

EAST RENFREWSHIRE COUNCILCABINET23 March 2017Report by Director of EnvironmentCOLLABORATION AGREEMENT WITH GLASGOW CITY COUNCIL FOR PARKING  
PENALTY CHARGE NOTICE PROCESSING**PURPOSE OF REPORT**

1. The purpose of this report is to seek Cabinet's approval to enter in to a public-public collaboration agreement with Glasgow City Council for parking penalty charge notice processing.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:
- (a) Agrees that East Renfrewshire Council enter into a public-public collaborative agreement with Glasgow City Council for penalty charge notice processing; and
  - (b) Delegates the finalisation and signing of that agreement to the Director Of Environment in consultation with the Chief Officer Legal - Procurement

**BACKGROUND**

3. On 5<sup>th</sup> April 2012 the Cabinet agreed that Glasgow City Council provide back office support services for penalty charge notice processing when the Council became the Parking Authority in April 2013 and decriminalised parking enforcement (DPE) was introduced. A contract was then entered into with Glasgow City Council for a 3 year period.

4. On 28<sup>th</sup> January 2016 the Cabinet extended for one year the existing contract with Glasgow City Council as the preferred supplier of these services to East Renfrewshire Council. A decision now requires to be made as to how the Council procures this service for the future.

**REPORT**

5. The Scottish Government and Audit Scotland, supported by the Improvement Service, are actively encouraging collaboration between public bodies for a range of service provision. The partnership between the two Councils has been very successful, as can be demonstrated using KPI's and regular monitoring meetings between both parties. The current back office support could be provided under a public-public collaborative agreement between the two Councils rather than undertaking a procurement exercise on the open market.

6. Glasgow City Council has indicated that it can provide this support within their current resources. This project is supported by the Clyde Valley Roads Alliance (an officer group comprising representatives of all 8 Clyde Valley Councils) and it is likely that other partners may also wish to enter into such collaboration.

7. The collaborative agreement will, in summary provide the following benefits to East Renfrewshire Council:

- Customer contact centre;
- Notice processing;
- Informal representations, formal appeals, adjudication appeals;
- Correspondence & mail dispatch;
- Support debt recovery cycle;
- Reconciliation & banking;
- Surcharge for credit cards (if required);
- Telephony;
- Security design (data protection, data privacy & other legal and regulatory requirements);
- Measurement & review of Key Performance Indicators;
- Management information;
- Business continuity & disaster recovery.

8. There are a number of reasons why the Council believes that collaboration would be more beneficial than undertaking a procurement exercise on the open market:

- There has been an ongoing relationship between the Councils in this field since the introduction of DPE in the ERC area from April 2013;
- ERC has no processing staff and have utilised Glasgow City Council's back office support team from inception;
- The partnership has been very successful, as can be demonstrated using KPI's and regular monitoring meetings between both parties;
- Glasgow City Council can provide this support within their current resources;
- Scottish Government and Audit Scotland, supported by the Improvement Service, are actively encouraging collaboration between public bodies;
- This project is supported by the Clyde Valley Roads Alliance and it is likely that other partners may also wish to enter into such a collaboration

9. The basis of this arrangement will be a service level agreement between the two parties. The main points of which are as follows:

- The service will be operated on a not-for-profit based arrangement, and only fair and reasonable reimbursement of costs will be applied;
- The service must demonstrate collaborative working and seek to offer best value to all partner authorities;
- The service must develop a networking group where all participating authorities can meet and discuss matters relevant to the delivery of DPE services across their areas;
- The service will realise community benefits through consistency of approach and will look to add value to activities where opportunities arise, including exploring the opportunities to develop digital solutions to link the PCN processing software to ERC's systems;
- The partner authorities will seek to be an exemplar public-public collaboration and will strive to provide a modern, digital based, outcome focused service.

## **FINANCE AND EFFICIENCY**

10. Based on the breakdown of previous expenditure it is estimated that the collaborative agreement would result in an annual spend of around £50,000 on penalty charge notice processing. This will be contained within existing resources.

## **CONSULTATION**

11. The report has been prepared following consultation with Glasgow City Council and East Renfrewshire Legal and Procurement Services.

## **PARTNERSHIP WORKING**

12. The Roads Service has worked in partnership with Glasgow City Council on penalty charge notice processing and this proposal will strengthen this working relationship.

## **IMPLICATIONS OF THE PROPOSALS**

13. There are no staff, property, legal, IT, equalities and sustainability issues.

## **CONCLUSIONS**

14. In summary, the purpose of this report is to advise that;

- This proposal relates to a non-contractual sharing of services;
- The Chief Officer Legal - Procurement has been consulted on the terms of the public-public collaboration and has confirmed that this agreement complies with current procurement practice;
- Glasgow City Council will continue to provide back office support for decriminalised parking governed by a service level agreement (SLA);
- The Service Level Agreement will contain break clauses should either party wish to withdraw from the collaboration

## **RECOMMENDATIONS**

15. It is recommended that Cabinet:

- (a) Agrees that East Renfrewshire Council enter into a collaborative public-public agreement with Glasgow City Council for penalty charge notice processing; and
- (b) Delegates the finalisation and signing of that agreement to the Director Of Environment in consultation with the Chief Officer Legal - Procurement

Director of Environment

Further information can be obtained from - Andrew Corry Head of Environment – Operations, 0141 577 3458 or [Andrew.corry@eastrenfrewshire.gov.uk](mailto:Andrew.corry@eastrenfrewshire.gov.uk)

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February 2017