



NSL in partnership with Birmingham City Council



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- **NSL**, formerly known as National Car Parks (NCP), was formed in 2007 by the demerger of NCP into two separate businesses:-
  - National Car Parks (NCP) – car parking business operator
  - NCP Services – then became:-
    - **NSL Services Group** in April 2009 and was acquired by Marston Holdings in January 2017, still retaining the NSL Services Group brand.
- **NSL** provide industry leading solutions to over 100 local authorities across the UK, enabling their clients to deliver a multi disciplined front line service supporting their local community through improving traffic flow and road safety.



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- NSL has been working in partnership with Birmingham City Council since April 2008 to manage and provide enforcement services:-
  - Contract for April 2008 – January 2015
  - Contract for February 2015 – January 2020 (5 years), contract extended by 2 years to January 2022
- NSL's Birmingham operation consists of over 90 Civil Enforcement Officers, 9 Supervisors, 2 Base Managers, an Operational Support Manager and a Client Account Manager.
- NSL provide enforcement services across Birmingham for:-
  - ✓ 10 parliamentary constituencies, divided into 69 Wards
  - ✓ Off street parking – 40 car parks with over 6,000 spaces
  - ✓ On street parking – over 2,600 spaces

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NSL's Birmingham operation consists of deploying Civil Enforcement Officers to provide the following services:-

- ✓ a high quality parking enforcement service to contribute towards achieving the strategic outcomes of:-
  - ☐ improved traffic management,
  - ☐ road safety;
  - ☐ more reliable public transport;
- ✓ Bus lane enforcement within the city centre and on arterial routes;
- ✓ Enforcement using a mobile camera enforcement vehicle on red routes, keep clear zig-zags (including outside schools), bus stop/stand clearways;
- ✓ Removal of abandoned vehicles and working with the DVLA to remove untaxed vehicles from the highway;





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NSL work with Birmingham City Council to achieve the following;

- ✓ Improved traffic flow;
- ✓ Increased reliability of journey times by tackling and deterring illegal parking;
- ✓ Improving the image of local neighbourhoods and the levels of road safety;
- ✓ A visible uniformed presence to help to make the streets safer for pedestrians;
- ✓ Deter illegal/obstructive parking to reduce traffic pollution caused by congestion;
- ✓ Work with local residents who report instances of illegal parking;
- ✓ a high level of all-round customer service through providing the public with useful information and general help/advice when patrolling the streets of Birmingham;



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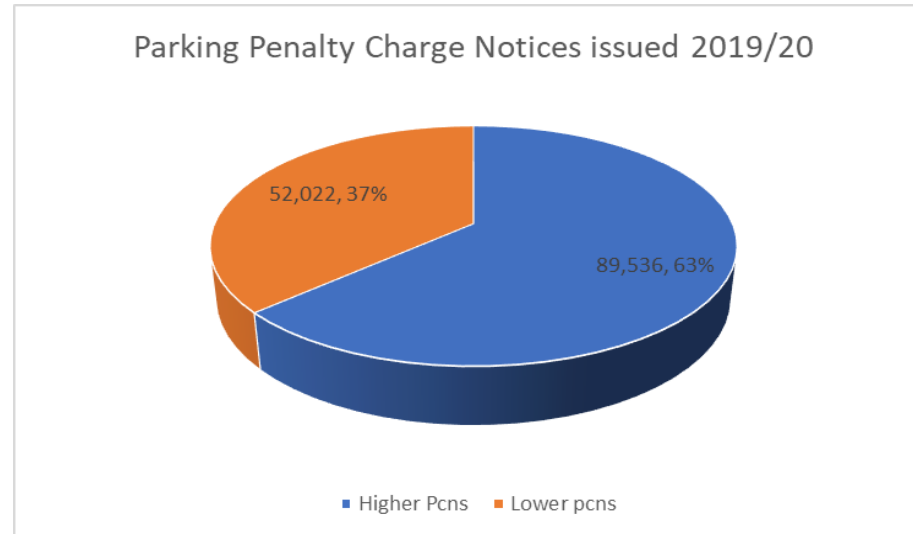
- ❖ NSL provide enforcement services to aid traffic management measures for numerous annual events which are held in Birmingham, for example:-
  - ❖ Birmingham Marathon
  - ❖ HSBC UK Let's Ride Birmingham
  - ❖ Remembrance Sunday
- ❖ NSL also work in partnership with the Police and Birmingham City Council on joint enforcement operations.



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A summary of the number of Parking Penalty Charge Notice issued for 2019/20 are shown below:

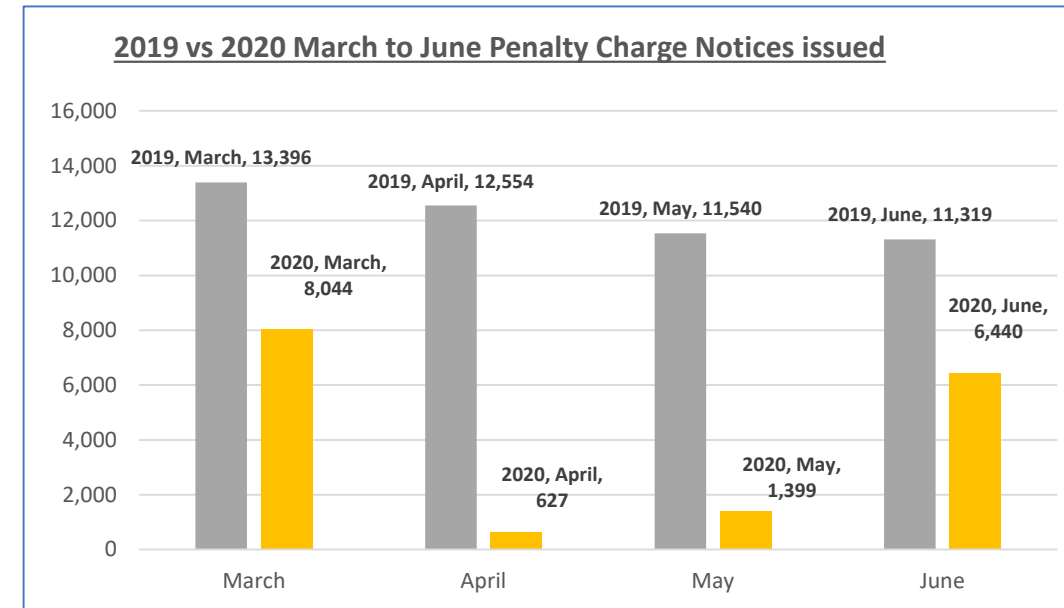
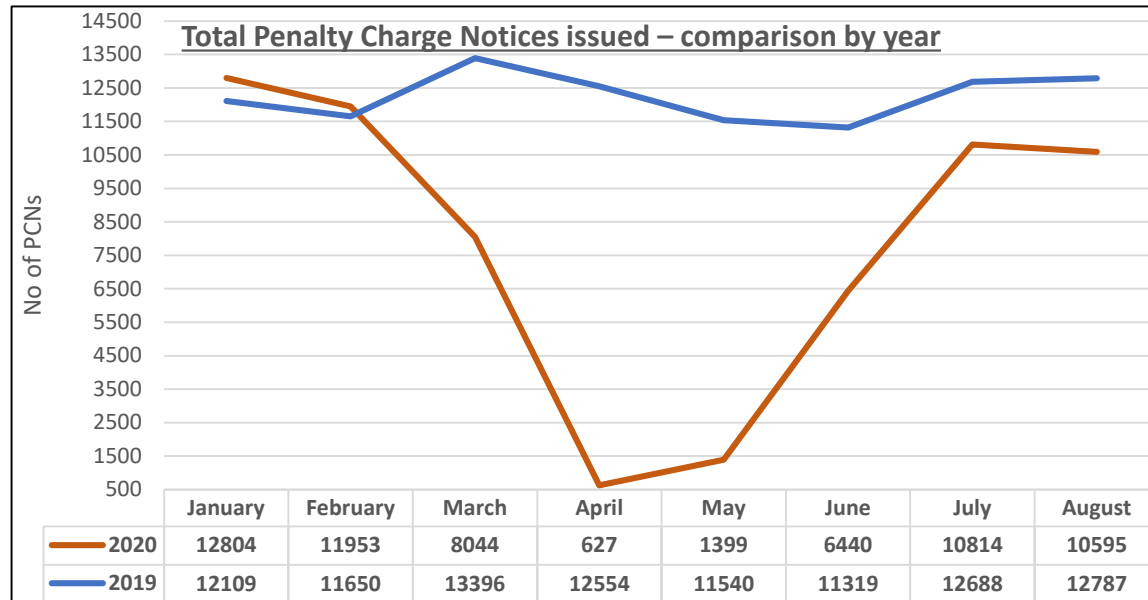
- ❑ 141,556 penalty charge notices issued:-
  - ❑ 89,536 (63%) issued at the higher level for the more serious contraventions
  - ❑ 52,020 (37%) issued at the lower level for the less serious contraventions



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## Covid-19 Pandemic

- NSL continued to work throughout the Covid-19 pandemic and the government lockdown restrictions which came into effect on 16<sup>th</sup> March 2020.
- The primary focus of Civil Enforcement Officers during the initial lockdown period was on dangerous and obstructive parking to maintain road safety and to ensure essential supplies and services could get through to supermarkets etc.
- Routes were also kept clear to hospitals to assist ambulances and emergency vehicles.
- Covid-19 has had an obvious impact on parking patterns and the number of Penalty Charge Notices (Pcns) issued, there has been a reduction of 32,299 Pcns (66%) in 2020 compared to the same period last year.





# NSL in Partnership with Birmingham City Council

As part of being signed up to Birmingham's Charter of Social Responsibility, NSL work in partnership with the local community through supporting local charities by volunteering time and donating goods, providing work experiences to local schools through CV workshops and interview training and providing road safety awareness presentations to local schools.

