

ASTPAR5.4.7

Monitor and evaluate the performance of external agencies in recovering parking charges



Overview

This standard is about the process of monitoring and evaluating the progress of external agencies contracted by your organisation to assist in recovering parking charges. Such charges are likely to be primarily those associated with infringements of parking controls and restrictions.

This includes agreeing specifications for external agencies and providing them with relevant information pertinent to the recovery of parking charges. It also includes monitoring and evaluating the progress of the external agencies, and working with them to achieve parking charge recovery objectives.

The standard refers to your organisation's values, and this relates to the manner in which your organisation addresses and deals with those using the parking facilities, including members of the general public.

There is one element:

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Target group

This standard is recommended for those whose responsibilities include managing the performance of third party agencies involved in recovering parking charges.

This standard has been developed by the British Parking Association.

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Performance criteria

- You must be able to:*
- P1 ensure that the relevant people within the external agency understand clearly their role and responsibilities towards recovering parking charges on behalf of your organisation, and that these are in line with your organisation's values and parking objectives
 - P2 ensure appropriate performance indicators and targets are in place to monitor the performance of the agency in recovering parking charges, and that these are specific, realistic and measurable, and in line with your organisation's objectives
 - P3 ensure that appropriate information is provided to the external agency to allow the recovery of parking charges, and that the information and the method of its provision maintains confidentiality requirements
 - P4 confirm lines of communication with the agency, ensuring that these allow for effective monitoring
 - P5 monitor the performance of the agency against the indicators and measures agreed, and at suitable intervals to determine progress
 - P6 ensure that all necessary quality checks are carried out
 - P7 monitor the relevant activities, outcomes and service provided by the agency, identifying and recording deviations from agreed measures and take the appropriate action
 - P8 maintain effective relationships with external agencies to support your organisation's work, and to enable it to meet its parking charge payment objectives
 - P9 provide appropriate support to external agencies dealing with complex cases that require escalation, where relevant
 - P10 evaluate objectively the agency's performance, and the effectiveness of the service provided, and use this to inform future activities
 - P11 present information clearly, concisely and accurately
 - P12 maintain accurate and up to date records, in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational requirements relating to the use of external agencies to recover parking charges, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and the parking services which it provides
- K4 your organisation's strategy and ethos associated with the parking services and in dealing with users of these services, and their impact for the use of external agencies when recovering parking charges
- K5 the limits of your authority and responsibility, and the actions to take if these are exceeded Requirements relating to monitoring and evaluating the performance of agencies involved in recovering parking charges

Requirements relating to monitoring and evaluating the performance of agencies involved in recovering parking charges

You need to know and understand:

- K6 why it is important to monitor the performance of agencies involved in recovering parking charges, and why this needs to include both how they recover the charges as well as their success in recovering monies owed
- K7 measures of performance that can be used, and the importance of consulting with colleagues and the agency in developing indicators and measures
- K8 methods of monitoring external agencies in relation to the recovery of parking charges
- K9 how to schedule and plan for monitoring the performance of the agency to take place
- K10 methods of checking the quality and integrity of work undertaken by the agency in recovering parking charges on behalf of your organisation
- K11 the information that an external agency will need to enable it to work effectively
- K12 agreements/contracts with the agency relating to the recovery of parking charges
- K13 any requirements for the external agencies to hold licences or permits relating to the recovery of parking charges
- K14 the importance of establishing and maintaining good working relationships with external agencies, and methods towards ensuring this
- K15 the types of complex cases with which an external agency may be required to deal, and the support which may be required
- K16 your organisation's procedures for recording and storing information relating to the recovery of parking charges, and the procedures for ensuring that the confidentiality of information is maintained

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Suite Parking Sector

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