

Report for: Environment and Community Safety Scrutiny Panel – 3rd October 2019

Title: Update on Parking Related Cabinet Reports

Report authorised by : Ann Cunningham – Head of Operations: Environment and Neighbourhoods.

Lead Officer: Fred Fernandes – Parking Schemes Manager

Ward(s) affected: All

Report for Key/ N/A

Non Key Decision:

Describe the issue under consideration

The briefings below seek to advise the panel of recent and planned Parking related items to be taken to Cabinet.

Parking Management IT System (PMIS) and Civica Extension Cabinet Decision: 10th September 2019

Summary

Cabinet decision to agree to a 2 year extension of the existing Parking IT supplier (Civica) and to award a contract for the implementation of a new Parking IT system.

Background

The 2 year Civica extension is required to allow for a managed transition from our existing IT system to our new and enhanced IT system. By granting the extension this acts as a safeguard against any delay in the new system being in place and ensures the ability to undertake essential activities such as issuing Parking Permits and Penalty Charge Notices (PNC's) to illegally parked vehicles.

Other benefits include; protecting the customer service offer, maximising the PCN recovery process and managing the financial risk by not migrating data from one system to another.

Introduction of new Parking IT system

Parking Services require a new Parking Management IT System (PMIS) to underpin and be at the centre of a transformed service, which will deliver a much improved and enhanced customer experience. Additionally, the new PMIS will streamline back office processes, improving customer response times. These improvements cannot be achieved through the continued use of the Civica system.

Based on the offer received from the preferred supplier, the new IT system will offer the service in the region of £0.3m per annum savings or £3m over the initial 10-year term of the contract. There are also a further £0.348m per annum of Customer Service savings identified with the introduction of new PMIS due to the enhanced digital offer.

Whilst the option for making a paper-based permit application will remain, residents able and willing to make applications online will benefit significantly through the use of automated checks and the ability of the Council to issue the permit instantaneously.

The system automatically verifies residency online. Applicants only have to upload proof of vehicle ownership (it is not possible to check this against the DVLA record automatically) for audit and fraud prevention purposes. Permits are still issued 'virtually' immediately. This means that resident vehicle details are loaded onto the Council's approved database at the point the permit is issued. Automatic Number Plate Recognition (ANPR) technology is used to ascertain whether a vehicle is legally parked or not. There is no need for paper permits nor all the associated resources which create delays and have high associated costs.

Decision: Cabinet agreed to recommendations to award 2 year extension and award a contract for a new IT Supplier, which is planned to be operational from April 2020.

Blue Badge and Disabled Bay Operational Review

Cabinet Decision: 10th September 2019

Summary

In response to a review of current Blue Badge and Disabled Bay Operations, we sought Cabinet approval for a number of service improvements, which will make a real difference to the lives of a number of our residents. These include:

- Dedicated disabled bays
- Review of eligibility criteria for Disabled Bays
- Introduction of a formal appeals process for rejected Disabled Bay applications

Background

Disabled Bays in Haringey may be used by anyone with a Blue Badge. However, we are aware of a growing concern from disabled residents, who cannot access the bay which has been installed for them, because other Blue Badge holders are parking in it. This problem is particularly acute close to retail areas, transport links or places of interest. Therefore the Cabinet report sets out the case for Dedicated Disabled bays, installed for the sole use of the applicant.

Eligibility criteria for Disabled Bays is set by the Council but is largely based on the Blue Badge Criteria. However, it has not been reviewed for some time and evidence gathered has suggested that elements of the Disabled Bay eligibility criteria should be extended to ensure that the Council can meet the needs of a greater number of disabled people.

The criteria below have been developed having considered eligibility criteria from across all London boroughs. The applicant can consider applying if:

1. They are the owner or nominated driver of the vehicle registered to the applicant's home address.
2. No parking is available within a reasonable distance of their home or workplace.
3. They are a Blue Badge holder.
4. They meet the Disabled Blue Badge Entitlement '**without further assessment**' criteria as set out by the DfT.
5. They do not meet the criteria set out by the DfT '**without further assessment**' criteria but are unable to walk more than 20 metres (as determined by a mobility or medical assessment).

At present there is no formal appeals process for rejected disabled bay applications. The Council seeks to address this with the introduction of a formal appeals process. The appeal must be instigated within 30 days following the date of the decision. The request for this review must be in writing and asks the applicant if possible, to provide additional evidence. This will then be referred to a different mobility assessor. If the appeal is unsuccessful the applicant can reapply and be considered again, once 3 months has elapsed, allowing for a change / deterioration in condition.

Decision

Cabinet supported the recommendations to provide Dedicated Disabled Bays, expansion of eligibility criteria and introduction of formal appeals process.

Nuisance Vehicle Contract Planned for October 2019 Cabinet

Summary

Local Authorities have a statutory duty to remove Abandoned Vehicles from the public highway and any other land in the open air, such as car parks. These vehicles are sometimes in a burnt out or in a dangerous condition posing risks to other drivers and the public alike.

Notwithstanding this statutory duty, the Council considers it essential to utilise its removal powers to help manage parking and traffic across the borough, particularly as vehicles are often parked in hazardous places e.g. parked on zig zag lines. Additionally, some parked cars may be causing a nuisance and hindrance to residents e.g. occupying a disabled parking bay without having a blue badge themselves.

Background

The existing nuisance vehicle contract was awarded by Cabinet to NSL on 25th September 2014 for an initial period of three years with an option to extend for a further two years.

The existing contract was extended in November 2017 and will expire at the end of November 2019.

A contract is required in order to support the wider transformation of the Parking service, which includes the roll out of further Controlled Parking Zones. The proposed contract

includes a re-written specification and a requirement for the successful provider to deploy more removal vehicles and operate the vehicle pound for longer hours. The significant changes to the specification can be summarised as follows:

- An extra removal truck deployed throughout the day.
- Longer opening hours at the pound: 7am to 10pm Mon-Sat (but to midnight and including Sundays for event day operations) and Sundays 8am to 8pm.
- Additional vehicle storage capacity at the pound (150 vehicles) to cater for the increased expected volumes of removals.
- Quicker response times achieved through the new parking IT system.
- Provision for a 4th truck to be dedicated to events taking place at the Tottenham Hotspur Stadium.

We have undertaken an open tender and will be presenting our findings and recommendations to Cllr Chandwani and then to Cabinet in October.