



Divisional Director
Democratic & Legal
Services
Helen Sidwell

**Resources Directorate
Complaints, Members Enquiries
& Public Access to Information**

Martin Gibbs
Head of Complaints,
Members Enquiries &
Public Access to
Information

Mr. Steven Malyj
request-49161-b380b53b@whatdotheyknow.com

Ask for: Information
Governance

Complaints, Members Enquiries &
Freedom of Information
Newham Dockside
1000 Dockside Road
London
E16 2QU
Tel: 020 33737912
Fax: 020 8430 1504
Email:
information.governance@newham.gov.uk
Web: www.newham.gov.uk

Our ref: FOI/E7523

Date: 09/11/10

Dear Mr. Malyj,

Freedom of Information Act 2000
Request for Information: Information supplied
Please quote our reference: E7523
Subject: Street Enforcement

We write with regard to your request for information held by the Council under the provisions of the Freedom of Information Act 2000.

We trust that the information provided is satisfactory. You are free to use the information for your personal use only. Any other type of re-use, for example, publishing the information or issuing copies to the public will require permission of the copyright owner. If the Council is the copyright owner, a licence can be applied for under the Re-use of Public Sector Information Regulations 2005.

For future reference we publish information on our website, including the Freedom of Information Publication Scheme and summary of Freedom of Information requests and responses that may be of help to you in searching for information. Our website is mentioned above.

It is important to note that under the Privacy and Electronic Communications (EC Directive) Regulations 2003 the Council asks not to receive unsolicited marketing communication.

Request:

1. Firstly, I would like to know which, if any, process in the enforcement of on and off -street parking restrictions are outsourced. Specifically I would like to know:

- a). Whether the following processes are managed in-house or outsourced e.g.
 - o On street enforcement

- o Off street enforcement
- o Notice Processing
- o Debt collection
- o Debt recovery e.g. via bailiffs
- o Printing & Fulfilment
- o Technology Provision
- o Other with description

b). The number of Full Time Equivalent employed on the process whether directly or via your outsource provider.

c). The number of Heads employed on the process whether directly or via your outsource provider.

d). If the process is outsourced:

- o Who the process is outsourced to;
- o What the outsource provider does;
- o The value of the contract; Including the annual value of the contract;
- o The duration of the contract; and
- o The expiry date of the contract.

2. Secondly, I would like to know what technology is used in the enforcement of parking restrictions. This will include the methods by which violations of the restrictions are recorded (i.e. hand held terminals, written tickets, cctv image) and any back office parking restriction enforcement related systems.

Response:

1.

Mouchel Ltd

a). Outsourced

- b). On/off street enforcement (full-time staff – 68)
 CCTV enforcement (full-time staff – 33)
 Technology provision (full-time staff – unknown)
 Document management (full-time staff – unknown)

c). None.

d). Contract duration 10 years.

The contract will expire on the July 2019.

Valued at approx: £40 m.

The outsource provider duties:

- enforcement of on-street parking
- enforcement via CCTV camera of bus lane, moving traffic and parking contraventions
- provide and support parking and traffic hardware and software
- scanning and indexing all incoming correspondence and processing/banking postal payments

Marston Group Ltd, Whyte & Co, Equita Ltd and Newlyn plc

a). Outsourced

- b). Debt collection and recovery (full-time staff – unknown)

c). Unknown.

d). The contract will expire on the August 2011.

Contract duration – 3 years.

The outsource provider duties:

- warrant enforcement and collection

Please note that the following processes are managed in-house:

- notice processing
- printing
- infrastructure

2. The following technology is used in the parking and traffic enforcement process:

- Handheld computers (Honeywell Dolphin 9900) running ICPS (Mouchel Ltd).
- Mobile printers (Seiko DPU-S445).
- Digital cameras (Samsung S760).
- Handwritten penalty charge notices (if handheld computer fails).
- Fixed CCTV cameras recording to video.
- SMART cars equipped with video recorders.
- Vehicles equipped with mini DV camcorders.

The following parking and traffic enforcement related systems are used in the back office:

- ICPS (Mouchel Ltd) – notice processing (new).
- Cinergic (WPS UK Ltd) – notice processing (old).
- ParkMap (Buchanan Computing) – map-based inventory of parking and traffic restrictions.

If you require any further information or are not happy with our response please do not hesitate to contact a member of our team on (020) 8430 3737 or email us at information.governance@newham.gov.uk.

Yours Sincerely,

**Resources Directorate
Complaints, Members Enquiries
& Public Access to Information**

Newham Council