

Request:

1. How many Penalty Charge Notices (PCNs) did you issue in the calendar year 2022?
2. Who is responsible for the parking services management? (Name, job title)
3. Do you outsource your current parking services management?
4. If you DO outsource:
 - a) What is the total size of the contract in terms of costs paid? (If this is broken down into smaller parts of the contract, please provide details)
 - b) What contract type do you currently have? Management (i.e. site is owned by you but managed by a third-party) or Concession (site is owned and managed by third-party)
 - c) Do you have separate contracts for off-street vs on-street parking? Or are they bundled into one contract?
 - d) What services are required as part of the contract? (e.g. wardens/revenue collection, security staff, backend services)
 - e) Is there future potential for capacity increase or the addition of further services?
 - f) Who is your current parking provider?
 - g) Which other providers have you used in the last 20 years, if any? (Please provide details of recent contracts and providers, with dates)
 - h) When did your current contract start? When does the contract end? Is there an extension period, and if so how long is it?
 - i) When going out to tender, do you use a framework or is it an open tender?
 - j) Do you usually engage with the market before the tender? If so, how?
5. If you DO NOT outsource:
 - a) Would you consider outsourcing the parking asset management to an
 - b) external provider in the future?
 - c) If so, under which conditions?

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Response:

1. 26,606 penalty charge notices for parking contraventions and 3,661 penalty charge notices for bus lane contraventions.
2. Garry Hoyle, Parking & Regulation Manager
3. The Council outsourced a number of its central “technical” services to Capita under a long-term contract that commenced on 01 November 2012. The arrangement will last until end of October 2027. The parking services management function is undertaken by the Parking Control team, which is one of the services provided to the Council by Capita.
4.
 - a) Information not held as this service is part of the larger Strategic Partnership with Capita. Individual services are not contracted or costed separately. Therefore, it is not possible to provide the specific costs relating to Parking Services.
 - b) See response to 3 and 4a above.
 - c) One contract for the Strategic Partnership with Capita that includes parking services within it.
 - d) Services include Engineering, Property and Consumer Protection.

More specifically in relation to parking the specification notes:

- Managing the car parking service, including the development and implementation of parking management initiatives to regulate the use of vehicles in the busiest and most congested areas across the borough.
- Enforce waiting and loading restrictions, car park regulations, bus lanes and associated notice processing under Civil Parking Enforcement authorised under the Traffic Management Act 2004
- Cash collection and counting from Pay and Display machines.
- Management of public on-street and off-street parking facilities and monitoring of current pay and display facilities in the borough.

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- e) There is scope to add additional complimentary services which do not alter the material substance of the contract.
- f) Capita, See response to question 3
- g) None other than the contract outlined in question 3
- h) See response to question 3
- i) In preparation of the long-term Contract, advised in the response to question 3, expiring, the Authority will make an informed decision based on historical spend analysis and taking into consideration what the current UK regime rules are at that time and the availability of procurement routes which may include the use of Frameworks or an open tendering exercise.
- j) In preparation of the long-term Contract, advised in the response to question 3, expiring, the Authority will make an informed decision based on historical spend analysis on whether it is feasible to engage with the market prior to issuing any procurement opportunity. Market Consultation could be either face to face, via a survey or online. Market consultation is advertised via the Authority's electronic tendering portal which is a national tendering portal (currently <https://procontract.due-north.com/Opportunities/Index?p=1c9e782c-541e-e611-8114-000c29c9ba21&v=1>) and on the Authority's website (<https://my.northtyneside.gov.uk/category/198/procurement-tenders-and-opportunities>)

5. N/A

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