian market including to the Government of South Australia.





As well as providing the capability to deliver our [Community Helper](#) and Track and Trace applications to support the response to COVID-19, we built on the iCasework platform to deliver Civica's next generation legal management system and new software for [Coroners](#). Almost 50 customers have already selected these innovative products.

As organisations look to become more data driven, Civica is also helping customers like the Bank of England and Ministry of Defence turn data into usable insights. We provide a broad range of services to help organisations turn data into actionable outcomes, using our trusted [data platform](#) and intelligence tools including embedded and predictive analytics. We also continued our work supporting critical infrastructure and national security.

Civica delivers democratic processes for a wide range of customers. Successful large-scale programmes included the UK's general election and the Labour Party leadership contest. With the advent of COVID-19 we enabled the switch to online and remote voting with our CESvotes platform, including the first ever [online ballot for MPs in the UK Parliament](#).

Building on our software capability we also run complementary business process services and during the year extended our work with Network Rail and secured a new contract with the Health & Safety Executive.

## Public Safety

In the **UK and Ireland** we provide software and digital solutions used by more than 100 police and emergency services. These range from automatic number plate recognition (ANPR), for which Civica is one of the delivery partners for the Home Office National ANPR Service, to digital enablement such as for the [Police Service of Northern Ireland](#).

Our fire risk management software is used by more than half of UK Fire & Rescue Services, with the latest new contract signed with Essex County.

In **the USA** Civica is established in the justice market in Ohio. Partnerships with the State of Ohio Department of Public Safety, and the Ohio Supreme Court have positioned Civica as a trusted partner in the sector. Products include next generation 911 and emergency dispatch together with Authority RedHawk which provides officers with person or vehicle checks.