

58986 NSL Parking Enforcement Contract and Evidence-Handling Requirements

I am requesting the following information:

The full current contract between City of Edinburgh Council and NSL (Marston Holdings) relating to parking enforcement, including all schedules, annexes, and service-level agreements.

Please refer to the attached documents.

Third-party personal information has been redacted from the documents provided in compliance with the Data Protection Act 2018.

Any documents, policies, or written instructions provided by the Council to NSL regarding:

- How NSL should assess evidence submitted in parking representations;
- How NSL should investigate claims relating to RingGo or other app-based failures;
- How NSL should apply the Parking Prohibitions (Enforcement and Accounts) (Scotland) Regulations 2023.

NSL is not responsible for any of the above.

Any internal Council guidance on oversight, auditing, monitoring, or performance assessment of NSL's parking decision-making.

As referenced above, no such documents are held.