

**WRITTEN QUESTION TO THE MINISTER FOR TREASURY AND RESOURCES
BY SENATOR G.P. SOUTHERN OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 25th SEPTEMBER 2018**

Question

Will the Minister, as shareholder representative, inform members of –

- (a) the total number, and cost, of parking spaces provided by Andium Homes and other social housing providers, with the information broken down by site / estate showing the number of spaces allocated to residents of the estate, those allocated to others who reside in the locality and those which are rented to the general public; and
- (b) what measures, if any, are in place to monitor the performance of G4S in administering and enforcing the parking permits system following the outsourcing of that service on Andium sites?

Answer

The remit of the Minister for Treasury and Resources as guarantor representative for Andium Homes does not include other social housing providers. The following information therefore only relates to Andium Homes and has been provided by them:-

(a)

Appendix 1(attached) provides a list of the number of spaces provided at each estate managed by Andium Homes. The Appendix also identifies the number of permits issued to residents of those estates, and the final column represents paid parkers, the “general public”.

Parking spaces are not allocated, but permits are issued which allow the holder to park on a specific estate. Not all estates require permits as parking may not be in demand in all locations: those without the need for permits are generally out of central St Helier and are indicated on Appendix 1.

There are varying types of permits that are issued: -

- Permits for tenants, renewable on an annual basis, as shown in Appendix 1;
- Permits for the general public, on application, renewable annually and on a paid basis; we are not able to break these down into “others who reside in the locality” and “general public” as there is no distinction drawn in allocating the spaces. We also provide permits to organisations such as Age Concern and Cheshire Homes free of charge. These are shown in Appendix 1;
- Short term permits for care providers, Health & Social Services and contractors working on the estate free of charge.

In regard to cost, paid parking generates an annual income of approximately £200,000, which equates to an average cost per space across all estates of approximately £125. Paid parking is only offered if there is deemed to be spare capacity on the estate, i.e. more spaces available than there are tenant permits issued or required. Under our parking policy, published on our website, parking for tenants takes priority over other permit requests.

(b)

The parking service is fully contracted out to G4S. That contract includes a number of Key Performance Indicators (KPI's):-

Indicator	Min. Performance
Telephone enquiry – substantive verbal response	Next working day
Formal response to written request/enquiry/appeal	5 working days
Summary report on progress	Monthly, within the first week
Following settlement, time taken to release vehicle from compound	Within 2 hours from payment

Summary progress reports are presented monthly to report on these as well as ad hoc reporting on request where the contract specifies response periods for the different types of requests. Additionally, management of Andium Homes and G4S meet frequently to review matters arising supplemented by the aforementioned ad hoc reporting.

Our complaint policy allows us to also independently handle complaints where the client is unsatisfied with the service provided.

Client Satisfaction Surveys are also carried out periodically as a measure of performance, the last was carried out at the end of July 2018 and sent out to over 150 clients, where satisfaction with the service received from G4S scored an average of 4.1 out of 5 i.e. over 80%.

WQ.163/2018 – Appendix 1

Estate	Total Spaces	Tenant Permits	General Public
10 Raleigh Ave / Raleigh House	5	2	0
21 Duhamel Place	2	n/a - non-permitted	n/a
29 Columbus Street	3	2	0
29 Garden Lane	3	1	0
3,5,7,7a Wesley St	9	3	0
37 Midvale Road	3	1	0
79 Rough Boullion	2	n/a - non-permitted	n/a
9 - 21 Windsor Road	6	3	0
Albert Villas	5	3	0
Andium Court	82	n/a - non-permitted	n/a
Baren Gaed	5	4	0
Beau Vallon	12	11	0
Belford Place	3	2	0
Belvoir Court	3	2	0
Bingham Court	43	48	0
Brighton Close	24	22	0
Brooklyn Court	11	14	0
Chapel Court	2	1	0
Cherry Orchard Court	26	38	0
Chestnut Court	17	17	0
Clearview Place	6	6	0
Clos De Quennevais	22	16	0
Clos De Roncier	0	n/a - non-permitted	n/a
Clos Du Fort	113	81	36
Clos Du Val	13	n/a - non-permitted	n/a
Clos Gosset	80	65	0
Clos St Andre	57	35	0
Convent Court	52	11	7
De Quetteville Court	52	64	1
Dennis Ryan Court	20	19	0
Devonia Close	10	8	3
Don Close	6	4	0
Don Farm	12	10	0
Dorset Mews	12	5	0
Durban House	3	n/a - non-permitted	n/a
Ernest Briard Crescent	44	n/a - non-permitted	n/a
Fauxbie Terrace	10	8	2
Gordon Le Breton Close	35	22	0
Grasset Prk	20	n/a - non-permitted	n/a
Grouville Arsenal	16	n/a - non-permitted	n/a
Halcyon House	15	12	0
Hampshire Gardens	25	29	0
Haut Du Mont	29	30	0

Estate	Total Spaces	Tenant Permits	General Public
Highbury Court	11	11	0
Hillside Court	5	3	0
Homeville	2	n/a - non-permitted	n/a
Hue Court	81	53	38
Jack Counter Close	9	8	0
Jane Sandemen Court	38	21	2
Jardin De Carreaux	75	n/a - non-permitted	n/a
Jardin Du Crocquet	17	16	1
Journeaux Court	43	43	3
Keith Baal Gardens	56	50	17
Kew Gardens	23	16	0
La Cache Pallot	5	6	0
La Carriere	6	n/a - non-permitted	n/a
La Collette	47	34	0
La Place Labey	22	8	0
La Place Noel	8	n/a - non-permitted	n/a
La Selliere Court	13	n/a - non-permitted	n/a
Le Bel D'enton	10	4	0
Le Burons	57	n/a - non-permitted	n/a
Le Clos De Balmain	64	51	0
Le Clos De Petit Felard	31	30	0
Le Clos Du Martin	13	11	0
Le Douet Clement	35	32	0
Le Geyt Flats	40	31	4
Le Marais	105	n/a - non-permitted	n/a
Le Verger	8	8	0
Les Anquetils / Les Petit Anquetils	50	n/a - non-permitted	n/a
Les Cinq Chenes	122	n/a - non-permitted	6
Les Cloches Court	21	13	0
Les Jardins Du Soleil	104	42	12
Les Maisonettes	22	21	0
Les Quatre Bras	12	12	0
Les Ronces	8	4	1
Les Vaux	21	17	0
Leslie Sinel Close	26	22	0
Liberation Court	92	77	29
Lord Coutanche Court	22	22	1
Maesteg House	6	6	0
Maison Du Theatre	5	3	0
Maple Grove	33	40	0
Mont Surat	3	1	0
Nicholson Close	22	n/a - non-permitted	n/a
Nicolle Close	19	28	0
Oak Tree Gardens	92	n/a - non-permitted	n/a

Estate	Total Spaces	Tenant Permits	General Public
Old St John's Court	31	24	17
Orchid Court	32	31	0
Osborne Court	17	12	0
Pear Tree House	4	4	0
Perree Villas	4	3	0
Pierson Court	4	3	0
Pillar Gardens	36	n/a - non-permitted	n/a
Pine Court	28	26	0
Place Le Gallais	12	n/a - non-permitted	n/a
Place Nicolle	19	n/a - non-permitted	n/a
Pomme D'or Farm	62	77	0
Pre De Talbot	0	5	2
Princess Place Flats	15	19	0
Rosemount Estate	35	n/a - non-permitted	n/a
Salisbury Crescent	38	24	1
Sandybrook Court	8	9	0
Sherland Close	6	1	0
Sir Walter Benest Court	57	27	0
St Andre's Court	13	n/a - non-permitted	n/a
St Mark's Gate	22	16	1
St Martin's Arsenal	27	n/a - non-permitted	n/a
St Mary's Court	20	16	0
St Simon's Court	5	6	0
Stopford Court	3	2	0
Summerfield	8	7	0
Sutton Court	24	n/a - non-permitted	n/a
Sydenham Villas	3	3	0
The Cedars	55	47	0
Town Mills	14	11	0
Vauxhall Gardens	13	19	0
Vincent Court	21	17	1
Wellington Park	41	n/a - non-permitted	n/a
Westley Court	42	38	0
Westmount Park	43	32	0
Whiteley Close	26	n/a - non-permitted	n/a
Wilkes Gardens	39	n/a - non-permitted	n/a
Willows Court	20	12	8
Winchester Court	7	7	0
Windsor Court	36	21	6
Wyvill	2	5	0