
Report to: Overview & Scrutiny Committee - Regeneration & Environmental Services **Date of Meeting:** 20 September 2011

Subject: Parking Service – Enforcement Contract Tendering

Report of: Director of Built Environment **Wards Affected:** All

Is this a Key Decision? No **Is it included in the Forward Plan?** No

Exempt/Confidential No

Purpose/Summary

To seek Members views on the tendering of the above contract.

Recommendation(s)

It is recommended that Members note the report and offer their views on the proposed contract

How does the decision contribute to the Council’s Corporate Objectives?

	<u>Corporate Objective</u>	<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		√	
2	Jobs and Prosperity		√	
3	Environmental Sustainability		√	
4	Health and Well-Being		√	
5	Children and Young People		√	
6	Creating Safe Communities		√	
7	Creating Inclusive Communities		√	
8	Improving the Quality of Council Services and Strengthening Local Democracy		√	

Reasons for the Recommendation:

The current tender for the enforcement operation of Parking Services terminates on 31st March 2012. Members views are sought on the proposed new contract

What will it cost and how will it be financed?

(A) Revenue Costs

There are no revenue costs as a direct result of this report. The current cost of the contract is approx £1.1m per annum. There is a budget target to make a saving of £100,000 on the new contract.

(B) Capital Costs

None

Implications:

The following implications of this proposal have been considered and where there are specific implications, these are set out below:

Legal	None
Human Resources	None
Equality	
1. No Equality Implication	<input checked="" type="checkbox"/>
2. Equality Implications identified and mitigated	<input type="checkbox"/>
3. Equality Implication identified and risk remains	<input type="checkbox"/>

Impact on Service Delivery:

The contract is vital in ensuring that efficient enforcement of parking restrictions in the Borough is carried out.

What consultations have taken place on the proposals and when?

The Head of Corporate Finance & ICT (FD973) comments that there are no costs arising as a result of this report.

Head of Corporate Legal Services (LD327/11)

Are there any other options available for consideration?

No

Implementation Date for the Decision

Immediately following the date of the meeting

Contact Officer: Dave Marrin
Tel: 0151 934 4295
Email: dave.marrin@sefton.gov.uk

Background Papers:

There are no background papers available for inspection.

1.0 Current Contract

- 1.1 The current contract for the enforcement element of the parking services operation terminates on the 31st March 2012.
- 1.2 The contract was awarded to Legion Parking Services (LPS) in 2006.
- 1.3 The contract is based on the Council purchasing a number of hours per week from LPS. The hours purchased include on-street and off-street enforcement, cash collection, manning static sites (Park & Ride), maintenance and cleansing of the parking infrastructure, provision of staff for special events and all management duties associated with the above.
- 1.4 The current contract is based on the Council purchasing 2120 hours per week from LPS. In practice this does fluctuate both due to demand and the contractors holiday / sickness levels. A significant proportion of the number of hours and consequently the cost of the contract is taken up by back office functions such as management, supervision and radio operation rather than for officers deployed on-street. Drilling down further into the contract shows that the actual hours spent on enforcement duties accounts for some 1200 hours a week.

2.0 Proposed Contract

- 2.1 In considering the structure of the new contract, the Council has employed the services of Consultants who have provided expert advice on the current industry best practice when carrying out tendering exercises. As a result of the advice given it is proposed that the new contract will be structured differently to the existing contract. This will enable the Council to introduce new improved working practices and will also give better value for money
- 2.2 The key difference in the proposed contract is that tenderers are being asked to provide an hourly cost for a Civil Enforcement Officer (CEO) deployed on-street. Separate costs will be sought for the provision of the maintenance, cleansing, cash collection and the manning of static sites. Consequently, tenderers will have to include all their management costs within the new hourly rate. It is felt that structuring the contract in this way will give significantly reduced overheads and contribute directly to the savings target.
- 2.3 None of the above will significantly change the way that the contract is managed by parking services in that the Council will still control how, when and where enforcement staff are deployed to meet the traffic management aims of the Council.
- 2.4 As part of the Pre Qualifying Questionnaire (PQQ) stage of the tender process, potential bidders are also being asked to provide evidence of additional benefits that they could bring to the contract in terms of innovation, service development and service improvement.
- 2.5 In order to give immediate service improvements and to allow for future enhancements other new elements will also be built into the new contract. These will include:

- 2.5.1 Provision of head cameras / body cameras for all staff deployed on enforcement duties. This will assist in situations where staff feel at risk or where there is the potential for a confrontation to develop. Not only will this provide a deterrent to any potential aggressors but it will also allow the Council to better deal with any complaints which are made against CEO's
- 2.5.2 Provision of GPS enable Hand Held computer terminals (HHct). The current HHct's which are used to issue Penalty Charge Notices are stand alone devices which are uploaded at the start of duty and downloaded at the end of duty. They are not capable of receiving or sending real-time information and cannot be updated once a CEO has commenced their duty.

The Council is currently investigating the introduction of a pay-by-phone system for paying for parking charges. This enables the customer, once they have registered as a user, to pay for their parking stay by mobile phone. This payment can either be for the initial parking period or to pay for additional "top-up" parking periods. The details of the car registration number and payment made are then sent out to the CEO's. In order for this system to work, it is necessary to be able to relay this information in real-time to the CEO's whilst out on duty. Hence the need for the new HHct's.

3.0 The Way Forward

- 3.1 The tendering exercise has begun and is currently at the Pre Qualifying Questionnaire stage.
- 3.2 The results of this stage of the process will be reported to Cabinet Member at the end of September with a view to seeking permission to invite the shortlisted bidders to submit a tender for the service.
- 3.3 The contract will be awarded on the 3rd January 2012 with the successful bidder commencing operation on the 1st April 2012
- 3.4 Officers would welcome Members views on any specific additional items that they would like to see included in the contract.