Report to Chief Executive

Cloud hosted Parking Enforcement Solution – Part A

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Reason for Decision

To seek approval to procure and implement a modern, cloud hosted parking enforcement solution that enables digital service delivery, improves operational efficiency, and meets future service delivery requirements.

Recommendations

The report requests the following:

1. Approve the procurement and implementation of a fully (supplier) hosted Taranto Software solution
2. Approve the inclusion of online permit management and online case management as part of the system upgrade

Cloud hosted Parking Enforcement Solution

1 Background

1.1 The Council currently uses the Taranto system to support parking enforcement activity.

1.2 The current version of the system is dated and does not support the level of digital service required to modernise parking enforcement. Residents cannot fully self-serve online for key processes such as permit management, appeals, case tracking and related parking enforcement activity.

1.3 Parking enforcement has recently been brought back in-house. This creates an opportunity to redesign the service, reduce manual processing, improve resident access and make better use of staff capacity. However, the current system is limiting the ability to transform the service. It is also creating increasing operational, security and infrastructure risk.

1.4 The move to a cloud hosted SaaS solution will support the Council's ICT strategy by reducing reliance on Council-managed infrastructure and moving to a more sustainable, vendor-hosted model.

2 Current Position

2.1 The Council is currently using version 185 of the Taranto solution in the live environment. The latest available version is 217. The Council no longer has a working test system. The age of the current software means the Council is missing functionality and efficiency improvements available in the latest version. It also prevents the service from introducing more effective self-service options for residents.

2.2 The current system also relies on outdated handheld devices and printers. The handhelds are reaching end of life, battery life does not reliably last a full shift, and only a limited number of working printers remain available. Without replacement devices, the service faces a risk to operational continuity.

2.3 The current model relies too heavily on manual processes, printed documents, officer handling, paper correspondence and legacy infrastructure. This creates unnecessary cost, delay and avoidable demand. The proposed solution would allow the Council to move towards a modern operating model where residents and businesses can access parking services digitally, reducing avoidable contact and improving the speed and transparency of case handling.

2.4 The current system also limits the Council's ability to move towards more modern enforcement approaches. Upgrading the platform is a necessary foundation for future camera-based enforcement and wider digital enforcement capability.

2.5 The new solution will enable residents and businesses to interact with the parking service digitally and offer the following.

- Online permit applications and renewals
- Online case management
- Improved visibility of case progress
- Reduced reliance on paper correspondence
- Faster and easier access to services
- Improved customer experience

2.6 Financial benefits of the new system include:

- Reduced printing costs
- Reduced paper and envelope costs

- Reduced postage costs
- Reduced manual administration
- Improved processing efficiency
- Better enforcement resilience
- Protection of parking enforcement income
- Reduced risk of income loss caused by device or system failure

2.7 **Operational benefits**

2.8 The hosted solution will reduce reliance on Council-managed infrastructure and remove the need to maintain elements of the current outdated technical environment. It will also provide a working test environment, supporting safer future changes and reducing the risk associated with updates.

2.9 **Operational benefits include:**

- Reduced manual handling
- Faster case processing
- Improved system resilience
- Reduced infrastructure burden
- Improved ability to support future change
- Better support for mobile working
- Improved service continuity

2.10 **Strategic benefits**

The proposal aligns with the Council's ICT strategy by moving towards:

- Cloud hosted services
- Software as a Service
- Reduced reliance on Council infrastructure
- Improved cyber security
- Modern digital service delivery
- A platform capable of supporting future service development

2.11 The system upgrade will also support future enforcement capability, including camera-based enforcement. This is a key strategic benefit and should be viewed as part of the transformation case, not simply as a technical upgrade.

3. Options/Alternatives

3.1 **Option 1**: Move to a fully hosted Software as a Service solution.

3.2 This option would move the Council to a fully hosted Taranto SaaS solution. It would include the online customer-facing modules required to support digital transformation, including online permit management and online case management. It would also include replacement handheld devices and printers required to operate the service effectively.

3.3 **Option 2:** Upgrade existing system within Council hosting

3.4 This option would upgrade the existing Taranto software in the live and test environments, move the database to SQL Server 2022, replace the handheld devices and move remaining infrastructure into Azure where possible. This would address some immediate technical risks but would not deliver the same level of transformation.

3.5 **Option 3**: Go to market for an alternative externally hosted SaaS solution

3.6 This option would involve a full procurement exercise to identify an alternative SaaS supplier.

3.7 This could potentially deliver a modern hosted solution, but it would introduce additional cost, complexity and delay.

3.8 **Option 4: Do nothing**

3.9 This option would mean continuing with the current version of Taranto, current infrastructure, current handheld devices and current manual processes.

3.10 This would leave the Council exposed to increasing operational, cyber and service delivery risk.

4. Preferred Option

4.1 Option 1: Move to a fully hosted software as a service solution (SaaS) from Taranto on a new contract to include the additional customer facing portals and replace the current handheld devices and printers. This option immediately addresses the existing infrastructure risks and opens up the opportunity of resident facing portals to improve the customer experience.

5. Risks

5.1 The current system is not sustainable and requires upgrading to remove all vulnerabilities and to improve the customer experience.

5.2 **SQL Server End-of-Life (April 2026):** Forced capital expenditure of £50-70k for server replacement and licensing, or immediate compliance failure

5.3 **Legacy Infrastructure:** Aging on-premises server presents PSN security vulnerabilities and ongoing remediation costs of £15-25k

5.4 **Service Transition Pressures:** due to the age of the current system there are enforcement gaps and reputational risk due to inability to enforce some situations.

6. Financial Implications

6.1 The financial details are set out in the Part B report.

7. Legal Implications

7.1 The proposal is lawful provided procurement is carried out in compliance with the Crown Commercial Service G-Cloud framework and the Public Contracts Regulations 2015.

7.2 As the solution involves cloud hosting and the processing of personal data, including DVLA transactions, full compliance with UK GDPR and the Data Protection Act 2018 will be required

7.3 Legal Services will be available to review and approve the final contract and ensure appropriate provisions are included for:

- Service performance
- Data protection
- Security
- Termination
- Business continuity
- Continuity of statutory parking enforcement functions during and after implementation

Pamela Nsofor, Solicitor

8. Procurement Implications

8.1 Upon approval of this report, the Commercial Procurement Unit recommends proceeding under the following framework for Option 1:

Agreement number: RM1557.14
Start date: 29 October 2024
End date: 28 October 2026
Regulation: PCR 2015
Agreement type: PCR 2015 Framework

8.2 The Taranto cloud solution, supplied by Taranto Systems Limited, is available to Oldham Council via the Crown Commercial Service G-Cloud 14 framework.

8.3 To ensure compliance with G-Cloud buying guidelines, Procurement will work closely with the service area and ICT colleagues to ensure the software is procured correctly.

8.4 As part of this process, Taranto Systems Limited will be required to complete Oldham Council's IT non-functional, technical and IT security questionnaires.

8.5 Subject to ICT approval, Procurement will work with Legal and Information Governance colleagues to ensure the G-Cloud order form is completed accurately.

8.6 The Commercial Procurement Unit will be responsible for ensuring that all required public notices are issued in accordance with PCR 2015 regulations.

Senga Henstock, ICT Senior Buyer

9. ICT Implications

9.1 ICT supports the recommended option to move to the fully hosted Taranto SaaS solution.

9.2 The proposal will address current system vulnerabilities, reduce risk on Council systems and support the Council's ICT strategy.

9.3 The hosted solution will also provide a platform for further service improvements, including digital resident services, online case management and future enforcement capability.

9.4 The proposal will also support decommissioning of legacy infrastructure and reduce the future burden on Council-managed systems.

Lindsey Al-Basri, IT Head of Projects

10. Equality Impact, including implications for Children and Young People

10.1 No specific equality impacts have been identified at this stage.

10.2 The move to digital services should improve access for residents who prefer to self-serve online. However, the service must ensure that appropriate assisted digital routes remain available for residents who cannot access or use online services.

11. Key Decision

11.1 Yes: KDD-26-10

Approved by the Chief Executive following consultation with the political group leaders who were in attendance as follows:- Councillors: Decision made under the authorisation contained in Section 9C (5) Delegations of Specific Officers of Part 3 (Responsibility for Functions) and Section 3.6 of Part 4 (Executive Procedure Rules) of the Council Constitution for the Chief Executive to take emergency decisions in respect of the Council's executive functions.
Signed:

Shelley Kipling, Chief Executive Dated:
Date of Leaders' Consultative meeting:
Summary of feedback from the political group leaders