



## By partnering with NSL, Warwickshire County Council residents and businesses benefited from reduced traffic congestion and improved road safety following 6,327 extra visits, and an additional 867 enforcement actions per officer, per year, after transferring from district operations to county control

NSL has increased visits by 239% and enforcement action by 188% by:

- ▶ **Intelligently deploying our teams** to target areas of high non-compliance
- ▶ **Gold standard training** delivered by Investors in People Gold and Champion recognised learning teams
- ▶ **Better back office** that dealt with the historical backlog
- ▶ **Professional standards** increased through audits, mystery shopping and refresher training
- ▶ **Connected green fleet** that reduce emissions and monitor driver behaviour

“the split of how this was being operated between our councils was of huge concern. However, we have found NSL staff to be very friendly and courteous when we are parking and knowledgeable when searching for spaces around Stratford upon Avon town. We would like them to operate in the car parks too!”  
*Elizabeth Dixon, Accessible Stratford*

### Professionals in the community

NSL is committed to transforming the perception of the civil enforcement officer and places heavy emphasis on professionalism and service to the community. In Warwickshire our team have told us:

- ▶ **Good public perception** – 70% of colleagues rate public opinion as positive or very positive
- ▶ **Improving relationships** – 25% believe this perception has become more positive and much more positive since the start of the new service
- ▶ **Better service** – 66% think the service has got much better
- ▶ **Complaints into compliments** – 85% receive compliments weekly, 25% get 3-5 a week

If you are interested in well trained, professional teams helping residents and business in your area please contact: **Glen Manley - 07918 375 748**  
[glen.manley@nsl.co.uk](mailto:glen.manley@nsl.co.uk)