

Integrated Parking Strategy Review 2022 - 2027



Miles Davy
Parking Manager
10th June 2022

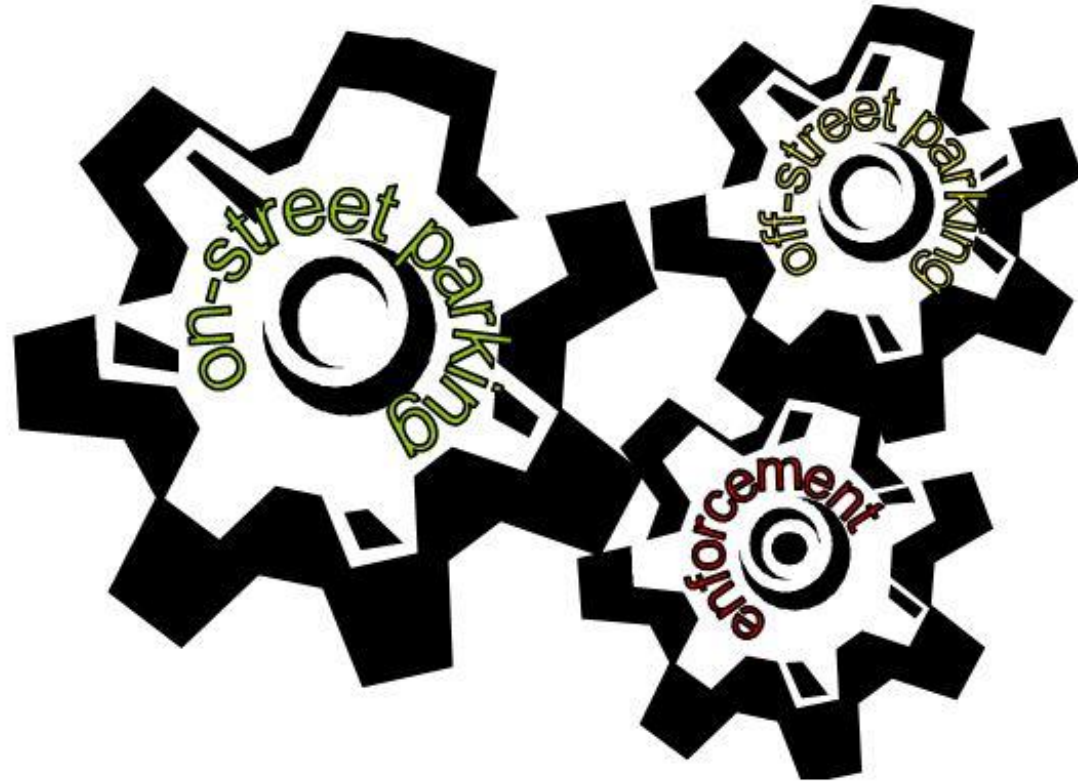


Integrated Parking Strategy Review 2022 - 2027

- The County Council has a duty of care to ensure safe passage for drivers, cyclists and pedestrians and that the highway is kept free from nuisance, danger, obstructions, unlawful stopping up, interference and encroachments.
- Legislation such as the Traffic Management Act 2006 requires Highway Authorities to manage parking.

The average car is parked at home for 73% of the time, parked elsewhere for about 23% of the time and only used 4% of the time. (RAC Foundation 2021)

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The IPS sets out the County Council's approach to managing on-street parking, its role in off-street parking and how these relate to its other policies and strategies

The first IPS was produced in 2000, with subsequent reviews carried out in 2007 and 2014

Integrated Parking Strategy Review 2022 - 2027

Review Aim: To ensure that the supply, regulation, enforcement and cost of all types of parking in West Sussex continues to be managed in ways which are appropriate and effective as well as consistent with the County Council's other transport, economic and environmental policies e.g. Local Transport Plan 2022 - 2036.

Review Objectives:

1. Collate and review the national/local policies and guidance that influence the County Council's approach to parking management in West Sussex.
2. Refine and set out the County Council's parking management policies for the period 2022 - 2027.

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IPS 2022 – 2027 Aim:

To bring together a number of different policy influences to commission a joined-up parking service in West Sussex that reflects the objectives of Government, the County Council and Stakeholders as well as meet the needs of local communities.

IPS 2022 – 2027 Objectives:

Traffic Management, Community, Economic, Health and Wellbeing, Location, Enforcement and Financial.

Economic -To provide sufficient on-street car parking in town and district and village centres to maintain economic vitality and viability without encouraging unnecessary or excessive car use.

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As a strategic document the IPS does not set out each and every decision or action that will affect car parking in West Sussex but rather sets out a basis on which the County Council will make future decisions and what these should achieve.

Local Transport Plan



IPS



Parking Policy, CPZ Policy, CPZ Guidance, TRO Policy, VCO Policy, EV Strategy

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Within the IPS sit a set of priorities and policies that, when applied together, will help deliver the overriding aims and objectives:

- 1. Service Integration:** The County Council, together with the District and Borough Councils, will take all reasonable steps to provide a cost-effective and efficient parking service.
- 2. Effective Enforcement:** Civil Parking Enforcement will be quality based and information readily available to help road users understand that enforcement is as fair, accurate and expeditious as possible.
- 3. Asset Maintenance:** Parking signing and lining defects will be corrected as soon as possible after being reported.
- 4. Parking Management:** Management of all on-street parking spaces will complement other transport and planning policies to discourage car use in congested urban areas, balance the needs of various competing user groups and maintain the economic viability of those areas.

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5. **Parking Charges:** On-Street parking charges will be reviewed regularly and set at an appropriate level to cover operating costs and influence parking demands, consistent with traffic management and environmental objectives.
6. **Controlled Parking Zones:** A Controlled Parking Zone policy framework will set out an appropriate set of rules for the consideration, implementation, review and removal of Controlled Parking Zones
7. **Verge/Pavement Parking:** The County Council will maintain a locally responsive approach towards verge and pavement parking, enabling it to draw on a range of options to manage issues in local communities.
8. **Blue Badge Scheme:** The County Council will promote improved access for Blue Badge holders through the provision of designated on-street spaces and the detection and investigation of Blue Badge misuse.

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9. **Additional Enforcement Powers:** The County Council will consider widening its parking enforcement powers, including for moving traffic, in order to improve compliance, improve road safety, reduce public transport journey times and reduce congestion.
10. **Technology and Innovation:** The County Council will embrace technological innovations which help customers to better access services and aid the efficiency of parking operations.
11. **Financial and Operational Accountability:** The County Council and the District/Borough Councils will be open and transparent about how the CPE Service works and how decisions are made.
12. **Best practice and Lobbying:** As a member of the BPA, the County Council will continue to add its voice to those of other local authorities when lobbying Government or responding to government consultations on parking issues.

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1. Members are asked to scrutinise the draft IPS and consider whether it contains the right aims and objectives and the extent to which these are addressed.
2. Members are also invited to consider whether the proposed parking management policies are appropriate, and achievable.

Questions/Comments/Discussion



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Forward Plan of Key Decisions

The County Council must give at least 28 days' notice of all key decisions to be taken by councillors or officers. The Plan describes these proposals and the month in which the decisions are to be taken over a four-month period. Decisions are categorised according to [Cabinet Member](#) portfolios.

The most important decisions will be taken by the Cabinet sitting in public. The meetings are also available to watch online via our [webcasting website](#). The [schedule of monthly Cabinet meetings](#) is available on the website.

The Forward Plan is updated regularly and key decisions can be taken on any day in the month if they are not taken at Cabinet meetings. The [Plan](#) is available on the website. [Published decisions](#) are also available via the website.

A key decision is one which:

- Involves expenditure or savings of £500,000 or more (except treasury management); and/or
- Will have a significant effect on communities in two or more electoral divisions in terms of how services are provided.

The following information is provided for each entry in the Forward Plan:

Decision	A summary of the proposal.
Decision By	Who will take the decision - if the Cabinet, it will be taken at a Cabinet meeting in public.
Date added	The date the proposed decision was added to the Forward Plan.
Month	The decision will be taken on any working day in the month stated. If a Cabinet decision, it will be taken at the Cabinet meeting scheduled in that month.
Consultation/ Representations	How views and representations about the proposal will be considered or the proposal scrutinised, including dates of Scrutiny Committee meetings.
Background Documents	The documents containing more information about the proposal and how to obtain them (via links on the website version of the Forward Plan). Hard copies are available on request from the decision contact.
Author	The contact details of the decision report author
Contact	Who in Democratic Services you can contact about the entry

Finance, assets, performance and risk management

Each month the Cabinet Member for Finance and Property reviews the Council's budget position and may take adjustment decisions. A similar monthly review of Council property and assets is carried out and may lead to decisions about them. These are noted in the Forward Plan as 'rolling decisions'.

Each month the Cabinet will consider the Council's performance against its planned outcomes and in connection with a register of corporate risk. Areas of particular significance may be considered at the scheduled Cabinet meetings.

Significant proposals for the management of the Council's budget and spending plans will be dealt with at a scheduled Cabinet meeting and shown in the Plan as strategic budget options.

For questions contact Katherine De La Mora on 033 022 22535, email katherine.delamora@westsussex.gov.uk.

Published: 9 June 2022

Forward Plan Summary

Summary of all forthcoming executive decisions in Cabinet Member portfolio order

Decision Maker	Subject Matter	Date
Assistant Director (Communities)	Allocation of Household Support Fund Grant	June 2022
Assistant Director (Environment and Public Protection)	Award of Design and Build contract at the Halewick Lane Battery Storage site	June 2022
Assistant Director (Environment and Public Protection)	Contract Award - Street Sweepings Processing	July 2022
Assistant Director (Environment and Public Protection)	Contract Extension - Water, Wastewater and Ancillary Services	July 2022
Assistant Director (Environment and Public Protection)	Procurement of energy supplies - corporate estate and maintained schools/academies	July 2022
Cabinet Member for Environment and Climate Change	Establishment of the West Sussex Invest to Save Fund	August 2022
Assistant Director (Environment and Public Protection)	Contract award for Single Supplier Framework for delivery of Solar PV and Battery Storage Programme	September 2022
Assistant Director (Environment and Public Protection)	Contract award for performance monitoring, operation and maintenance of ground mounted solar PV systems	September 2022
Cabinet Member for Highways and Transport	A284 Lyminster bypass (north) - funding allocation and award of construction contract	June 2022
Cabinet Member for Highways and Transport	Review of On-Street Parking Charges	June 2022
Cabinet Member for Highways and Transport	Bus Services Draft Enhanced Partnership Plan	June 2022
Cabinet Member for Highways and Transport	Review of Integrated Parking Strategy 2022 - 2027	August 2022
Cabinet Member for Highways and Transport	Review of the Highway Improvement Programme	August 2022
Assistant Director (Communities)	Contract Award: Digital Customer Service Function	June 2022

Community Support

Assistant Director (Communities)

Allocation of Household Support Fund Grant

In April 2022, the Government announced further monies would be made available to County Councils and Unitary Authorities through the Household Support Fund (HSF) Grant, which is intended to support those most in need and help with significantly rising

living costs. This follows previous funding made available when the HSF was set up in Autumn 2021; the Cabinet Member for Community Support and Fire and Rescue approved the arrangements for distribution of the County Council's allocation of this funding in December 2021 (decision [CSFR02 21/22](#) refers).

Further to the announcement in April the County Council has been awarded £4,870,362.11 of HSF this covers the period April 2022 – Sept 2022.

The Assistant Director (Communities) will be asked to agree the distribution of funds within the parameters set out in the grant determination letter and approve the award of contract to a retail voucher scheme provider (following a compliant procurement process) that will support the distribution of some of the funds covered by the Household Support Fund Grant.

Decision by	Assistant Director (Communities) (Emily King)
Date added	27 May 2022
Month	June 2022
Consultation/ Representations	Representations concerning this proposed decision can be made via the officer contact.
Background documents (via website)	None
Author	James Skilling Tel: 033 022 25432
Contact	Erica Keegan Tel: 033 022 26050

Environment and Climate Change

Assistant Director (Environment and Public Protection)

Award of Design and Build contract at the Halewick Lane Battery Storage site

The Halewick Lane Battery Storage project proposes the re-development of the previously derelict North Sompting Waste Management Site into an income generating battery storage project.

Following a review of the details previously approved by the Cabinet Member for Environment and Climate Change, a revised business case indicates that revisions to the scheme by using a first-life battery option will generate increased revenue from the project and expanding the scheme will provide better value for money. Therefore, the Cabinet Member for Environment and Climate Change has [approved](#) a re-procurement process increasing the system size to 24MW with the specification of first life batteries.

At the conclusion of the procurement process, the Assistant Director (Environment and Public Protection) will be asked to award the pre-construction contract and design and build contract for the scheme.

Decision by	Assistant Director (Environment and Public Protection) (Steve Read)
Date added	1 April 2022
Month	June 2022
Consultation/ Representations	Director of Law and Assurance Director of Finance and Support Services Representations concerning this proposed decision can be made, via the officer contact, by the beginning of the month in which the decision is due to be taken.
Background documents (via website)	None
Author	Tom Coates Tel: 033 022 26458
Contact	Judith Shore Tel: 033 022 26052

Assistant Director (Environment and Public Protection)

Contract Award - Street Sweepings Processing	
<p>In October 2017 the County Council entered into a contract with Biffa Waste Services Limited to process and recycle street sweepings.</p> <p>The contract allows the County Council to divert street sweepings from landfill and push the material further up the waste hierarchy to recycle 99% of the material. This has saved the Council around £2.6m over the life of the current contract to-date due to a significantly lower price per tonne for processing compared to other disposal routes.</p> <p>The initial three-year processing contract has already been extended to its maximum term of five years and will end on 1 October 2022.</p> <p>The Assistant Director of Environment and Public Protection will undertake the procurement process for the provision of street sweepings processing services (reception into facility, recycling, treatment and disposal). Upon the conclusion of that process, the Assistant Director will be asked to award the contract based on the most advantageous bid after technical and financial evaluation.</p>	
Decision by	Assistant Director (Environment and Public Protection) (Steve Read)
Date added	7 January 2022
Month	July 2022
Consultation/ Representations	District and Borough Councils in West Sussex Representations concerning this proposed decision can be made, via the officer contact, by the beginning of the month in which the decision is due to be taken.

Background documents (via website)	None
Author	Gareth Rollings Tel: 033 022 24161
Contact	Judith Shore Tel. 033 022 26052

Assistant Director (Environment and Public Protection)

Contract Extension - Water, Wastewater and Ancillary Services	
<p>Since deregulation of the non-domestic water/wastewater retail market in 2017, organisations have been able to competitively appoint their own water retailer (rather than using the traditional water wholesalers for billing).</p> <p>In October 2019, the County Council awarded a three year contract, with an option to extend for one year, to Scottish Water Business Stream for these services.</p> <p>The current contract expires at the end of September 2022 and it is proposed to extend the contract for one year.</p> <p>The Assistant Director (Environment and Public Protection) will be asked to approve a 12-month extension of the water, wastewater and ancillary services contract.</p>	
Decision by	Assistant Director (Environment and Public Protection) (Steve Read)
Date added	25 May 2022
Month	July 2022
Consultation/ Representations	<p>No consultees currently identified</p> <p>Representations concerning this proposed decision can be made to the decision maker, via the report author, by the beginning of the month in which the decision is due to be taken.</p>
Background documents (via website)	None
Author	Steven Fall Tel: 033 022 23265
Contact	Judith Shore Tel: 033 022 26052

Assistant Director (Environment and Public Protection)

Procurement of energy supplies - corporate estate and maintained schools/academies	
<p>The County Council currently uses the LASER flex contract to procure energy supplies (electricity & natural gas) for:</p> <ul style="list-style-type: none"> the corporate estate (around 235 sites) and street lighting supplies 	

- around 250 West Sussex maintained schools and academies

The LASER framework agreement will renew in October 2022 and a 24-month termination notice is required to exit. A review of whether this is still the best way for the County Council to procure its energy was instigated in September 2021. A benchmarking exercise is being carried out to assess the LASER offering against the current market.

Upon the conclusion of the benchmarking review, the County Council will consider how the County Council procures energy supplies for the period from October 2024 – September 2028 and how to engage with the market for provision of ancillary energy services such as selling power from solar farms.

The Assistant Director (Environment and Public Protection) will be asked to approve the County Council’s recommended energy procurement route to market and route to the provision of ancillary energy services.

Decision by	Assistant Director (Environment and Public Protection) (Steve Read)
Date added	13 April 2022
Month	July 2022
Consultation/ Representations	Schools Forum Director of Finance and Support Services Director of Law and Assurance Representations concerning this proposed decision can be made, via the officer contact, by the beginning of the month in which the decision is due to be taken.
Background documents (via website)	None
Author	Steven Fall Tel: 033 022 23265
Contact	Judith Shore Tel: 033 022 26052

Cabinet Member for Environment and Climate Change

Establishment of the West Sussex Invest to Save Fund	
<p>The West Sussex Invest to Save Fund will be a new loan style scheme that supports energy efficiency and renewable energy projects across the corporate estate and schools. The fund will operate on a similar basis to the SALIX scheme which has been used successfully by WSCC for several years but is being wound down by the government.</p> <p>The Cabinet Member for Environment and Climate Change will be asked to approve the establishment of the Invest to Save Fund and the allocation of funds.</p>	
Decision by	Cabinet Member for Environment and Climate Change (Councillor Deborah Urquhart)

Date added	9 June 2022
Month	August 2022
Consultation/ Representations	Director of Law and Assurance Director of Finance and Support Services
Background documents (via website)	N/A
Author	Daire Casey – Energy Services Team Manager 0330 2223005 daire.casey@westsussex.gov.uk
Contact	Judith Shore Tel: 033 022 26052

Assistant Director (Environment and Public Protection)

Contract award for Single Supplier Framework for delivery of Solar PV and Battery Storage Programme	
<p>Following a market engagement exercise and technical and structural feasibility surveys, 31 corporate and 65 school sites have been identified as suitable for having Solar Photovoltaic (PV) and Battery Storage technology installed.</p> <p>The £7.7m programme, funded from an approved allocation in the capital programme, will support the council's commitment to achieving Net Zero emissions from its operations by 2030 (as set out in the council's Climate Change Strategy 2020-2030). It will also help meet the agreed priorities in the council's recently adopted 2030 Energy Strategy by reducing grid electricity consumption, increasing renewable energy generation in the county, and reducing carbon dioxide (CO₂) emissions. In addition to electricity cost savings for the County Council, schools will also benefit from a reduction in electricity costs.</p> <p>The procurement process will allow for further phases of solar PV and battery storage to be fitted to the county council's buildings and the county's schools (subject to the authority to do so being granted) and for a Demand Side Response (DSR) provider to manage the charged status and market value from the battery storage installations.</p> <p>The recommendation will come forward subject to completion of the final stages of the corporate process for evaluating capital projects.</p> <p>Upon the conclusion of the procurement process, the Assistant Director (Environment and Public Protection) will be asked to award the contracts.</p>	
Decision by	Assistant Director (Environment and Public Protection) (Steve Read)
Date added	25 May 2022
Month	September 2022
Consultation/ Representations	No consultees currently identified

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	Representations concerning this proposed decision can be made to the decision maker, via the report author, by the beginning of the month in which the decision is due to be taken.
Background documents (via website)	None
Author	Nicola Stringer
Contact	Judith Shore Tel: 033 022 26052

Assistant Director (Environment and Public Protection)

Contract award for performance monitoring, operation and maintenance of ground mounted solar PV systems	
<p>Since 2014, West Sussex County Council has installed ground-mounted solar power systems at both Tangmere and Westhampnett with a total capacity of 12.44 MW.</p> <p>The performance of these systems will be optimised through operational monitoring alongside planned and reactive maintenance in order to –</p> <ul style="list-style-type: none"> • maximise renewable energy generated to substitute for carbon emitting sources • derive energy savings for the council • protect the County Council’s investment in these systems <p>A tender process will be started in July 2022 with a view to securing best value for the provision of the services.</p> <p>The Assistant Director (Environment and Public Protection) will be asked to award the contract for the monitoring, operation and maintenance of ground-mounted solar PV systems owned by West Sussex County Council, in accordance with the Council’s Standing Orders on Procurement and Contracts.</p>	
Decision by	Assistant Director (Environment and Public Protection) (Steve Read)
Date added	9 June 2022
Month	September 2022
Consultation/ Representations	Director of Law and Assurance Director of Finance and Support Services
Background documents (via website)	None
Author	Tom Coates, Senior Energy Projects Manager Tel: 0330 2228717 tom.coates@westsussex.gov.uk
Contact	Judith Shore Tel: 033 022 26052

Highways and Transport

Cabinet Member for Highways and Transport

A284 Lyminster bypass (north) - funding allocation and award of construction contract

The A284 Lyminster Bypass is an important north-south link between the A27 at Crossbush and Littlehampton and the County Council is delivering the northern section. Jackson's Civil Engineering was awarded the design and build contract and the scheme was granted planning permission on 26 March 2019.

The Compulsory Purchase Order was confirmed by the Secretary of State on 16 September 2021 following a Public Inquiry.

The Department for Transport (DfT) has previously approved the Outline Business Case and has been asked to contribute additional funding on review and approval of the Full Business Case.

As the final stage of the scheme, subject to the DfT approving the funding, the Cabinet Member for Highways and Transport will be asked to confirm the funding allocation and award the construction contract for the A284 Lyminster bypass (north).

Decision by	Cabinet Member for Highways and Transport (Councillor Joy Dennis)
Date added	21 October 2021
Month	June 2022
Consultation/ Representations	Director of Law and Assurance Director of Finance and Support Services Representations concerning this proposed decision can be made, via the officer contact, by the beginning of the month in which the decision is due to be taken.
Background documents (via website)	None
Author	Mark Martin Tel: 033 022 25922
Contact	Judith Shore Tel: 033 022 26052

Cabinet Member for Highways and Transport

Review of On-Street Parking Charges

The on-street parking charges review for 2022/23 will include all West Sussex permits, parking bay suspensions and pay and display charges.

A decision will be taken by the Cabinet Member for Highways and Transport with a view to implementing the changes in October 2022.

Decision by	Cabinet Member for Highways and Transport (Councillor Joy Dennis)
Date added	9 May 2022
Month	June 2022
Consultation/ Representations	County Council Officers (Legal, Finance, Highways) District and Borough Council Officers Representation can be made via the officer contact.
Background documents (via website)	None
Author	Miles Davy Tel: 033 022 26688
Contact	Judith Shore Tel: 033 022 26052

Cabinet Member for Highways and Transport

Bus Services Draft Enhanced Partnership Plan
<p>The Government’s ‘Bus Back Better – National Bus Strategy for England’ requires Local Transport Authorities and bus companies to work in partnership to help recovery and improve bus services.</p> <p>In June 2021, the Cabinet Member for Highways and Transport took a key decision to enter into an Enhanced Partnership (EP) with bus operators and, in October 2021, made a further key decision and submitted a Bus Services Improvement Plan (BSIP) to the DfT including a bid for funds.</p> <p>Further to the submission of the BSIP, the DfT has offered an indicative funding allocation up to £17,401,596 (of which £11,982,180 is capital and £5,419,416 revenue) to commence delivery of the BSIP. This is total funding from 2022/23 to 2024/25.</p> <p>Funding confirmation is conditional on the submission and implementation of an Enhanced Partnership which includes firmer and more detailed commitments from the County Council and local bus operators to deliver a package of prioritised and ambitious improvements to bus services.</p> <p>By Monday 2 May, the County Council must complete and submit to the DfT a summary which sets out how the funding allocation will be used, including prioritised interventions, delivery timelines and costs and how it will be reflected in the EP. Due to the exceptionally tight timescale for the completion of this work, the Assistant Director (Highways, Transport and Planning) will complete the summary in consultation with the Cabinet Member for Highways and Transport.</p> <p>By the end of June, the County Council must submit a Draft Enhanced Partnership Plan which shows how relevant aspects of the BSIP will be implemented.</p> <p>The Cabinet Member for Highways and Transport will be asked to approve the Draft Enhanced Partnership Plan for submission to the DfT.</p>

Decision by	Cabinet Member for Highways and Transport (Councillor Joy Dennis)
Date added	26 April 2022
Month	June 2022
Consultation/ Representations	<p>Communities, Highways and Environment Scrutiny Committee – Task and Finish Group</p> <p>Local bus operators</p> <p>User representatives (include organisations representative of users of local services, those with protected characteristics, elected members, parish councils, local businesses)</p> <p>District and Borough Councils</p> <p>Traffic commissioner</p> <p>Police</p> <p>Transport Focus</p> <p>Competition and Markets Authority</p> <p>Representations concerning this proposed decision can be made, via the officer contact, by the beginning of the month in which the decision is due to be taken.</p>
Background documents (via website)	None
Author	Bill Leath Tel: 033 022 25438
Contact	Judith Shore Tel: 033 022 26052

Cabinet Member for Highways and Transport

Review of Integrated Parking Strategy 2022 - 2027	
<p>As the Highway Authority for West Sussex, the County Council has an Integrated Parking Strategy (IPS) that sets out its approach to managing parking. This mainly includes the management and enforcement of parking controls and regulations on the public highway, often referred to as 'on-street', but it also sets out its view and role in off-street parking provision, primarily provided by the six District and Borough Councils in West Sussex. The IPS also sets out how the County Council's approach to parking management relates to its other policies and strategies.</p> <p>The West Sussex IPS was last updated in 2014 and this latest review, covering the period from 2022 to 2027, seeks to ensure that the County Council's approach to managing parking remains appropriate and effective at meeting the needs of local communities as well as its other objectives.</p> <p>The Cabinet Member for Highways and Transport will be asked to approve the revised Integrated Parking Strategy.</p>	
Decision by	Cabinet Member for Highways and Transport (Councillor Joy Dennis)
Date added	1 June 2022

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Month	August 2022
Consultation/ Representations	Communities, Highways and Environment Scrutiny Committee - 10 June 2022 Engagement with District and Borough Council Parking Services Teams Representations concerning this proposed decision can be made to the decision maker, via the report author, by the beginning of the month in which the decision is due to be taken.
Background documents (via website)	None
Author	Miles Davy Tel: 033 022 26688
Contact	Judith Shore Tel: 033 022 26052

Cabinet Member for Highways and Transport

Review of the Highway Improvement Programme	
<p>The Highway Improvement Programme, mainly funded by the Integrated Transport Block Allocation and developer contributions, is made up of several thematic programmes e.g. Community Highway Schemes, Strategic Transport Improvements and Local Transport Improvements. Each of the thematic programmes are developed independently and collated into a countywide programme each Autumn, before being approved by the Cabinet Member for Highways and Transport for delivery over the following two financial years.</p> <p>A project was commissioned in September 2021 to review how schemes in the Highways Improvement Programme are identified, prioritised, developed and delivered. The work specifically examined how the County Council ensures the Highway Improvement Programme delivers County Council priorities whilst responding to the needs of local communities.</p> <p>Developing recommendations were presented to the Communities, Highways and Environment Scrutiny Committee in March 2022. The Committee was supportive of the proposed new ways of working with communities and approach to prioritisation of schemes.</p> <p>The Cabinet Member for Highways and Transport will be asked to approve the new approach to the prioritisation and delivery of the Highways Improvement Programme.</p>	
Decision by	Cabinet Member for Highways and Transport (Councillor Joy Dennis)
Date added	9 June 2022
Month	August 2022
Consultation/ Representations	Communities, Highways and Environment Scrutiny Committee was consulted on 2 March 2022.

Background documents (via website)	None
Author	Charlotte Weller, Service Improvement Lead Tel: 0330 22 26001 charlotte.weller@westsussex.gov.uk
Contact	Judith Shore Tel: 033 022 26052

Assistant Director (Communities)

Contract Award: Digital Customer Service Function	
<p>In March 2022 the Cabinet Member for Support Services & Economic Development approved a proposal via decision SSED05 21-22, for procurement of a Digital Customer Service Function and the digital technology and cloud software of the function for a proposed contract term of three years with the option to extend by two periods of one year.</p> <p>The new service to be commissioned from 01 October 2022 to coincide with expiry of the Support Services Outsource (SSO).</p> <p>The Cabinet Member delegated authority to the Assistant Director (Communities) to progress the programme and commence procurement of Customer and Information Technology Services. In accordance with the decision, procurement exercises are being undertaken.</p> <p>The Assistant Director (Communities) will be asked to award the contract(s) to the successful bidder(s).</p>	
Decision by	Assistant Director (Communities) (Emily King)
Date added	26 April 2022
Month	June 2022
Consultation/ Representations	<p>Subject Matter Experts within Council Service Areas, Market suppliers.</p> <p>Representation can be made via the officer contact.</p>
Background documents (via website)	None
Author	Stewart Laird Tel: 033022 25310
Contact	Suzannah Hill Tel. 033 022 22551

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