




DECISION NO: 18/1521 *For Member Services use only*

Concurrence No: 066256

Action under delegated authority of Chief Executive	
Action under delegated authority of Director of Finance and Cabinet Member for Finance	X
Action taken by Chief Executive in consultation with Cabinet Member(s)	

Subject: 3Sixty Citizen Software

Signature and designation of officer(s) taking action:

 Chief Executive	9.11.18 Date	 Director of Finance	9.11.18 Date
		 Head of Financial Planning and Reporting	07/11/18 Date

Name of Cabinet Member(s) Consulted:

I have been consulted and concur with the proposals set out below:

Councillor K Ayling
 Cabinet Member for FINANCE

Signature:  Date: 15/11/18

Councillor
 Cabinet Member for

Signature: _____ Date: _____

Name of any member who has declared a conflict of interest in relation to this decision: _____

THIS DOCUMENT WILL BE PUBLISHED ON THE COUNCIL'S WEBSITE

The report overleaf sets out the decision to be taken, the reasons for the decision, and the details of alternative options, if any, considered and rejected.

Officer decisions are available for public inspection, both at the Borough Offices and on the Council's website, for a period of six years after the decision is made. Background papers are available for four years.

RECOMMENDED that:

- (a) Approval is given for a virement of £34,400 from the 2018/19 capital contingency budget to fund the upgrade from Imperial 3Sixty to 3SixtyCitizen; and
- (b) Approval is given for an exception to contract standing orders to purchase from Imperial Civil Enforcement Services specialised equipment required for the Parking Services software upgrade.

Purpose

To seek approval for £34,400 funding from the capital contingency budget to upgrade the software used by Parking to 3Sixty Citizen and for an exception to contract standing orders to be approved to allow the software to be purchased from Imperial Civil Enforcement Services.

Introduction

The current 3Sixty version was originally purchased in 2004 to allow the enforcement of car parks. The system was then configured internally to allow for CPE provision of yellow lines in 2005. Despite significant technology shifts few changes have been made since which is impacting operationally on both the back office and enforcement team. Upgrading to 3Sixty Citizen will provide huge operational benefits and will also place the Council in a more advanced and interactive position with its stakeholders as outlined below.

Proposal

The current system is causing problems operationally with other applications and documents no longer being compatible as they have moved to more up to date versions. An upgrade will allow for improvements and efficiencies when carrying out enforcement on and off street. New computer technology will interface with other technologies such as pay by phone, payment systems for PCN's and permits. For the Civil Enforcement Officers working on street this will lead to better quality PCN's issued with the ability to log vehicles with mobile ANPR software leading to less manual intervention. Also, the Council's parking back office team will receive real-time data transfer as soon as a PCN is issued on street.

The system has a 'portal' for use by the public which can be accessed through the Council's website. Members of the public can communicate through the internet in real time at any time. They can view their PCN details on the web, examine photographs and video footage taken at the time of issue, pay or challenge charges online. The likelihood that a PCN will be paid unchallenged is increased and as a result the income received by the Council is increased.

Financial, Legal and Risk Management Implications

The first upgrade to 3Sixty which took place this year was funded from existing budgets. Total one off costs in 2018/19 for the upgrade to 3Sixty Citizen including set-up, configuration and implementation of the notice processing system is £34,400.

It is proposed to fund this from capital contingency. The current balance on the capital contingency budget is £86,300.

Annual costs payable from year 2 for the notice processing system and Smartphone devices will be a total of £11,300 which has been built into the 2019/20 proposed budget.

The exception to contract standing orders is requested under the following section: '1.1 Exceptions to the Contract Standing Orders' and comes under 'The goods, works or services are of a specialist nature or are obtainable from only one or a limited number of suppliers and there are no other satisfactory alternatives.' It is not possible to obtain three quotes as defined in the Council's contract standing orders due to the specialist nature of the software. Imperial are also an existing supplier.

Alternative Options Considered and Rejected

If we were to procure a new parking software based system this would cost in the region of excess £100k.

Contribution to the Council's Objectives

Ambition Broxbourne: a thriving economy

- Promote inward investment and support business growth (new IT and technology)
- Support thriving town centres and businesses
- Manage the Council's assets (car parks) efficiently and maximise returns and contribution to Council priorities

Beautiful Broxbourne: Enhancing the quality of life

- Enhance the quality of life in local neighbourhoods (work with schools to reduce dangerous parking outside the school gates)
- Maintain a clean and tidy Broxbourne

Effective Broxbourne: an efficient, enabling council

- Develop a workforce with skills to meet changing needs.
- Assess the performance of Council's services and take action to improve (manage the Council's assets(car parks) efficiently and maximise returns and contribution to Council priorities

Conclusion

Approval is given for a virement from capital contingency and for an exception to contract standing orders under the regulation outlined above and to proceed with the Parking Services software upgrade.

Contact Officer: Jose Garcia

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Date

22 October 2018

Action reported to the Cabinet on:
