

Audit Committee – 28th July 2011

## 5. Car Parks Follow Up – Audit Review of Action Plan

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### Purpose of the Report

The purpose of the report is to provide members with an update on the Car Parking Service Audit Action Plan (see appendix A attached at pages 3-4).

### Recommendation

To note the progress made as outlined in the action plan and that the recommendations within the audit action plan have now been agreed and implemented.

### Background

At its meeting on the 23<sup>rd</sup> June 2011 the Audit Committee received the South West Audit Partnership 2010/11 Internal Audit Annual Report and Opinion on the car park service which gave it a partial weakness rating. As a result of this the Committee asked for a report to be presented to this meeting for an update.

### Progress Made on the Action Plan

During the final quarter of 2010/11, South West Audit Partnership (SWAP) reviewed the car park service and followed up the report carried out in June 2010. The overall outcome of the audit was that only a partial weakness could be given. From the audit, an action plan was produced (see appendix A). The Engineering and Property Services team, which manages the car parking service, were going through a 'Lean Process' at the time and uncertainties and responsibilities were undefined as well as the final recommendations and outcomes of the process.

This is not to remove any responsibilities from operating and managing the car park service in a professional manner and overall the service has been operating effectively and within the revenue budgets and meeting income targets.

Progress has now been made on the action plan details and referring to the reference points within the plan the following comments are made:

#### 1.1a - Maintenance Agreement for Ticket Machines

A new annual maintenance contract has been placed from June 2011 for all machines to be under one contract. Awaiting contract to be signed and issued by Parkeon (ticket machine contractors) and this is being followed up. Although the signed contract is not actually in our possession at present this has not affected the call out maintenance arrangements we have in place with Parkeon as we have a good working relationship with them.

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## 1.3a & b - Monthly/Quarterly Inspections

New processes and allocated staff resources for the quarterly inspections are now in place and reporting and actions now back on schedule.

The monthly inspections carried out by the car park Inspectors have now been deleted from the inspection regime so that consistency is achieved for all car parks across the district. Previously monthly inspections were only carried out in pay and display car parks that were enforced.

## 2.1a - Missed Collections/Credit Note

Recommendations have been actioned and credit notes received from Loomis (cash collection contractors) following further correspondence.

## 2.1b - Missed Collections/Credit Note

Missed collection details are sent quarterly in arrears or as soon as possible thereafter.

## 2.1c - Ticket Machine Income Levels

Cash collection schedule for the ticket machines has now been reviewed and details passed on to Loomis. Implemented May 2011.

## 3.2a - Monitoring void ECNs

Reconciliation of ECNs (parking tickets) to voids is now carried out quarterly. Details of spoilt tickets filed for each Inspector and reconciled against management report data.

## Financial Implications

None due to low value associated with above actions.

**Background Papers:** *South West Audit Partnership Car Park Audit Action Plan 2010/11  
Appendix A attached*