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| Subject: | Procurement of a new contract for parking enforcement on Housing land | | |
| Date of Meeting: | 13 June 2018 | | |
| Report of: | Larissa Reed, Executive Director Neighbourhoods, Community & Housing | | |
| Contact Officer: | Name: | Hilary Edgar | Tel: 01273 293250 |
| | Email: | Hilary.edgar@brighton-hove.gov.uk | |
| Ward(s) affected: | All | | |

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 This report seeks approval and authorisation from the Housing & New Homes Committee regarding the recommendations in section 2 of this report to undertake competitive tendering for the provision of an off street parking enforcement service to cover car parks and garage sites on Housing land.
- 1.2 Parking enforcement is used within Housing to secure rented parking bays and garages for paying licensees and to deal with vehicles that are dangerously parked in managed parking areas.
- 1.3 The existing contract for parking enforcement on Housing land is due to expire on 30 November 2018.

2. RECOMMENDATIONS

- 2.1 That Housing & New Homes Committee:
- 2.2 Grants delegated authority to the Executive Director for Neighbourhoods Communities and Housing to take all steps necessary to:
 - (i) Procure and award a contract for off street parking enforcement to cover car parks and garage sites on Housing land for a term of four years;
 - (ii) Approve an extension to the contract referred to in (i) above for a period of up to 1 year following the initial four year term, subject to satisfactory performance by the provider.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The current contract for off street car parking enforcement on Housing land was awarded to Ethical Parking Management Limited and commenced on 1 December 2015 for a term of 2 years to 30 November 2017. This contract was extended for a period of 1 year from 1 December 2017 to 30 November 2018. Ethical Parking Management later changed their name to One Parking Solution Limited and it is this name that now appears on the signage relating to parking enforcement on Housing land.
- 3.2 The contract is considered a 'concessionary' contract. This means that there is no direct cost to the council for the services provided; the contractor is given permission to provide services through the award of the contract. The contractor's income, in this case, comes from the collection of all monies, fines and charges for unauthorised or illegal parking.
- 3.3 The Housing Customer Service team manages 69 car parks and 98 garage sites. Licensees pay for exclusive use of these facilities in return for a weekly charge. The exception to this is the 'light touch' parking scheme on the Ingram Crescent Estate which is based on the on street model, where licensees can park in any bay in a designated area rather than a specific one. Bays in these managed areas are laid out to the statutory measurements and clearly marked.
- 3.4 The Housing Revenue Account receives 13% of the charges or fines collected from the current contractor, every three months. It is proposed that if the Housing & New Homes Committee agrees to the re-procurement of the parking enforcement contract consideration is given to reviewing the terms of the existing contract to increase the percentage of income returned to the council. The council's Procurement team will support the retendering of this contract and advise on the revision of this term.
- 3.5 Parking enforcement is used to deal with cases of wrongful parking. For example; where someone who is not a licensee parks in a space; where a garage owner's access is restricted by someone parking in front of the garage or there is parking on unmarked areas in a managed compound eg on grass banks and verges.
- 3.6 There are 'unmanaged' parking areas on some Housing estates and these are generally in areas where there is less pressure on spaces and no on-street parking restrictions. There are no parking restrictions in these areas. Where demand for these spaces begins to increase, managed parking schemes can be introduced to ensure local residents have the option of securing dedicated parking spaces. Managed sites are also introduced where uncontrolled parking poses a risk to the access of emergency service vehicles, for example, in restricted areas.
- 3.7 In recent years as more controlled parking zones have been introduced across the city Housing has worked with the corporate parking service to dovetail the introduction of on street parking enforcement with enforcement on Housing land. This has prevented people who choose not to pay for on street parking from parking on Housing bays and making it more difficult for local residents to park there.

- 3.8 Under the current managed parking schemes residents are required to display a permit. This is used by the current enforcement contractor to identify vehicles that are wrongfully parked. The new contract will require prospective contractors to demonstrate their capability of moving to a 'permit-less' system that makes best use of available and developing technologies. This will lead to improved customer service and value for money by reducing the resources needed to provide and manage permits.
- 3.9 A 'task and finish' group of residents and officers will be set up in July to review the visitor parking scheme and charges for car park and garages. A report on this work will come to this committee later in the year.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 No parking control. Continuation of a parking enforcement service on Housing land is considered necessary to secure parking for licensees in managed car park and garage sites. To let the contract lapse without replacement would mean there was no effective way to deal with wrongful parking, to provide access to spaces that licensees are paying for and access for emergency vehicles where uncontrolled parking makes this difficult. This in turn would encourage licensees to give up their spaces with consequential loss of income to the Housing Revenue Account.
- 4.2 Joining the corporate parking services contract which includes enforcement. The corporate contractor carries out enforcement on the public highway. The process of adding Housing land to this contract would involve consultation and the application and granting of Traffic Regulation Orders. There is significant time and costs attached to this option as there are statutory consultation processes and the type of contract used means the contractor is paid to carry out enforcement. There is also a difference between the hours of operation between the two contracts; the corporate contract specifies core times for the contractor to work while the Housing contract will specify 24 hour operation. A separate contract designed to meet the needs of Housing's licensees and service model is considered to offer better value for money and customer service as there would be no benefit either financially or for the customer in joining the corporate parking services contract.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 A summary of this report was presented to the four Area Housing Panels during May 2018. Feedback from these meetings is set out below:
- 5.2 Residents from the West Area Housing Panel were concerned that any change to a 'paperless' permit scheme would be detrimental to those residents who have caring arrangements in place where more than one car is linked to one parking bay.
- 5.3 Response: Any change to the current permit scheme would include the facility to register more than one user to a particular bay.

- 5.4 Residents from the North Area Housing Panel were concerned about misuse of visitors parking permits.
- 5.5 Response: This will be considered during the review of this scheme, as discussed in 3.9 above.
- 5.6 Residents from the East Area Housing Panel were concerned that any increase in the percentage of income that the council received from the provider would lead to an increase in the cost of the provider's charges.
- 5.7 Response: The current contract for parking enforcement sets out the maximum fine the contractor can charge and specifies that any increase in charges or fines must be agreed with the council.

6. CONCLUSION

- 6.1 A new off street parking enforcement contract for Housing land will allow the service to continue to secure car parking bays and garages for paying licensees. A parking service that can provide guaranteed parking spaces and an effective deterrent is more attractive to prospective licensees and will encourage take up of these assets. This will generate income to the Housing revenue account through increased rental of bays and income from the enforcement contract.
- 6.2 By seeking a contractor who is committed to developing their service through new technology and paperless systems there will be further benefits through the elimination of costs associated with the current permit system and better customer service to licensees who will no longer need to ensure the display of permits in their vehicles.

7. FINANCIAL & OTHER IMPLICATIONS

Financial Implications

- 7.1 The annual income to the current contractor from this contract is estimated at £47,000. The Housing Revenue Account currently receives 13% of the charges or fines collected in a quarterly payment.
- 7.2 To ensure value for money is obtained for the HRA, the procurement process will also consider whether a higher percentage of income is achievable for the HRA whilst ensuring that the fines are not prohibitive.

Finance Officer Consulted: Name Monica Brooks

Date: 04/06/18

Legal Implications

- 7.3 The value of the concession contract outlined in this report must comply with the council's Contract Standing Orders and, where applicable, EU and UK public procurement obligations.

- 7.4 The general power of management, regulation and control given to local housing authorities in section 21 (1) of the Housing Act 1985 is sufficiently wide to allow the Council to enforce parking restrictions on its housing land in the manner proposed in this report.

Lawyer Consulted:

Name Liz Woodley

Date: 15/05/18

Equalities Implications

- 7.5 Parking enforcement provides a way of securing the parking spaces of licensees some of whom rent bays for health, mobility and caring responsibilities. Without a means to enforce parking, these spaces would be at risk of being used by people without permission, with licensees then having to park further from their homes.
- 7.6 Parking enforcement can be used to deter parking on grass verges and other green areas in managed parking sites. This prevents grass being destroyed by cars being driven over it and maintains the integrity of green and planted areas.

SUPPORTING DOCUMENTATION

Appendices:

None

Documents in Members' Rooms

1. Specification for current parking enforcement contract.

Background Documents

1. Specification for current parking enforcement contract.

