



**East Herts Council
Parking Enforcement Contract Task & Finish Group
3rd July 2017 at 7pm**

NOTES

1	Attendance
	<p>Task & Finish Group Members: Chairman: Cllr Kaye Cllrs: Devonshire, Drake, Jones, Pope, Woodward</p> <p>Apologies: Cllr Cutting</p> <p>Contact Officers: Andrew Pulham: Parking Manager</p> <p>Support: Fiona Corcoran: Scrutiny Officer</p>
2	Notes from past meetings
2.1	With regard to engagement with schools, the group discussed potential links with the anti-idling campaign and the use of signage was suggested. The group noted that the general drive nationally and locally was to declutter the highways in terms of signage.
2.2	In relation to ANPR, the group heard that the Council had considered ANPR for more general usage at its Environment Committee a number of years ago, but the proposal had been rejected. If ANPR were to be used for Parking Enforcement in future, it would be in a highly specific targeted and focussed way, rather than the more general approach that had been suggested in the past. The group agreed that, if the use of ANPR were to be proposed, it would have to be made clear exactly what the terms and restrictions would be.
2.3	The Group requested that an increase in Sunday enforcement be included in the contract, in addition to the increase in evening enforcement, recorded in the notes from the previous meetings.
2.2	The Group agreed that the hours in which CEOs should be working outside schools must be 8am – 9am and 3pm – 4pm.
3	Response to questions asked at past meetings and issues arising from the responses
	<ul style="list-style-type: none"> • The Parking Manager to provide the group with data on Shared Anti-Fraud Services (SAFS) actions

	relating to blue badge fraud
3.1	<p>There had been 5 prosecutions in 2017 (to date).</p> <ul style="list-style-type: none"> • The Parking Manager to confer on this matter with other district councils in Hertfordshire (via Herts Forum) and also other district councils nationally.
3.2	<p>Officers have contacted a number of other districts in the county and concluded that comparatively East Herts is currently doing more work proactively in terms of parking enforcement than most districts. Watford and St. Albans use a consultant to go out with Civil Enforcement Officers (CEOs) but East Herts would not wish to take this approach as the power to prosecute blue badge fraud lies solely with the County Council. The group heard that the most cost effective approach may be to continue to leave the parking fraud work to the SAFS.</p> <ul style="list-style-type: none"> • The Parking Manager to obtain some feedback from the Manchester Airports Group on their approach to parking and whether they understand the impact of their policy on local residents.
3.3	<p>Officers are looking into this and will provide a response to this at the next meeting.</p> <ul style="list-style-type: none"> • The Parking Manager to arrange for Councillors to go out with enforcement officers in Bishop's Stortford as had been agreed previously.
3.4	<p>Any Members who wish to go out with Civil Enforcement Officers in any area of the district at any time, can contact Andrew Pulham to arrange this.</p> <ul style="list-style-type: none"> • The Parking Manager to obtain a quote for the introduction of ANPR as an extra to the parking enforcement contract (rather than a core offer)
3.5	<p>It was agreed that the quote would be for this as an additional, stand-alone item in the tender documentation.</p> <ul style="list-style-type: none"> • The Parking Manager to provide statistics on the number of complaints from residents involved in disputes with neighbours requesting parking enforcement.
3.6	<p>With regard to contacting the enforcement service out of hours, it was noted that the other district councils do respond to enforcement requests, although currently East Herts does not.</p>
3.7	<p>Currently the service at East Herts is confined to officers' working hours, but a call centre service could handle calls outside these times. Some districts, such as St. Albans, have a</p>

	<p>hotline that the public can call within certain hours. In the case of St.Albans the service is provided by NSL who have a regional call centre. The group considered whether that type of service would be beneficial to East Herts and asked officers to find out more detail (eg. the level of access, times, who can call hotline – public/councillors.) The group heard that an out of hours service could be an add-on to the contract or included in the core contract. The Parking Manger agreed to find out more information about the number of calls to the call centre that were genuine and led to some action. It was noted that the resource to respond to out of hours complaints would be there if more CEOs were working in the evenings and weekends. It was noted that even an out of hours services would not be 24/7 and would not be able to respond to calls at 11pm/midnight. It was noted that the customer wants to access the service at the time that they phone up, rather than having to call back in officer hours. The group suggested that the out of hours call centre could be included as a core part of the contract.</p> <ul style="list-style-type: none"> • The Parking Manager to check if Herts Chief of Police decided if PCSOs can issue Fixed Penalty Notices (FPN).
3.8	It was noted that PCSOs can issue FPNs but only for obstruction of a road or footway.
4	Questions in advance for Mr Peter Lowe
4.1	The Group requested that Peter Lowe be provided with a list of all the issues they had identified and would also like to look at a projection of the situation in 7 years' time.
4.2	The Group agreed to contact the Parking Manager with any further questions they have in advance of the meeting on 17 th July.
5.	Other questions/discussion
5.1	<p>Members asked who the potential service providers might be and heard that it was expected that around 4 companies would be likely to tender for this contract.</p> <p>Members raised the question of what can be done to implement parking enforcement against cars registered outside the UK and it was noted that the police did not have access to other countries' databases but there were companies that would take the debt on overseas to pursue it and keep a percentage when it was received. The Parking Manager agreed to find out more information about this service and report back to the Group.</p>
6.	Actions and potential recommendations
6.1	The Parking Manger agreed to find out more information about the number of calls to the call centre that were genuine and led to some action

6.2	The out of hours call centre could be included as a core part of the contract.
6.3	The Parking Manager to obtain a quote for the introduction of ANPR as an extra to the parking enforcement contract (rather than a core offer)
6.4	The Parking Manager to obtain some feedback from the Manchester Airports Group on their approach to parking and whether they understand the impact of their policy on local residents.
6.5	The Parking Manager agreed to find out more information about this overseas debt recovery service.
6.6	The Parking Manager agreed to summarise responses from town and parish councils and bring to the meeting on 17 th August.
5	Date and time (and location) of future meeting(s) of this group
	<ul style="list-style-type: none"> • Monday 17th July 2017, 7pm – 9pm (Peter Lowe, Consultant to attend) • Thursday 17th August 2017, 7pm – 8pm (Review and comment on draft report)

The meeting concluded at 19:40