

\*PART A

**Report to:** Outsourced Services Scrutiny Panel  
**Date of meeting:** 24<sup>th</sup> February 2016  
**Report of:** Jane Custance  
**Title:** Content, layout and presentation of the Parking Service Annual Parking Enforcement Report 2014-15

1.0 **SUMMARY**

- 1.1 The Parking Service Annual Parking Enforcement Report provides a detailed explanation of the parking policy objectives and the key operational and financial information of the service.
- 1.2 At the Scrutiny Panel in February 2013 the issue of the apparent high level of tribunal appeals lost in relation to parking matters was raised. Page 18 and 20 of the 2014-15 Annual Report provides details and the background as to how this is managed together with comparisons against other Hertfordshire Authorities.
- 1.3 Since February 2013 when the previous scrutiny of the service was undertaken two separate audits were carried out in February 2015 by the County Council's audit team. They covered the management of the Vinci Parking Enforcement Contract and the Contract Payments of the Parking Enforcement Contract. In respect of both audits, it was determined that substantial assurance can be provided that effective controls are in operation. A small number of minor recommendations were made, which have since been implemented.
- 1.4 In December 2014, the Parking Service jointly undertook a tender process with the Council's Revenues & Benefits department to appoint bailiffs to collect our respective outstanding debts. In line with the current Parking Enforcement contract, this concerned the collection of parking debts in Watford, Three Rivers and Dacorum. The appointment of three Enforcement Agent companies; Equita Limited, Newlyn PLC and Marston Holdings (Rossendales for Revenues & Benefits collections) were appointed following interview and tender evaluation using the Rotherham Metropolitan Borough Council framework agreement. Their performance continues to be subject to sole and joint Council service review by way of regular contract meetings and the assessment of a number of weekly and monthly remittance and activity reports.
- 1.5 The Parking Enforcement contract remains in place until April 2018 and a Project Initiation Document regarding the commencement of the re-tendering process is currently being prepared. Both Three Rivers District Council and Dacorum Borough Council have been approached to indicate their intention, or otherwise, to continue the contractual partnership arrangements. Three Rivers has confirmed that they will be undertaking a form of soft market testing to determine the costs of managing their

own Parking Services but has similarly stated they do not expect this to be a viable option and will most likely seek to resume the current arrangements. Dacorum is yet to return its decision.

## 2.0 **RECOMMENDATION**

- 2.1 Members are invited to review and comment on the content, layout and presentation of the Parking Service Annual Parking Enforcement Report 2014-15.

### **Contact Officer:**

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### **Report approved by:**

Jane Custance  
Head of Regeneration and Development

## Appendix

2014/15 Parking Annual Report

## Background Papers

No papers were used in the preparation of this report

## File Reference

None