

**North Yorkshire Council**  
**Environment Executive Members**

**19 December 2025**

**Joining the National Parking Platform or procuring a single App for North Yorkshire**

**Report of the Assistant Director – Highways and Infrastructure**

**1.0 PURPOSE OF REPORT**

- 1.1 To seek authority from the Corporate Director Environment in consultation with the Executive Member for Highways and Transportation to proceed with the procurement of a single mobile parking app provider for North Yorkshire, in line with the Council's adopted Parking Principles and the ongoing requirement to deliver operational savings and efficiencies.

**2.0 BACKGROUND**

- 2.1 Parking Services currently manages multiple app providers across the county, resulting in inconsistency for users and inefficiencies in administration. The legacy arrangements, inherited from former district and borough councils, do not align with the Council's strategic Parking Principles, which emphasise consistency, accessibility, efficiency, innovation, and value for money.

**3.0 DETAILED PRESENTATION OF THE SUBSTANTIVE ISSUE**

- 3.1 The North Yorkshire Council Parking Principles were formally adopted by the Executive on 17 August 2025, following earlier consideration by Environment Executive Members in January 2025. These principles provide the overarching framework for parking strategy and management across the county, aligning with the Local Transport Plan and supporting consistent policy development.
- 3.2 The Council's parking strategy is underpinned by the following principles:
- Consistency: Provide a uniform experience for residents and visitors across all districts.
  - Accessibility: Ensure payment options are simple, inclusive, and easy to use.
  - Efficiency: Reduce administrative burden and improve financial reconciliation through streamlined processes.
  - Innovation: Support digital solutions that enhance customer convenience and operational performance.
  - Value for Money: Deliver cost-effective services while maintaining high standards of service delivery.
- 3.3 The intent is to procure a new, single app provider.

**4.0 CONSULTATION UNDERTAKEN AND RESPONSES**

- 4.1 This project has been developed through the Parking Transformation project group containing representatives from all relevant departments of the Council.

## **5.0 ALTERNATIVE OPTIONS CONSIDERED**

- 5.1 The 'do nothing' option is not recommended as the current contracts for the apps have expired with no further option to extend.
- 5.2 The Council has considered joining the National Parking Platform (NPP) but decided against it at this stage due to:
- Lack of agreement on monthly payments to NYC.
  - Increased workload managing multiple providers.
  - Uncertainty around NPP's compatibility with NYC's finance systems.
  - Manual reconciliation processes rather than API integration.
  - The estimated annual cost is approximately £213k, based on volumes and tariffs from the past 12 months using the NPP percentage-based transaction model rather than a fixed fee. This approach would not generate savings compared to current arrangements and is projected to cost around £5,000 more.

## **6.0 FINANCIAL IMPLICATIONS**

- 6.1 The current annual cost of operating multiple parking apps is approximately £208,000, with costs expected to rise as digital payments increase.
- 6.2 By running a competitive procurement, Parking Services aims to negotiate lower transaction rates and has the option to pass convenience fees to customers, potentially saving £70,000 per year based on current volumes.
- 6.3 The Council has considered joining the National Parking Platform (NPP), but this would not deliver savings and is projected to cost around £5,000 more annually than current arrangements.
- 6.4 Broader service transformation projects, including investment in new parking machines and infrastructure, are forecast to deliver ongoing savings of £587,000 per annum from 2026/27, supporting the Council's medium-term financial strategy.
- 6.5 While the new system may deliver up to £70,000 in annual savings compared to current costs, these savings are likely to be offset by the need to provide the app facility in additional areas. The proposal is therefore expected to be cost neutral overall, with the added benefit of a more consistent and accessible service across North Yorkshire. The allocated budget aligns with current spend, and any additional costs will be managed within the broader parking services budget. The council will continue to monitor costs closely as the tender process progresses.

## **7.0 LEGAL IMPLICATIONS**

- 7.1 Procurement will be undertaken in accordance with the Procurement Act 2023 and the Council's Procurement and Contract Procedure Rules.

## **8.0 EQUALITIES IMPLICATIONS**

- 8.1 An Equality Impact Assessment (EIA) screening has been undertaken for the proposal to procure a single mobile parking app provider. The screening considered the potential impacts on people with protected characteristics and identified key considerations around digital inclusion and accessibility, particularly for older people, those with disabilities, people on low incomes, and residents in rural areas. The proposal ensures that alternative payment options (such as cash and contactless) will remain available to support inclusivity. A full EIA will be completed to ensure that no group is disadvantaged and that appropriate mitigation measures are identified and implemented. The Full EIA is included at Appendix A

## **9.0 CLIMATE CHANGE IMPLICATIONS**

9.1 There are no climate issues in this statutory process. A climate change implications assessment is at Appendix B.

## **10.0 PERFORMANCE IMPLICATIONS**

10.1 Parking Services has been restructured to run more efficiently, and adopting a single app aligns with this goal. It will simplify processes, reduce duplication, and improve compliance with traffic orders.

## **11.0 POLICY IMPLICATIONS**

11.1 The North Yorkshire Parking Principles guide the decision to consolidate multiple providers into a single app solution.

## **12.0 ICT IMPLICATIONS**

12.1 Standardising to a single, cloud-based parking app will streamline ICT support and reduce the need for on-premises infrastructure. The new system must integrate with council finance, enforcement, and permit systems, and support open APIs for future interoperability. The app must comply with all relevant data protection, payment security, and accessibility standards. While centralising support and maintenance will bring efficiencies, robust vendor management and clear change management processes are essential. The solution should be scalable and future-proof, enabling the council to adopt new technologies and respond to evolving service needs.

## **13.0 CONCLUSIONS**

13.1 The current fragmented approach to mobile parking apps is inefficient and inconsistent with the Council's strategic objectives. Procuring a single provider will deliver operational savings, improve the customer experience, and support the Council's broader transformation agenda. This change will also facilitate better integration with permit systems and ensure compliance with relevant legal, financial, and ICT requirements.

## **14.0 REASONS FOR RECOMMENDATIONS**

14.1 A single mobile parking app provider will:

- Deliver a consistent and accessible service for all users.
- Reduce administrative overhead and improve financial management.
- Enable the Council to realise significant cost savings and operational efficiencies.
- Support the Council's digital transformation and future-proof parking services.
- Integrate seamlessly with permit systems, enforcement, and payment platforms.

## **15.0 RECOMMENDATION**

15.1 Following consultation with the Executive Member for Highways and Transportation, the Corporate Director for Environment is recommended to approve the proposal to proceed with the procurement of a single mobile parking app provider for North Yorkshire.

## **APPENDICES:**

Appendix A – Full EIA

Appendix B – Climate Change Assessment

**BACKGROUND DOCUMENTS: N/A**

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