

Service	Task Existing Parking Enforcement contract	Currently undertaken by	2020+ Proposed delivery method	2020+ Lot	Comments
Southwark Council - Notice processing performance levels	Contractor responsibilities				
Service	Service Level to be achieved				
Correspondence, Permit and Notice processing team	1 Supervisor, 2 Senior Customer Service Officers (CSO), 10 CSOs	APCOA at their Uxbridge Base	Change	In-house	Tooley Street or Queens Road
Telephone enquiries and permit applications	Service level of 80% of all incoming calls answered within 30 seconds after speaking to an operator has been chosen and no more than 5% abandoned rate	APCOA correspondence and notice processing team	Change	In-house	Queens Road
Merchant ID for PCN and permit sales over the phone	To be provided by the contractor - income to be paid to joint account	APCOA Management	Change	In-house	F,C and P to supply
Web and email enquiries	Automatic acknowledgement of incoming email	Auto - system			
	Representation and challenges to be dealt with in ordinary work queues with the appellant informed	APCOA correspondence team	Change	In-house	Either at Tooley Street or Queens Road
	All other emails to have a response within 1 working day	APCOA correspondence team	Change	In-house	Either at Tooley Street or Queens Road
Any cases which mention FOI or County Court Claims	To be referred to the Council in two working days	APCOA notice processing team	Contractors notice processing team	Part of new contract	
Web new permit/renewal of residents applications	Sent out on following working day unless referred to the council	APCOA notice processing team	Contractors IT System	Part of new contract	
Web residents visitors parking permit application	Sent out on following working day unless referred to the council	APCOA notice processing team	Contractors IT System	Part of new contract	
Merchant ID for PCN and permit sales over the web plus web sites to provide	To be provided by the contractor - income to be paid to joint account	APCOA notice processing team	Change	In-house	F,C and P to supply
Scanning all incoming correspondence	Within 24 hours of receipt	APCOA outsourced to Parseq	Contractors notice processing team	Part of new contract	
Incoming cheques	Scanned on day which they are banked on to relevant PCN/Permit and their reconciliation	APCOA notice processing team	Contractors notice processing team	Part of new contract	
Remit of Council's money	Not more than 4 working days from the end of the previous week	APCOA notice processing team	Contractors notice processing team	Part of new contract	
VQ4 request - Name and address request	CCTV/VDA or PFI PCN 2 working days - TMA HH PCN 20 working days	APCOA notice processing team	Contractors IT System	Part of new contract	
VQ5 return - Name and address response	CCTV/VDA or PFI PCN 3-4working days - TMA HH PCN 21-25 working days - Dealing with exceptions	APCOA notice processing team	Contractors IT System	Part of new contract	
Issuing of Postal PCN	Not more than 7 working days from contravention date if no DVLA issues	APCOA notice processing team - Document printing outsourced	Contractors IT System	Part of new contract	
Issuing of Notice to Owner or Enforcement Notice	If no early correspondence or DVLA enquiry issues 35 days from the date of PCN issuance	APCOA notice processing team - Document printing outsourced	Contractors IT System	Part of new contract	
Issuing of Notice to Owner or Enforcement Notice where an early	After 21 days from the challenge reject or 35 days from PCN issuance	APCOA notice processing team - Document printing outsourced	Contractors IT System	Part of new contract	
Issuing of Charge Certificate	If no early correspondence or DVLA enquiry issues On-st-TMA Bus Lane - 80 days CCTV TMA and MTC 60 days	APCOA notice processing team - Document printing outsourced	Contractors IT System	Part of new contract	
Issuing of Charge Certificate when Notice of Rejection has been issued	After 35 days from the Notice of Rejection	APCOA notice processing team - Document printing outsourced	Contractors IT System	Part of new contract	
Provision of post Charge Certificate file to bailiffs (for data cleansing) and dealing with any responses	Complete this process every 10 working days	APCOA notice processing team	Contractors IT System	Part of new contract	
Issuing of Debt Registration	If no early correspondence or DVLA enquiry issues On-st-TMA Bus Lane - 110 days CCTV TMA and MTC 90 days	APCOA notice processing team - Document printing outsourced	Contractors IT System	Part of new contract	
Issuing of Warrant of Execution	If no early correspondence or DVLA enquiry issues On-st-TMA Bus Lane - 150 days CCTV TMA and MTC 130 days	APCOA notice processing team	Contractors IT System	Part of new contract	
Where DVLA does not return immediately and/or there is correspondence received then these delays are added to the above noticing cycles	Once NiO issued gap to CC = 45 days gap to DR = 30 days gap to WE = 40 days	APCOA notice processing team - Document printing outsourced	Contractors IT System	Part of new contract	
Processing of Warrants to bailiff	Every working day	APCOA notice processing team	Contractors IT System	Part of new contract	
Processing of bailiff return files for payment	Next day from the date payment appears in the Client Bank Statement	APCOA notice processing team	Contractors IT System	Part of new contract	
Processing of bailiff return files for write off	On the last Friday of the month or next working day	APCOA notice processing team	Contractors IT System	Part of new contract	
Response to early challenges received	If acknowledged and no further information required then 15 working days	APCOA correspondence team	Change	In-house	Tooley Street team
	If not acknowledged then before 5 working days	APCOA correspondence team	Change	In-house	Tooley Street team
	If further information required then no more than 20 working days	APCOA correspondence team	Change	In-house	Tooley Street team
Outgoing correspondence to early challenges printed and dispatched	Following working day	APCOA correspondence team	Contractors IT System	Part of new contract	

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If further correspondence received before NtO following challenge investigate and recommend as a result of a Representation	Response to be sent reviewing the case as necessary within 5 working days	Mixture may be referred to in-house team in certain circumstances	Change	In-house	Tooley Street team
	If acknowledged and no further information required then 15 working days	Service provided by in-house Representations and appeals team	No Change	In-house	
	If not acknowledged then before 5 working days	Service provided by in-house Representations and appeals team	No Change	In-house	
Outgoing Notice of rejection and acceptance of Representation if further correspondence received before NtO following challenge	If further information required then no more than 20 working days	Service provided by in-house Representations and appeals team	No Change	In-house	
	On the day of receipt of authorisation from the Council Officer	Service provided by in-house Representations and appeals team	No Change	In-house	
	Within 5 working days	Service provided by in-house Representations and appeals team	No Change	In-house	
Response to an Tribunal Hearing notification	Within 5 working days of hearing date	Service provided by in-house Representations and appeals team	No Change	In-house	
Tribunal Hearing attendance	On Day of personal hearing	Service provided by in-house Representations and appeals team	No Change	In-house	
Response to a written Charge Certificate enquiry	Within 5 working days	Mixture may be referred to in-house team in certain circumstances	Change	In-house	Tooley Street team
Response to a written Debt Registration enquiry	Within 5 working days	Service provided by in-house Representations and appeals team	No Change	In-house	
Response to a written warrant of execution enquiry	Within 5 working days	Service provided by in-house Representations and appeals team	No Change	In-house	
Referral of a County Court application to the Council	Within 5 working days	Service provided by in-house Representations and appeals team	No Change	In-house	
Receipt of a County Court claim referred to Council	Within 2 working days	Service provided by in-house Representations and appeals team	No Change	In-house	
Scanning of PaTAS correspondence received directly at the Council	Within 5 working days	APCOA notice processing team	Contractors notice processing team	Part of new contract	
Scanning of TEC correspondence received directly at the Council	Within 5 working days	APCOA notice processing team	Contractors notice processing team	Part of new contract	
Notice of renewal of parking permit	At least 15 working days before expiry of permit	DASH system - Auto	Contractors IT System	Part of new contract	
Any other outgoing general and financial correspondence including Refunds not	Within 5 working days	APCOA notice processing team	Change	In-house	Tooley Street team
Tracing of returned correspondence	Within 10 working days	APCOA notice processing team	Contractors notice processing team	Part of new contract	
Monthly Reports	Within 5 working days	APCOA notice processing team	Contractors notice processing team	Part of new contract	
Notice processing SLA reporting (this report) by traffic light system as part of the parking reporting	Available to the Council daily with automated drill down to PCN level	APCOA Management	Contractors notice processing team	Part of new contract	
Any other correspondence including complaints which are not about PCNs	Within 5 working days	APCOA Management	Change	In-house	Tooley Street team
Southwark Council - Parking and traffic enforcement	Contractor responsibilities				
Specialist Services	Service Level to be achieved				
Back Office dedicated parking IT system	APCOA managed service using Conduent SPUR debt management	APCOA Management	Contractors IT System	Part of new contract	
Automated unattended camera suppliers	APCOA managed service using Siemens cameras and Conduent SPUR debt management	APCOA Management	Contractors IT System	Part of new contract	
Virtual Pay and Display Service provision	APCOA managed service using Paybyphone	APCOA Management	Contractors IT System	Part of new contract	
Virtual parking permit and visitors parking permit system	APCOA managed service using Paybyphone's DASH	APCOA Management	Contractors IT System	Part of new contract	
Southwark Council - Parking and traffic enforcement	Contractor responsibilities				
Service	Service Level to be achieved				
Base for on-street operations	Walworth Road, SE17		Contractors Parking and Traffic Team	Part of new contract	
Walking civil enforcement officers	1 Contract Manager, 1 Deputy Contract Manager, 3 Administration Staff, 1 Apprentice, 4 Senior CEOs, 25 Civil Enforcement Officers (CEOs)	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	
Mobile civil enforcement officers	1 Supervisors, 1 Senior, 13 CEOs	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	
ANPR vehicle and CCTV CEOs	6 CEOs	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	
Dedicated CCTV CEOs	11 CCTV CEOs	APCOA - Based at their national CCTV centre at Hackney	Contractors Parking and Traffic Team	Part of new contract	
CEOS Supervision	6 Supervisors	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	

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Removal vehicle service	2 On Board CEOs	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	
18 Petrol Scooters	APCOA owned	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	
3 Scan cars	APCOA Managed service using TES	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	
60 Android PDAs	APCOA owned	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	
50 Bodyworn CCTV	APCOA owned	APCOA - Deployed from York House	Contractors Parking and Traffic Team	Part of new contract	
School crossing patrols service	1 Supervisor, 50 School Crossing Patrol Officers	APCOA - Supervisor managed from York House	Change	In-house	Tooley Street team