

Annex 1 - High level initial assessment of delivery models

This covers a high level initial assessment for the four main areas of consideration (Compliance Management, Penalty Charge Notice System (back-office), Zero Emissions ZEZ permits and payments stem and ANPR cameras).

Compliance Management - Enforcement

1. Parking Matters carried out a research exercise on delivery models in 2021 to advise a client in southern England. During this work they spoke to a number of local authorities in southern and south-western England including urban unitary authorities and larger rural counties.

When considering the high-level options for service delivery there are broadly, three models for service delivery currently deployed across the country:

In-house: day-to-day delivery is entirely or largely delivered within the local authority by directly employed staff.

Contracted: day-to-day delivery is entirely or largely delivered by a contractor appointed by a local authority.

Third Party Agreement: whereby a third party, for example a neighbouring council (or even a Joint Venture company) is employed to carry out parking management and enforcement.

2. Parking matters ruled out third party agreements as a viable option for resourcing contracts (such as long-term concessions, private finance or creating public-private joint ventures) as they are not considered appropriate by councils or suppliers in the market.
3. That left the options of bringing the service in-house or contracting out for further consideration. Irrespective of whether the service is brought in house or contracted out, the following parts of the service must be externally sourced.

Penalty Charge Notice (PCN) Software

4. PCN software is a specialist piece of software that enables PCNs to be issued and for the PCN to be managed through its process. The market has established contractors and mature products. This software is not something that the Council could consider developing its own version. The likely development time and cost would not make this viable.

ZEZ Vehicle Checker and Payment System

5. The ZEZ vehicle checker and payment system is currently provided through Trellint. This is a specialist piece of software that lets those wishing to enter the ZEZ a chance to check the eligibility of their vehicle and then to pay the appropriate fee. It is recommended to procure this software to ensure the continue operation of the ZEZ.

ANPR Cameras

6. These cameras are specialist cameras and are required to be certified by the Vehicle Certification Authority (VCA). The Council had a contract through the ESPO Framework with Videalert for the provision of ANPR enforcement cameras. A new contract is required for Council's future Moving Traffic programme, ZEZ cameras, School Streets and replacement cameras for existing sites. It is recommended that a call off contract is considered to enable these programmes to be completed and to ensure that should an existing camera need to be replaced it can be done so without having to carry out a lengthy procurement process. The exact number of cameras needed is dependent on the programme, consultation, etc. This contract would not guarantee any yearly values but provide the process to enable the smooth operation of Moving Traffic Enforcement.