

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (WAVERLEY)****DATE: 12 DECEMBER 2014****LEAD OFFICER: DAVID CURL: PARKING TEAM MANAGER, SURREY COUNTY COUNCIL****KEVIN MCKEE: PARKING MANAGER, GUILDFORD BOROUGH COUNCIL****SUBJECT: ON-STREET PARKING ENFORCEMENT UPDATE****DIVISION: ALL IN WAVERLEY BOROUGH****SUMMARY OF ISSUE:**

From April 2013 Local Committees have had more involvement with the enforcement of on-street parking restrictions that they are responsible for installing and reviewing.

Committees will have a scrutiny role of the enforcement operation and a share of any surplus income.

This report sets out the background for these arrangements and provides an overview of the enforcement operation.

RECOMMENDATIONS:

The Local Committee (Waverley) is asked to agree to:

- (i) Note the contents of the report.
- (ii) Allocate 90% of the surplus income towards the Local Transport Plan programme in the Farnham area and 10% to be split equally in the three other task group areas.

REASONS FOR RECOMMENDATIONS:

Waiting and parking restrictions that are suitably/adequately enforced will help to:

- Improve road safety
- Increase access for emergency vehicles
- improve access to shops, facilities and businesses
- Increase access for refuse vehicles and service vehicles
- Ease traffic congestion

- Better regulate parking

The Local Committee can contribute towards these objectives in partnership with the relevant Enforcement Team.

1. INTRODUCTION AND BACKGROUND:

- 1.1 On 23 October 2012 the County Council's Cabinet agreed the framework for new on-street parking enforcement agency agreements with the majority of Surrey district and borough councils. This followed two years of discussion and negotiation about how enforcement could be carried out more efficiently and what should happen to any surplus income.
- 1.2 In terms of governance and scrutiny the Cabinet agreed that local committees would have a stronger role of the new arrangements.
- 1.3 This report provides the Committee with an update about the on-street parking enforcement service in Waverley, including an overview of costs and performance data for 2013/14 as shown in the annexes. **Annex 1** provides financial information and **Annex 2** details key performance indicators.
- 1.4 Local Committees already make decisions about new parking restrictions and this will continue in a separate report.

2. OPERATIONAL REPORT

- 2.1 The aim of parking enforcement is to achieve compliance, although in reality 100 per cent compliance would be very difficult to achieve.
- 2.2 Restrictions should be enforced fairly and in accordance with the statutory guidance for Civil Parking Enforcement produced by the Depart for Transport under the Traffic Management Act 2004.
- 2.3 Guildford Borough Council and the County Council aim to achieve operational efficiency and value for money. We aim to provide fair and adequate enforcement service to encourage compliance.
- 2.4 Guildford Borough Council's parking team run on- and off-street parking in Guildford, the park and ride sites in Guildford and on-street parking in Waverley. Most staff work across functions to spread experience, provide flexibility and diversity and to keep costs low.
- 2.5 When we started enforcing in Waverley in April 2011 the existing management resource was used. We employed three additional Civil Enforcement Officers (CEOs) and half an administration post. We agreed with Waverley Borough Council that their locality office would continue to issue permits in Farnham but with our assistance.

- 2.6 Since this time the level and type of restrictions in the borough has increased. There is now pay and display operating in Farnham and permit schemes in Cranleigh and Haslemere and the permit scheme in Farnham has been extended.
- 2.7 We issue permits for Cranleigh and Haslemere from our Guildford office. However, we ran sessions at Haslemere Library at various times in the run up to the permit scheme being introduced. There are currently over 90 permit holders in Haslemere and 24 in Cranleigh. Over 1,700 visitors' permits have also been sold in Cranleigh and Haslemere.
- 2.8 There are three new residents' schemes being introduced Godalming and one in Farncombe as part of the 2014 parking review.
- 2.9 We now also arrange for cash collection and banking of the money for the pay and display machines in Farnham. After each collection we reconcile what was collected from each machine with the amount of money the machine recorded taking. We then reconcile the amount of money banked with the amount of money taken. In addition we organise for the machines to be serviced and repaired.
- 2.10 The CEOs normally work between 7.30am and 18.15 pm Monday to Saturday, but we also arrange targeted patrols outside of normal hours to deal with problems that occur outside the normal working day.
- 2.11 Parking Office in Guildford normal opening hours are - (Mon.-Thurs. 08:00-17:15, Fri. 08:00-17.00)
- 2.12 Response time for enquiries are based on Guildford Borough Council corporate guidelines of 10 working days although in many cases we respond sooner.

Town centres

- 2.13 We split the three CEOs between the four main centres and the areas around them in a ratio of one each for Farnham and Godalming and the other between Haslemere and Cranleigh.

Villages and outer areas

- 2.14 We attend these areas far less frequently, but respond to requests for enforcement and where there is a problem will keep patrolling until it has reduced.

Schools

- 2.15 We work with schools, Highways and Surrey Police whenever possible to target parking enforcement outside of schools where it is

needed. It is not possible to provide enforcement outside of every school where restrictions exist.

Residential areas

- 2.16 Parking restrictions in residential areas in the four main centres are patrolled when officers are in the towns or village. In areas away from the four main centres patrols are arranged as required or in response to reported problems.

Residents' Parking Schemes

- 2.17 Resident permit parking schemes will be patrolled as required or in response to reported problems. The administration of the Farnham scheme is carried out by Waverley Borough Council's Locality Office and we are grateful for their help and professionalism. The other permits schemes in Haslemere, Cranleigh and the new ones in Godalming and Farncombe will be administered from our offices in Guildford.
- 2.18 Guildford Borough Council is conducting a fundamental service review of its parking service and one of the opportunities to come out of this is to increase the number of on-line transactions and the issue of permits is one area that can benefit. In particular the use of virtual permits can remove the need to issue a paper permit and reduce cost and increase efficiency for the resident. The CEO simply scans the registration number of a vehicle to see whether it is on the permit data base. This is similar to the process now used for vehicle tax discs.

Suspensions and Waivers

- 2.19 Upon request, the parking office will arrange for parking bay suspensions and waivers in accordance with the scale of charges set out in the County Council's parking strategy.
- 2.20 For this to operate effectively a notice period is needed and it therefore requires a minimum period of 10 working days from request of application to allow processing and cleared payment prior to the suspension period.

Obstruction/Crossovers

- 2.21 CEOs can enforce obstruction of 'official' drop kerb crossovers and pedestrian crossing points. This will require the permission of the property owner to request enforcement action. These contraventions occur away from the route we normally patrol and so resources need to be diverted. It is only practical to do this when there are frequent infringements.

Events affecting the highway

- 2.22 Where community events are arranged that will affect parking on the highway, the enforcement team will work with the organiser or Highways to assist with traffic management arrangements.
- 2.23 Event organisers may be charged for this assistance if it requires out-of-hours working or distracts from the normal day-to-day enforcement activity in the borough. Clear requirements of the time required to assist in this are necessary to ensure adequate staff are available.

Lines and Signs

- 2.24 It is the responsibility of Surrey County Council to ensure that the lines and signs are enforceable. There are a number of discrepancies particularly in the Godalming/Farncombe area, but these will be systematically resolved as the new restrictions in these areas are implemented as part of the current parking review.

3. CONSULTATIONS:

- 3.1 There have been no specific consultations.

4. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 4.1 The purpose of enforcing waiting restrictions is to help achieve compliance. Similarly parking charges are intended to help enforcement and improve turnover of high demand spaces. Parking enforcement is not intended to raise income, but it is reasonable to aim to carry out enforcement without operating at a deficit.
- 4.2 The income and expenditure for on street parking enforcement is shown in **Annex 1**.
- 4.3 If a surplus is generated on the borough or district parking account it has been agreed that it will be split:
- 60% to the Local Committee
 - 20% to the enforcement authority (borough council)
 - 20% to the County Council
- 4.4 The Local Committee can decide how the 60% share of any surplus income derived in its area can be used within the confines of legislation. The new arrangement started in April 2013 so any surplus split for the first full year (2013/14) could not be identified until the accounts had been settled in mid- 2014.

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- 4.5 The accounts for 2013/14 in **Annex 1** show a significant increase in the surplus income over 2011/12 and 2013/14. This is due primarily to the introduction of pay and display parking charges in Farnham and from the sale of resident and visitor permits in the town's Controlled Parking Zone.
- 4.6 In 2011/12, prior to the introduction of on-street charges, the surplus in Waverley was £7,500. It has since increased to £188,000 in 2013/14.
- 4.7 The introduction of pay and display in Farnham has helped improve access to on-street parking in the town by increasing turnover of the spaces. When the charging was introduced it was intended that any surplus income should be used to help improve transport infrastructure around the town, primarily focussing on reducing congestion and improving accessibility.
- 4.8 It is therefore recommended that 90% of the Local Committee's share of surplus income (£101,935) is allocated to transport improvements in the Farnham area.
- 4.9 The Local Committee can request and fund (from budgets at its disposal) additional 'out of hours' enforcement if this is considered appropriate.
- 4.10 Any surplus generated from managing on-street parking can only be used as defined under S55 of the Road Traffic Regulation Act 1984 (as amended). This restricts use of any surplus for the maintenance and/or improvement of the highway including environmental works or additional parking provision.

5. EQUALITIES AND DIVERSITY IMPLICATIONS:

- 5.1 Effective parking restrictions and enforcement can assist accessibility for those with visual or mobility impairment by reducing instances of obstructive parking. Parking restrictions also allow blue badge holders better access to shops and services through the provision and enforcement of disabled bays.

6. LOCALISM:

- 6.1 Communities are represented by county councillors and committee members who are involved in the decision making process to change or introduce new parking restrictions and will now have more involvement in the enforcements of them.

7. CRIME AND DISORDER IMPLICATION:

- 7.1 There should be fewer instances of obstructive and dangerous parking as a consequence of effective parking enforcement.

8. CONCLUSION AND RECOMMENDATIONS:

- 8.1 Changes to the use of the highway network, the built environment and society mean that parking behaviour changes. It is necessary for a highway authority to carry out regular reviews of waiting and parking restrictions on the highway network and provide adequate enforcement. This will help to:

- Improve road safety
- Increase access for emergency vehicles
- improve access to shops, facilities and businesses
- Increase access for refuse vehicles and service vehicles
- Ease traffic congestion
- Better regulate parking

- 8.2 The introduction of parking charges in Farnham has substantially increased the overall on-street parking surplus generated in Waverley. It is therefore recommended by the Surrey County Council Parking Team Manager that a significant proportion of this (90%) is used for transport infrastructure improvements in the Farnham area.

9. WHAT HAPPENS NEXT:

- 9.1 The Local Committee can consider these arrangements and set up task groups to interact with enforcement teams as appropriate.

Contact Officers:

Kevin McKee: Parking Manager, Guildford Borough Council
 David Curl: Team Manager, Surrey County Council Parking Team (03456 009 009)

Consulted: See 3.1

Annexes: **Annex 1:** Financial Performance
Annex 2: Key Performance Indicators

Sources/background papers: None

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