

E&T BVR Stage 3 Report

Appendix 1: Increasing Parking enforcement productivity and effectiveness

PARKING PRODUCTIVITY AND EFFECTIVENESS

IMPROVEMENT PLAN FOR RECOMMENDED OPTION (OPTION B – IN PARALLEL WITH OPTION F)

Option B in parallel with Option F comprises the retention of the Parking Service in-house until April 2006 subject to delivering demonstrable and sustainable productivity improvements but undertaking preparatory work to avoid delay in subsequent letting of contract should this prove to be necessary

Improvement tasks comprise:-

- 1 Demonstrate sustainable improvements in productivity
- 2 Manage and motivate parking service employees to deliver sustainable improvements
- 3 Undertake preparatory work to avoid delay in letting of contract should this be necessary
- 4 Facilitate preparation of an in-house tender should this be necessary

Improvement Task	Sub tasks detail	Critical Success Factor	Resources (credit/debit)	Deadline/ Timescale	Constraints Impact of External Factors	Link to Vision Targets	Performance Indicator
1 Demonstrate sustainable improvements in productivity through rigorous performance management regime	Establish performance management regime based on approved service standards, BPA Model Contract KPI and National Benchmarking Scheme	Performance meets all key targets for three consecutive months	No financial implications	End September 2005	N/A	Reduce number of illegally parked vehicles per km of restricted street to 1.00 by 2005-06	To be determined based on service standards, BPA Model Contract and National Benchmarking Scheme
	Report performance with commentary fortnightly	Reports are submitted on time and meet HOS	No financial implications	End April 2005	N/A	Reduce parking service sickness absence to 13 days by 2005-06	

		requirements				Achieve best quartile performance by 2005-06 for proportion of PCN overturned on appeal or not contested by Council	
2 Manage and motivate parking service employees to deliver sustainable improvements	Provide regular briefing for all employees including performance	All employees understand what is required of them	No financial implications	End April 2005	N/A	As for item 1	As for item 1
	Engage employees in programme for improvement	All employees actively improvement programme	No financial implications	End April 2005	N/A		
	Maintain pressure for continuing improvements in sickness absence	Sickness absence targets met for 3 consecutive months	No financial implications	End September 2005	LBC Human resource management procedures		
3 Undertake preparatory work to avoid delay in letting of contract should this be necessary	Obtain full details of BPA Model Contract Document	Model Contract obtained and relevant	Cost of BPA Contract £500	End April 2005	N/A	As for Item 1	As for item 1
	Confirm Service Specification	Service Specification confirmed	No financial implications	End April 2005	N/A		
	Draft Contract Documentation	Contract documentation prepared	Some support to Parking Services Manager may	End November 2005	Extent of internal and external support		

			be required say £15,000				
4 Facilitate preparation of an in house tender should this be necessary	Secure resources for in house bid leadership and support utilising Parking Operations Manager Post	Appropriate resource in place	Cost of resource could be £30,000 pa	End November 2005	Availability of required resource	As for Item 1	As for item 1

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