

 Employment Committee 13 March 2014		Agenda Item No. 5
Title	Off Street Car Parking Service	
For further information about this report please contact	Rob Hoof	
Wards of the District directly affected	All	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No	
Date and meeting when issue was last considered and relevant minute number	Executive Meeting 12 th February 2014	
Background Papers		

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	Yes
Included within the Forward Plan? (If yes include reference number)	Yes
Equality and Sustainability Impact Assessment Undertaken	No
Not applicable to this report.	

Officer/Councillor Approval		
Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive	5 th March 2014	Bill Hunt
Head of Service	5 th March 2014	Rob Hoof
CMT		
Section 151 Officer	5 th March 2014	Mike Snow
Monitoring Officer	5 th March 2014	Andrew Jones
Finance	5 th March 2014	Mike Snow
Portfolio Holder(s)	5 th March 2014	David Shilton
Consultation & Community Engagement		
NA		
Final Decision	Yes	
Suggested next steps (if not final decision please set out below)		
NA		

1. **SUMMARY**

- 1.1 Warwickshire County Council (WCC) has taken the decision to let a tender for the provision of on-street parking enforcement, and the associated parking appeals function.
- 1.2 Following a decision by Warwick District Council's Executive to retain the off-street parking function, the council needs to recruit staff to provide this service.

2. **RECOMMENDATION**

- 2.1 That Members agree for the following posts to be added to the Council's establishment:

Car Parks Team Leader x 1

Car Parks Supervisor x 1

Car Parks Notice Processing Officer x 1

Car Parks Civil Enforcement Officer x 7

- 2.2 That Members agree to beginning the recruitment process now although these new roles will not commence until 1st November 2014.
- 2.3 Members agree that the existing Parking Services team consisting of; Parking Services Manager x 1, Notice Processing Manager x 1, Parking Enforcement Team Manager x 1, Parking Enforcement Supervisors x 3, Technical Clerks x 2, Notice Processing Officer x 3, Civil Enforcement Officers x 20, be deleted from the establishment list from 31st October 2014, as they will TUPE across to the new provider for on street enforcement.

3. **REASONS FOR THE RECOMMENDATION**

- 3.1 The Executive have decided not to include off street car parking in the tender currently being let by WCC for on street enforcement.
- 3.2 As TUPE applies to all the Parking Services team, they will transfer to either a contractor or WCC from the 1st November 2014, (except 2.5 FTE who are associated with the pay on exit car parks). No staff will be put at risk and no redundancies are anticipated. The Council needs to recruit staff to deliver the off-street car parking service.
- 3.3 To ensure income of approximately £2.5 million associated with the off-street car parking service is received by the council.
- 3.4 To recruit the new car parks team now will give an opportunity to the existing parking team to apply for the new positions. It is anticipated that this will help give stability to part of the team until the transfer takes place.

4. **POLICY FRAMEWORK**

- 4.1 **Policy Framework** - the decision to continue to operate our own off-street enforcement is not in conflict with our policy framework.

4.2 **Fit for the Future** - operating our own off-street enforcement in our own off-street car parks is in line with making Warwick District a great place to live, work and visit.

5. **BUDGETARY FRAMEWORK**

5.1 Based on Warwick District Council (WDC) operating our own off street enforcement it is expected that the expenditure of running the off street service from November 2014 will be £2,176k for a full year. The current cost of providing off-street enforcement is currently £2,140k.

5.2 The expenditure budget will require an additional £36k to deliver a car parks service as described. There is also a loss of a £159k of income, which is the current recharge to WCC, which will cease on the 31st October 2014. Work is ongoing to establish how this can be reduced and how it will impact on the Medium Term Financial Strategy.

5.3 These posts have been through HAY and the following is a detailed breakdown of the new posts and costs:-

Car Parks Team Leader x 1, total salary including on-cost = £31,009
This role will manage the day to day operation of the car park service and manage the business support function, supporting the delivery of a range of waste collection and street scene services. The team leader's role is a very important in helping to develop the car parks team to be highly efficient service ensuring that the team set the standard for customer service and that enforcement is seen to be carried out in a fair and courteous manner. Producing accurate financial information for the service in a timely manner and providing daily support to a team of 15.

Car Parks Supervisor x 1, total salary including on-cost = £26,941 + 1% single status enhancement £1,302
This role will supervise and lead the team of 10 car park staff ensuring that they are supported in their role, proficient in the maintenance of the pay and display systems, pay on exit systems and parking management systems ensuring that this equipment operates to its maximum potential. They will be responsible for compiling and monitoring of cash collection contract and provide statistical information for review by senior officers.

Car Parks Notice Processing Officer x 1, total salary including on-cost = £22,226
This role will process the penalty charge notice challenges and associated functions through to bailiff. They will determine the appropriate action following receipt of challenges from drivers' against the issue of PCN's, taking into account circumstantial and mitigating evidence to ensure fair and consistent handling of challenges. They will control the issue of permits for car park season tickets, staff and councillor passes as well as providing customer advice and assistance for technical and general enquiries by way of face to face, telephone, or correspondence.

Car Parks Civil Enforcement Officer x 7, total salary cost including on-cost = £155,941 + 1% single status enhancement £1,302
This role will provide front line customer service to the users of the car park and ensure that effective enforcement is carried out. They will ensure that the pay

and display machines are kept operational and support the pay on exit operations in the multi-storey car parks.

- 5.5 The current Parking Services operates from 6am until midnight 7 days a week as a result the enforcement team receive the 1% single status enhancement on their salary. The new operation will operate during the same times resulting in the entitlement of the 1% enhancement for the Car Parks Supervisor and Civil Enforcement Officers.
- 5.6 WDC and the other Districts and Boroughs in Warwickshire have agreed to investigate the options for a shared back office function. This work is ongoing and it is too early in the process to establish if there will be any financial benefit to the Council.

6. RISKS

- 6.1 There is a risk of not being able to attract sufficiently experienced staff, however it is likely that a number of existing car parking staff would prefer to stay with the council rather than transfer to an external contractor or WCC.
- 6.2 There is a risk that WCC will not have a tender in place by November 2014, however this does not prevent WDC operating the off street parking service.

7. ALTERNATIVE OPTION(S) CONSIDERED

- 7.1 Not to recruit staff to operate the off street parking service, however this has discounted due as it would create an automatic loss of £100k in lost penalty charge notice income and have a potential negative impact on the £2.2m income derived from the pay and display machines.
- 7.2 To reduce the number of posts relating to off street parking, however this has been discounted as it would impact on the quality of the service provided, and the level of income received by the council.

8. BACKGROUND

- 8.1 In early 2013 Warwickshire County Council announced that they were looking at the possibility of externalising the enforcement of on-street parking regulations.
- 8.2 Following a review of on-street parking enforcement by a WCC Member Working Group the WCC Cabinet took the decision in November 2013 to externalise the on-street parking enforcement element of the joined up service.
- 8.3 Since that time WDC has been working with WCC to establish if the tender being put together for on-street enforcement could be used to deliver the off street parking enforcement that WDC would require if a joined up service enforcement was to continue to be delivered across Warwick District.
- 8.4 WCC is about to issue the tender document to the market. Whilst the tender would allow for the possible inclusion of off-street enforcement in the future there are no specific references to the way an off-street enforcement service should be managed.

- 8.5 As a result Members have agreed that it would be a significant risk to WDC to include our off-street enforcement in the tender. Officers believed it would be far more prudent to operate our own off-street enforcement from November 2014.
- 8.6 WDC will be able to review the performance of the contractor employed to deliver the on-street service. If the quality and cost of that service is in line with what WDC is seeking there is the option at that stage to investigate if it would be appropriate to include off-street enforcement alongside on-street enforcement?