

Extraordinary Community Committee Meeting	
Meeting Date	11 th December 2024
Report Title	Civil Parking Enforcement Contract Extension
EMT Lead	Emma Wiggins, Director of Regeneration and Neighbourhoods
Head of Service	Martyn Cassell, Head of Environment and Leisure
Lead Officer	Jeff Kitson, Parking Services Manager
Classification	Open
Recommendations	1. That Members agree to extend the Civil Parking Enforcement Contract with APCOA Parking (UK) in accordance with the contract terms for a period of three years from 1 June 2025 to 31 May 2028.

1 Purpose of Report and Executive Summary

- 1.1 To enable Officers in partnership with the legal team to extend the term in accordance with the contract for three years to enable continued civil parking enforcement and cash collection services from June 2025.

2 Background

- 2.1 On 1 June 2018 Swale Borough Council, entered into a seven year contract with APCOA Parking (UK) Limited to provide Civil Parking Enforcement Services within a joint agreement with Maidstone Borough Council. The contract facilitates:
- Good levels of driver compliance to parking regulations.
 - The levels of enforcement necessary to secure compliance.
 - Effective enforcement resources who are appropriately trained and equipped.
 - First line response and repair to the Councils Pay & Display units to decrease pay unit downtime
 - Cash collection, counting and banking services from pay and display car parks and council premises.
- 2.2 The current service contract expires on 31 May 2025; however section 2.2 of the agreement provides a provision to enable an extension of the contract of three years to 31 May 2028.
- 2.3 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 additional services including cash collection, counting and banking from pay and display car parks and council premises.

2.4 Service performance is closely monitored against key performance indicators.

Key Performance Indicator	Target	Actual 2018/19	Actual 2019/20	Actual 2020/21	Actual 2021/22	Actual 2022/23	Actual 2023/24
Observed Contraventions	n/a	20,469	19,702	16,093	23,156	19,606	20,604
Deployed Hours	15,000	15,510	15,158	15,252	14,678	14,515	15,292
Observed Contraventions per hour	n/a	1.31	1.29	1.05	1.57	1.35	1.34
CEO accuracy rate	>99%	99.66%	99.59%	99.67%	99.53%	99.07%	99.07%
1st line P&D response (<20min)	>90%	96.19%	96.85%	96.46%	96.32%	97.29%	99.41%
Coastal P&D response (<60 min)	>90%	90.33%	90.55%	96.62%	94.70%	98.54%	99.07%
P&D call outs	n/a	1,478	2,016	1,619	1,931	1,209	644
School Visits Conducted	n/a	1,067	1,083	654	1,154	1,183	1,167

2.5 Swale Borough Council’s delegated Civil Parking Enforcement powers (dealing with on-street parking) are reliant on the agency agreement with Kent County Council. The APCOA Civil Parking Enforcement Contract will therefore be varied to allow a revision in terms of deployed hours or termination should the agency agreement be varied within its two year notice period.

3 Proposals

3.1 APCOA Parking (UK) Limited has indicated a desire to continue to provide services under contract and have committed to continued investment and development of services throughout any extended contract period.

3.2 The services provided by APCOA have enabled the Council to commit enforcement resources across a wide area and into areas where significant parking problems have been identified. Consistency in providing civil enforcement officer deployed hours under this contract directly impacts on driver behaviour leading to improved highway safety and traffic flow.

3.3 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.

3.4 High accuracy rates achieved by APCOAs civil enforcement officers at over 99% 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.

3.5 A three 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 2028, when the contract for service provision will be subject to an open tender.

3.6 It is therefore recommended that Members agree to extend the Civil Parking Enforcement Contract with APCOA Parking (UK) in accordance with the contract terms for a period of three years from 1 June 2025 to 31 May 2028.

4 Alternative Options Considered and Rejected

4.1 Allow the contract to expire in May 2025 and retender services:
This contract has delivered good performance, bringing effective enforcement. Market conditions will likely increase the cost of the service provision in an open market tender. Cash collection and banking services are also open to significant risk as Civil Parking Enforcement service providers rarely offer cash collection and banking services.

4.2 Allow the contact to expire and bring service in-house:
This will require all current APCOA employees to be TUPE to Swale Borough Council and incorporated into Local Authority pension arrangements with all support equipment and vehicles purchased through open tender and activated ready to be in place by June 2025, whilst also increasing the cost of the service provision. Future service models/business case could be considered during the extension period.

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 three years until June 2028 is in the best interest of Maidstone Borough Council.

6 Implications

Issue	Implications
Corporate Plan	A well balanced parking service provides support to a range of the Council's existing Corporate Plan priorities with a focus on economic development - support for our businesses, residents and visitors, plus reducing the Council's reliance on government controlled funding sources.
Financial, Resource and Property	The current cost of the contracted enforcement service is: Civil Parking Enforcement £477,963.53 pa. Cash collection, counting and banking £34,741.85 pa. These costs are included within current budgets. These charges include all costs in delivering the services and continues to provide good value.
Legal, Statutory and Procurement	Civil Parking Enforcement legislation: Traffic Management Act 2004.

Crime and Disorder	Inappropriate parking is anti-social and can cause issues in the community. The use of our enforcement officers mean we are well positioned to report elements of crime and disorder.
Environment and Climate/Ecological Emergency	Maintaining a regular flow of moving traffic is known to reduce emissions.
Health and Wellbeing	Ensuring a clear flow of traffic helps to reduce down air pollution.
Safeguarding of Children, Young People and Vulnerable Adults	Parking enforcement helps to protect young people such as those in and around schools.
Risk Management and Health and Safety	Enforcement staff are required to regularly inspect our facilities and report risks to help protect the public.
Equality and Diversity	All members of the community of Swale have a right to expect good access to parking. We provide free parking for disabled customers and these locations are patrolled regularly to minimise inappropriate use by non-blue badge holders.
Privacy and Data Protection	None applicable.

7 Appendices

None.

8 Background Papers

None.