

Area Panel May 2018

Briefing Paper: The Procurement of a new contract for parking enforcement on Housing land

1. Introduction

1.1 Parking enforcement is used to secure rented parking bays and garages for paying licensees and to deal with vehicles that are dangerously parked in managed parking areas.

1.2 The existing contract for parking enforcement on Housing land is due to expire on 30 November 2018

1.3 A report is being taken to the June meeting of the Housing & New Homes Committee to seek approval to undertake competitive tendering for the provision of a new parking enforcement service on Housing land.

2. Background information

2.1 The Housing Customer Service team manages 69 car parks and 98 garage sites. Licensees pay for exclusive use these facilities in return for a weekly charge. The exception to this is the 'light touch' parking scheme on the Ingram Crescent Estate which is based on the on street model, where licensees can park in any bay in a designated area rather than a specific one. Bays in these managed areas are laid out to the statutory measurements and clearly marked.

2.2 Parking enforcement is also used to deal with cases of wrongful parking. For example, where someone who is not a licensee parks in a space, where a garage owner's access is restricted or parking on unmarked areas in a managed compound e.g. on grass banks and verges.

2.3 There are 'unmanaged' parking areas on some Housing estates and these are generally in areas where there is less pressure on spaces and no on street parking restrictions. There are generally no parking restrictions in these car parks. Where demand for these spaces begins to increase, managed parking schemes are introduced to ensure local residents have the option of securing dedicated parking spaces. Managed sites are also introduced where uncontrolled parking poses a risk to the access of emergency service vehicles, for example, in restricted areas.

3. Current contract

3.1 The current contract for parking enforcement on Housing land was awarded to Ethical Parking Management and commenced on 1 December 2015. Ethical Parking Management changed their name to One Parking Solution in 2017 and it is this name that now appears on the signage relating to enforcement on Housing land.

3.2 The contract is considered a 'concessionary' contract. This means that there is no direct cost to the council for the services provide; the contractor is given permission to provide services through the award of the contract. The contractor's income, in this case, comes from the collection of all monies, fines and charges for unauthorised or illegal parking.

3.3 The Housing Revenue Account receives 13% of the charges or fines collected over a three month period, every three months.

3.4 It is a requirement of the current and any future contracts that the providers of this service have standards for staff training, complaints and customer service and not only work within the terms of the contact but also good industry practice and legislation.

4. New Contract

4.1 It is proposed that if the Housing & New Homes Committee agrees to the re-procurement of the parking enforcement contract the terms of the existing contract are revised to increase the percentage of income returned to the council. The council's Procurement team will support the retendering of this contract and advise on the revision of this term.

4.2 Under the current managed parking schemes residents are required to display a permit. This is used by the current enforcement contractor to identify vehicles that are wrongfully parked. The new contract will require prospective contractors to demonstrate their capability of moving to a 'permit-less' system that makes best use of available and developing technologies. This will lead to improved customer service and value for money by reducing the resources needed to provide and manage permits.

5. Consultation

5.1 Feedback from the four Area Housing Panels will be included in the committee report.

6. Recommendations

6.1 A new parking enforcement contract for Housing land will allow the service to secure car parking bays and garages for paying licensees. A parking service that can provide guaranteed parking spaces and an effective deterrent is more attractive to prospective licensees and will encourage rentals.

6.2 Area Panels are asked to comment on this report and to support the re-procurement of the parking enforcement contract on Housing land.

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