













# **About NSL & Marston Holdings**





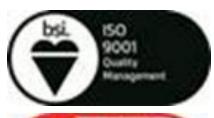
- > NSL Ltd were initially part of National Car Parks the two companies split in 2007
- > Currently contracted with 15 London Boroughs and many regional and county councils
- > Excellent contract retention rate in excess of 80%
- National footprint including Scotland and Northern Ireland
- > Acquired by Marston Holdings Ltd (MHL) in December 2016 the UK's largest judicial services company















# **Contract Implementation & Service Improvements**





#### > Contract Implementation

- Project manager appointed
- Project plan developed and communicated
- Regular implementation meetings with Council
- Consultation meetings held with all staff
- NSL induction for all staff prior to go-live

#### > Service Improvements

- Analysis of parking compliance prior to implementation
- Reduction of frontline workforce by 20%
- Introduction of Performance Manager and Compliance Supervisor roles
- Introduction of cycle deployment
- Extended core deployment hours
- Partnership working
- Creation of Strategic Partnership Board to drive continuous improvement
- Service Development Programme



# Watford Jobs for Watford People





NSL employ 24 people, including management roles, on our contract with Watford Borough Council

- > Of these, 85% live in the Borough
- > Of those currently employed, 17 transferred from the previous contractor
- > The NSL Watford workforce is represented by the following ethnicities:
- White British = 9 (**37.5**%)
- Asian British = 4 (**16.17%**)
- White European = 10 (41.67%)
- Black European = 1 (**4.17**%)



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### > Borough-wide enforcement plan encompassing the following:

- 5 walking beats
- 3 Mobile Beats (car and motor scooters)
- 1 Cycle Beat
- Late night enforcement Beat (LNE)

### > Intelligence-driven enforcement

- Flexible and dynamic enforcement plan
- Analysis of performance
- Highly responsive mobile teams

### ➤ NSL's operational expertise

- Support from other NSL operations
- Significant depth of resources



### **Vision for Watford**





#### > Removals service

- Focus on persistent evaders
- > Revitalise paid for parking within the Borough
- Upgrade of pay and display machines; cashless, networked
- Digitally enabled parking environment
- > Investing in local community
- Routine school enforcement
- Prioritised school enforcement
- Bespoke school enforcement plans
- > Multi Agency working
- Working in partnership with the Police
- Blue Badge Fraud team