

Report to: Lead Cabinet Member for Transport and Environment
Date of meeting: 18 July 2017
By: Director of Communities, Economy and Transport
Title: Parking Services Commissioning Review
Purpose: To consider the options for managing and enforcing parking controls in East Sussex.

RECOMMENDATIONS: The Lead Member is recommended to:

- (1) Note the Commissioning work on the need for undertaking the Parking Service, and**
 - (2) To approve the commencement of procurement work on the contracting out of the parking enforcement service.**
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1. Background information

1.1 East Sussex County Council (ESCC) has adopted and operated Civil Parking Enforcement (CPE) since May 1999.

1.2 The County Council, as the highway authority, is responsible for all on-street parking enforcement in the areas covered by CPE. The areas covered by CPE are Lewes district, Eastbourne borough and Hastings borough. The two Borough councils have retained control of their off street car parks.

1.3 ESCC has an agency agreement with Lewes District Council (LDC) to undertake on their behalf the management of parking controls within their off-street car parks. LDC receives the income from parking charges and parking fines. ESCC receives a management fee for the delivery of this service to LDC.

1.4 ESCC has contracted out parking enforcement and most recently engaged with NSL to deliver the service. The current contract started in 2011 and provides a service across the boroughs of Eastbourne and Hastings and the towns and villages of Lewes district. This contract is due to expire in June 2018 and a decision is now required on whether to continue outsourcing the parking enforcement service, due to the time scales that are necessary to procure a new contract.

2. Supporting information

2.1 A review has been undertaken to ensure there is a clear understanding of need as a precursor to re-tendering the service. This review also looked at the performance of the service and how the future service should be commissioned. The detail of the review and recommendations can be found in Appendix 1.

2.2 The review found that:

2.2.1.1 The delivery of CPE plays an instrumental role in assisting the achievement of the Local Travel Plan (LTP3) objectives.

2.2.1.2 There is a legal duty for ESCC to continue to operate CPE as there are no legislative procedures that enable the authority to relinquish its CPE powers and duties.

2.2.1.3 It should be stressed that the County Council cannot outsource its duty to determine the outcome of formal Representations and Appeals against the issue of Penalty Charge Notices (parking fines).

2.2.1.4 The performance and effectiveness of the operation has been assessed through benchmarking key performance with other parking schemes which shows ESCC to be performing well.

2.2.1.5 It is considered most efficient and cost effective to manage the on-street parking enforcement in East Sussex as one operation rather than having a number of agency operations which would introduce duplication of work and reduced flexibility.

2.2.1.6 The two main options for commissioning the service are to operate an in-house parking enforcement service or to continue to outsource the service to an appropriate contractor.

2.2.1.7 Whilst the council has an experienced team delivering a number of key back office functions as well as monitoring and managing the contract, it does not have the direct experience of delivering front line on-street enforcement.

2.2.1.8 To demonstrate continuous improvement it is suggested that future KPIs should not be restricted to the outsourced area of the service. It is just as important to measure the performance of the in house back office team using more meaningful performance indicators.

3. Conclusion and Reasons for Recommendation

3.1 The review has demonstrated the continued need for the parking service, both in its support of meeting the LTP3 objectives as well as the legal duty for ESCC to continue to operate CPE.

3.2 ESCC, by outsourcing, is currently delivering a good quality and effective parking service. It is recommended that the parking enforcement contract should continue to be outsourced and that work is to commence on the required procurement process immediately.

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LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None