

Cabinet Meeting

Meeting Date	29 April 2015
Report Title	Extension of the Civil Parking Enforcement Contract
Cabinet Member	Cllr David Simmons
SMT Lead	Dave Thomas
Head of Service	Dave Thomas
Lead Officer	Jeff Kitson
Key Decision	Yes
Classification	Open
Forward Plan	Reference number:
Recommendations	1. That Cabinet agrees to extend the Civil Parking Enforcement Contract with APCOA Parking (UK) Limited, for a period of 24 months from 31 May 2016 to 31 May 2018.

1. Purpose of Report and Executive Summary

- 1.1 To agree an extension of the Civil Parking Enforcement Contract with APCOA Parking (UK) Limited in accordance with the contract terms for two years until 31 May 2018.

2. Background

- 2.1 On 1 July 2011 Swale Borough Council, entered into a five year contract with APCOA Parking (UK) Limited to provide Civil Parking Enforcement Services within a shared agreement with Maidstone Borough Council. The contract allows the Council to:
- Achieve good levels of driver compliance to parking regulations.
 - Provide the level of enforcement necessary to secure compliance.
 - Effectively resource the enforcement service and ensure all staff are appropriately trained and equipped.
 - Provide first line response and repair to the Councils Pay & Display units.
- 2.2 The current service contract expires on 31 May 2016. As defined under 2.2 of the contract, a provision is made to enable an extension of two years from the expiry date to 31 May 2018.
- 2.3 It is important to consider the viability of any contract extension at this point in the contract term as market tender and procurement arrangements will need to be prepared during the summer of 2015 if the contract is considered to end at the end of the 5 year term on 31 May 2016.

- 2.4 Since the start of the contract APCOA Parking (UK) Limited have consistently provided excellent services fully in accordance with the requirement of the contract specification. The supplier has also developed services in the last two years to include initiatives such as cycle patrols to improve levels of Civil Enforcement Officer visual presence and response to Pay & Display unit faults.
- 2.5 Service performance is closely monitored against key performance indicators. Performance from July 2011 to date:

<i>Swale KPI</i>	<i>target</i>	<i>Actual 2011/12</i>	<i>Actual 2012/13</i>	<i>Actual 2013/14</i>	<i>YTD 2014/15</i>
Observed contraventions	n/a	21,372	20,936	19,801	20,925
Deployed Hours	15,000	15,144	15,059	15,052	15,497
Observed contraventions per hour	n/a	1.41	1.39	1.31	1.35
CEO error rate	<1%	0.65%	0.93%	0.46%	0.52%
1st line P&D response	>90%	92.02%	88.09%	93.55%	92.41%
Coastal P&D response	>90%	88.44%	74.30%	81.74%	89.52%

3. Proposal

- 3.1 APCOA Parking (UK) Limited has indicated a desire to continue to provide services under contract and have committed to continued development of services throughout any extended contract period.
- 3.2 For agreement to continue providing services under contract for a further two years, APCOA will provide the additional benefits to the service of real time data transfer between the Civil Enforcement Officer hand held computers and Council back office systems. This development will help improve the quality of the service and customers ability to interact with the online payment and appeals system at no additional cost. The ability to transfer data in real time will also provide an opportunity to enable virtual permits and dispensations to be issued and managed in the future.
- 3.3 The services provided by APCOA have enabled the Council to commit enforcement resources across a wider area and into areas where significant parking problems have been identified. Consistency in providing civil enforcement officer deployed hours under contract has facilitated a change in driver behaviour leading to improved highway safety and traffic flow.
- 3.4 The excellent performance achieved in Pay & Display fault response times (at over 90%) has enabled the Council to maximise car park income by reducing pay unit downtime.
- 3.5 Low error rates achieved by APCOAs civil enforcement officers (at below 1%) has been achieved through good levels of officer training. Staff turnover also remains stable which has ensured that good local knowledge and experience has been retained.

- 3.6 Re-tendering the civil parking enforcement contract will disrupt the service and promote uncertainty within a stable team placing risk on current performance levels and the excellent working relationship which has been developed with the contractor. A procurement exercise would be costly in terms of officer time and as it is considered that the current contract terms offer good value for money for the Council, there would be little benefit in testing the market again at this stage.
- 3.7 A two year contract extension will therefore allow a continuation of good performance levels across both authorities and enable further development of the joint enforcement service until 2018, when the contract for service provision will be subject to an open tender.

4. Alternative Options

- 4.1 The Council could go directly to the market to re-tender the contract during 2015/16; however this may increase costs and risk current levels of performance, service delivery and operational development.

5. Consultation Undertaken or Proposed

- 5.1 As a partner authority under the enforcement contract Maidstone Borough Council have been consulted. Maidstone Borough Council has confirmed that an extension to the Civil Parking Enforcement Contract with APCOA Parking (UK) Limited for two years until 31 May 2018 is in the best interest of Maidstone Borough Council.

6. Implications

Issue	Implications
Corporate Plan	Well controlled parking helps support the general regeneration and the general wellbeing of our communities.
Financial, Resource and Property	The current cost of the contracted enforcement service is £385,078.58 per annum (linked to the CPI index) and is included within current budgets. This charge includes all costs in delivering the service and continues to provide good value.
Legal and Statutory	The current contract allows an option to extend for a maximum of two years. With a two year extension the contract must then be re-tendered for May 2018.
Crime and Disorder	None identified at this stage
Sustainability	None identified at this stage
Health and Wellbeing	None identified at this stage
Risk Management and Health and Safety	The risk level within this proposal is unchanged from the current arrangements.
Equality and Diversity	None identified at this stage

7. Appendices

7.1 None.

8. Background Papers

8.1 None.