



**WATFORD
BOROUGH
COUNCIL**



- 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

- *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*



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%)*



➤ **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*



➤ 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*