

SUBJECT:	PARKING SERVICES – ENFORCEMENT SUPPORT
DIRECTORATE:	COMMUNITIES AND ENVIRONMENT
REPORT AUTHOR:	STEVE BIRD, ASSISTANT DIRECTOR

1. Purpose of Report

- 1.1 To seek agreement to the creation of one new post on the structure within Parking Services, that of a Security Patrol Operative.

2. Executive Summary

- 2.1 The safety and security of staff and users at City Council car parks is paramount. For this reason staff are encouraged to report formally any incidents of ASB/Nuisance.
- 2.2 In recent years the number of reports has escalated, as has been reported to members previously, and as a result the Council has put in place numerous actions to ensure the car parks are clean and safe places to use.
- 2.3 Last year the City Council brought in additional private security patrols to support our own staff.
- 2.4 Having reviewed that spend it is now felt that, given the ongoing anticipated demand for this type of work, the Council would be better served by the recruitment of its own security patrol officer.
- 2.5 It has been noted that there is an increased demand in a number of areas of Community Services work for low levels of enforcement activity. It is hoped that, subject to Parking Services being the priority, this post will be flexible enough to use on other Community Services issues.

3. Background

- 3.1 The City Council's Parking services section comprises the following staff.

- 1 Team leader

- 1 Senior officer

- 3 fte administrative staff

- 2 Car park supervisors

- 14 FTE car park attendants (a reduction of 2 fte since last year as contribution to the MTFS)

- 3.2 These staff manage what has been a £6 million a year business for the council, via a high level of transactions and interactions with the public.

- 3.3 This service is one of the most important front facing services of the council, and not only delivers its most substantial income stream, but also welcomes visitors to the city. Via its good work, it is pivotal in supporting the retail and leisure business sectors.
- 3.4 It operates in a highly competitive environment, and so is as streamlined and business focused as any element of the council, whilst still remaining true to council corporate policies, and supportive of its wider strategic aims and objectives.
- 3.5 It has to be noted that in recent years the car parks have encountered and endured increasing numbers of ASB/Nuisance issues at these sites. To counter this and to protect staff, customers and the business, more has been spent on security lighting, CCTV, and security guard patrols than ever before, and a new Public Space protection Order has now come into force.

4. Proposal

- 4.1 Noting the increased numbers of incidents at these sites it is proposed to add a new post to cover security patrol duties to the Parking Services staffing establishment.
- 4.2 This would be funded using existing Specialist Miscellaneous budget underspends, spent in previous years on third party contract staff. Having reviewed what is required, it is considered that employing in-house staffing for this function will be a lower cost option leaving a residual budget to fund items which were cut back last year so as to prioritise the safety work. It is possible that some additional third party security work will still be needed but not on the same scale, as this initiative will enable us to target known problem days/times.
- 4.3 A draft JD/PS for a security role has been evaluated at S2, but this is subject to review. Even if this were to go up in grade modest increases, as might reasonably be anticipated, can be accommodated within budget. (see Finance section below).

5. Strategic Priorities

- 5.1 Let's drive economic growth
Parking Services provide essential services supporting all forms of businesses in the city.
- 5.2 Let's reduce inequality
Parking Services support and comply with all legislation relating to facilities for disabled users.

6. Organisational Impacts

6.1 Finance

Last year £53k was spent on contracted security staffing, although this had no dedicated budget, and so was offset by staff savings and putting off/back other expenditure such as cleaning equipment and uniform purchases. This was actioned as a temporary priority for funding as staff safety was considered paramount.

Security Patrol Operative	2021/22	2022/23	2023/24	2024/25	2025/26
Creation of S2 Post	18,060	24,440	24,930	25,430	25,940
Reduction in Specialist Misc Budget	(18,060)	(24,440)	(24,930)	(25,430)	(25,940)
	0	0	0	0	0

Key Assumptions:

- The table assumes a Q2 2021/22 start date to allow for recruitment
- If the post was regraded to S3 the additional cost would be approximately £1.1k pa which could be accommodated within existing budgets.

6.2 Human Resources

This proposal adds one post to the establishment.

6.3 Corporate Health and Safety implications

The council's car parks have seen a significant number of incident reports in recent years, culminating in the issuing of a Public Space Protection Order (PSPO) recently. Predominantly associated with site misuse/abuse, problems are encountered frequently relating to homelessness, drug dealing and drug abuse (approximately 60 incidents each month). The patrolling presence reduces any risks of encountering this type of behaviour for staff and members of the public.

7. Risk Implications

7.1 (I) Options Explored

Third party contractors have been used for the last year.

7.2 (ii) Key risks associated with the preferred approach

Numerous mitigation measures have been put in place in the last year or so, including the most recent PSPO. Risk assessments will be reviewed ongoing, as is normal practice.

8. Recommendation

8.1 That Executive agree to the addition of a post of security officer within Parking Services.

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? No

How many appendices does the report contain?

None

List of Background Papers:

None

Lead Officer:

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