



**Freedom of Information Request: 11378**

**Directorate: Community Services - Infrastructure**

**Response Date: 21.04.2021**

**Request:**

Request for information regarding – Parking Services

Please can you respond to the following questions under the Freedom of Information Act?

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:**

1. No.
2. No.
3. Yes.
4. Some representations and appeals processes are outsourced and some are dealt with in-house, it depends on the stage of the appeals process.

5.
  - a. Wales Penalty Processing Partnership.
  - b. n/a.
  - c. Partnership.
  
6. No contracts in relation to CPE.