

Feedback for Audit and Standards Committee SDC Car Parks Update – 26th November 2015

1. New cash collection contractors, Loomis, are in place following a procurement exercise. The contract contains appropriate clauses to follow up any future discrepancies. (2,6)
2. Headline terms for the operation of each facet of the car parks has been agreed and formalised following meetings between Community and Facilities and Asset Management. (3)
3. Where cash collections have to be conducted by staff, two members of staff are always present and sign the cashiers slip to confirm. This necessity will cease with the introduction of new machines at Merrywalks Car Park. (8)
4. New pay and display machines manufactured by Parkeon, have been installed in all SDC Car Parks, apart from Merrywalks, which will have similar machines installed in January 2016. The associated 'back office' system allows for easy reconciliation between each machine and the collected amount as recorded by Loomis, which is now being cross referenced. Pursuit of previous discrepancies has been deemed not financially viable. (4,5,7)
5. The new 'back office' system allows easy identification of when each collection was made (or missed), allowing appropriate review of the invoices. This has been embedded in the workflow. (9,10)
6. The contingency for machine failure at Merrywalks is in place, should total failure happen prior to installation of the new machines in January 2016. (11)
7. In collaboration with our Financial Services department, we are investigating the introduction of a control account. (13,14,16)
8. Community and Facilities have taken on the role of reconciliation and are doing so within 2 working days of the receipt of banking from Loomis. Loomis are providing this information within 2 working days of collection, meaning reconciliation is conducted within a week. (7,15)
9. Mi Permit, a 'park by phone' option, will be introduced in January 2016 for all SDC car parks. An added benefit of this system is the simplicity of issuing virtual permits, allowing the removal of a large volume of administration, including the banking of funds. (17)
10. A review of all 'free' permits will be conducted in the first quarter of 2016. (18,19)
11. Chipside, the current system for issuing permits, has been amended to reflect the cost of a permit and the stationary is now stored in a secure location. (20,21)
12. The keys to car park machines are now held in a secure cabinet and car park staff have had access levels reviewed. (22,23)
13. Management staff access passwords have been changed and a new login for Loomis has been created. (24,25)
14. Cash float replenishment is no longer necessary and has been managed out of the service (26,27,28)
15. NOTE: no action is able to be taken against item 12. However, this will cease to be a problem following introduction of the new machines.