

FOI number: **HBC\_FOI\_20210183**  
Date FOI Received: **30/03/2021**  
Department: **Parking Services**  
Title: **Outsourcing of street parking services**  
Description: **Outsourcing of street parking services**

**Request: (As Redacted sent by requestor)**

1. Do you outsource On Street Parking Services? If yes please list all the services.
2. Do you outsource Off Street Parking Services? If yes please list all the services.
3. Do you outsource back office Penalty Charge Notice Processing?
4. Do you outsource back office Penalty Charge Notice representations and appeal processing?
5. If yes to any of the above questions please can you advise -
  - a. Who are your current out sourced provider(s) and for which services?
  - b. Length of the outsourced enforcement contracts?
  - c. Contract renewal dates?
6. Please provide the name and email address of the person or persons responsible for all enforcement contracts?

**Response: (Response as Redacted sent by service)**

1. NO
2. NO
3. NO
4. NO
5. N/A
6. As stated above we do not have a enforcement contract for parking but the service manager for the in-house operation is:- Clare Fensome  
[clare.fensome@hertsmere.gov.uk](mailto:clare.fensome@hertsmere.gov.uk)

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

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