

Gloucester City Council

Meeting:	Organisational Development Committee	Date:	24 November 2014
Subject:	Review of Parking Services		
Report Of:	Corporate Director of Services and Neighbourhoods		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Anthony Hodge, Head of Regeneration and Economic Development		
	Email: Anthony Hodge@gloucester.gov.uk	Tel: 39-6034	
Appendices:	1. Parking Services Retained Structure		
	2. Parking Contract Supervisor Job Description		

FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 The purpose of the report is to seek approval for the proposed structure for the retained Parking Services, for consideration and approval.

2.0 Recommendations

- 2.1 Organisational Development Committee is asked to **RESOLVE** that the proposed structure for the Parking Services, set out in Appendix 1 to the report, be agreed.

3.0 Background and Key Issues

- 3.1 As part of a Parking Service realignment the City Council has signed up to a Gloucestershire framework agreement working closely with other local authorities. The resultant reduction in back office functions have, in turn, required a review of City Council staffing provision.
- 3.2 Proposals to outsource the Parking Services team were originally presented to staff and Trades Unions on 7th May 2013 to take effect on 1st July 2013. This was the start of a period of consultation on the proposed transfer.
- 3.3 However, the decision to implement the transfer was deferred for 12 months for contractual reasons. In March 2014 it was decided that a further independent review of the service and proposed outcomes should be conducted. This review was completed in September 2014 and, as a result it was identified that staff would need to be retained by the City Council to act in a contract monitoring capacity and to ensure that both legacy cases and all new work continue to be dealt with under the Traffic Management Act 2008 and its legal, timed constrained requirements.

3.4 It is therefore proposed that 1.6 FTE posts be retained in-house to meet this obligation and to safeguard the interests of the City Council. The remaining 2.0 FTE staff will be transferred to APCOA (the parking contractor) as originally planned.

4.0 Alternative Options considered

4.1 The ability of the City Council to carry out the retained activities is a key factor in determining the operational success of the outsourced services.

4.2 As such, no alternative proposals were considered to be viable.

5.0 Reason for Recommendations

5.1 It is clear that outsourcing the parking services will result in cost-savings for the City Council. However, these may be eroded without clear oversight of the contracts and compliance issues.

6.0 Future Work and Conclusions

6.1 On approval of the proposed structure, the selection process will commence.

7.0 Financial Implications

7.1 The retention of the activities and staff identified will result in a cost of £42,462, based on the top of the scale (+ approximately 30% on costs £12,739). However, it is considered that this cost can be off-set by savings in the contract and by reducing the exposure of the City Council to additional fees and expenses.

(Financial Services have been consulted in the preparation of this report)

8.0 Legal Implications

8.1 There are no legal implications from this proposal.

(Legal Services have been consulted in the preparation of this report).

9.0 Risk & Opportunity Management Implications

9.1 The proposed structure offers the appropriate level of resource to ensure an efficient and effective Parking Services team and as such, there are no risks associated with the proposals.

10. People Impact Assessment (PIA)

10.1 A PIA has been completed with no positive or negative impacts.

11. Other Corporate Implications

Community Safety

11.1 Not Applicable

Sustainability

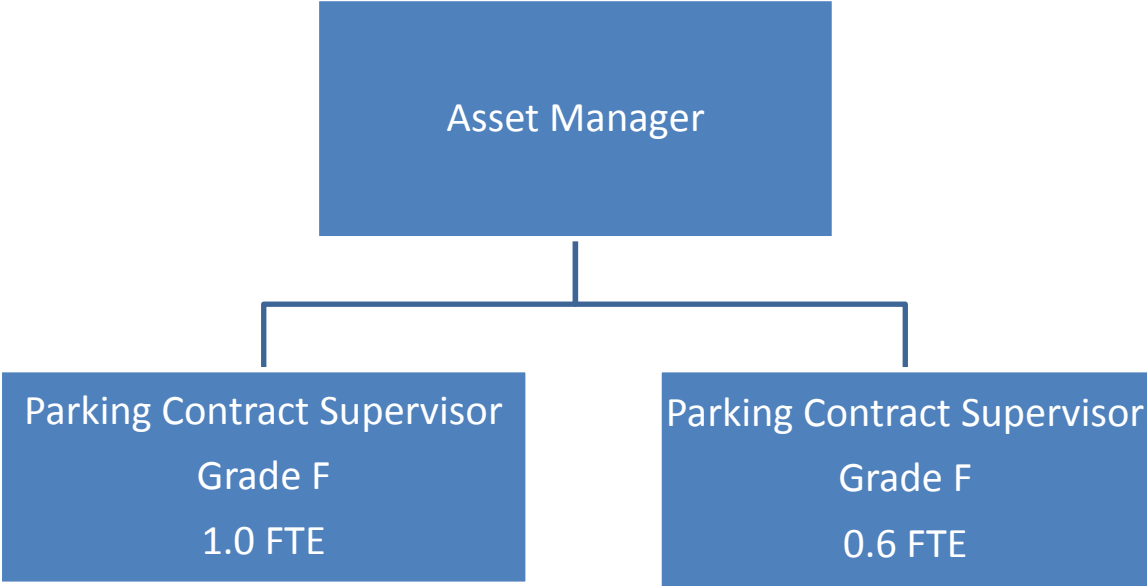
11.2 Not Applicable

Staffing and Trade Unions

11.3 All staff affected by these changes, together with the recognised Trade Unions, have been consulted throughout this process. The outcomes have been accepted although no formal comments have been received.

Background Documents: None

Appendix 1 – Parking Services Retained Structure



Appendix 2 – Parking Contract Supervisor Job Description



job description

<u>DIRECTORATE</u>	:	Resources
<u>SECTION</u>	:	Parking Services
<u>JOB TITLE</u>	:	Parking Contract Supervisor
<u>GRADE</u>	:	Grade F
<u>REPORTS TO</u>	:	Service Manager
<u>SUPERVISORY RESPONSIBILITY FOR</u>	:	None

JOB PURPOSE:

To ensure provision of an efficient parking administration service and provide NPAS court Liaison role for the enforcement of parking notices.

To support the City Council, to generate maximise the customer car parking experience and satisfaction.

Meeting its statutory and contractual duties in parking services and parking debt recovery. To consider presentations and appeals of penalty charge notices in conjunction with the Councils contractors. Approve the registration of debts at the Traffic Enforcement Centre and approve warrants to bailiffs for the collection of debts in conjunction with the Councils contractors. To monitor the performance of the City Councils Parking contractors and service providers, liaising with contractors and reporting to and assisting the Council's or Service Manager. To manage customer contacts which cannot be handled directly by the Contractor.

DUTIES AND RESPONSIBILITIES:

- Manage Gloucester City Councils Parking services to ensure maximum performance and efficiency.
- Monitor and carry out regular reviews in conjunction with Councils Parking Contracts.
- Prepare NPAS Statements and County Court Statements on behalf of the City Council.
- To represent the Council in all aspects of the National Parking Adjudication Service including the Debt Collecting Service provided by contractors.
- Develop and monitor the I.T. system for the administration of the service in conjunction with the Councils contractors.
- Deal with enquiries from the public relating to the service.

- Ensure all forms, letters and responses comply with procedures and statutory obligations as carried out by the Parking service Contractor.
- Ensure compliance with all financial and administrative procedures.
- To operate and develop the council's off street car parking business to deliver maximum benefit to the city in terms of supporting the city's economy, traffic management, revenue generation and customer experience and satisfaction.
- To develop business strategies and improvement plans for the council's off street car parking businesses, taking into account the impact of the city's regeneration programme, and to implement such plans within available budgets.
- To actively market and promote the appropriate use of the council's car parks and, more generally, promote considerate and good parking practices.
- To work, in partnership with others, to reduce crime and the fear of crime within and around the council's car parks.
- To regularly record, monitor and manage, performance data in respect of parking usage, revenues, appeal rates, debt recovery, general trends, customer satisfaction, equipment failures and issues etc. to assist in the drive to deliver the continuous improvement of the parking service.
- Ensure all work undertaken complies with the relevant enforcement policy and code of practice in accordance with Council and Statutory requirements.
- Conduct customer consultation exercises, analyse results for improvements / efficiencies in the service and for equality standard information.
- Ensure processing of personal data is undertaken within the corporate data protection guidelines.
- Carry out such other duties as required with the grading of the post.
- To be aware of the Council's core values and equal opportunities policy in employment and service delivery in own and others work.
- To substitute for the Service Manager in regards The City Council's Parking Services as and when required.
- To take responsibility for own and others work under health and safety at work.
- Undertake such other duties arising on a day-to-day basis, as are necessary for the smooth running of the Directorate and which fall within the general grading level of the post.

SIGNATURE OF SERVICE HEAD
DATE APPROVED

POSTHOLDER RECEIVED
DATE EFFECTIVE

DIRECTORATE : Resources
SECTION : Parking Services
JOB TITLE : Parking Contract Supervisor

person specification

	ESSENTIAL	DESIRABLE
Training and qualifications	<p>An appropriate qualification in business administration or at least 3 years' experience in a Parking Administration environment.</p> <p>Significant and relevant experience of parking and parking enforcement, including a thorough knowledge and understanding of current parking policies and the critical role that effective parking services play in a modern successful city.</p>	
General knowledge, skills, and experience	<p>Ability to apply parking policy with a wide and up to date knowledge and experience of Parking and Enforcement related legislation.</p> <p>Experience of using and developing I.T. systems including report writing functions.</p> <p>Ability to work to a high degree of accuracy within strict deadlines.</p> <p>Ability to work and motivate others to work as a team.</p> <p>Ability to communicate fluently, clearly and concisely both orally and in writing.</p> <p>Awareness of and responsiveness to organisational and member politics</p> <p>Experience of maintaining and developing service processes to promote continual improvement in efficiencies and customer service.</p>	