

**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (WAVERLEY)****DATE: 11 DECEMBER 2015**

**LEAD OFFICER: DAVID CURL – SURREY COUNTY COUNCIL PARKING TEAM MANAGER**  
**KEVIN MCKEE – PARKING MANAGER, GUILDFORD BOROUGH COUNCIL**

**SUBJECT: ON-STREET PARKING ENFORCEMENT UPDATE****DIVISION: ALL IN WAVERLEY BOROUGH**

<b><u>SUMMARY OF ISSUE:</u></b>
This report provides an overview of the on-street parking enforcement operation in Waverley Borough for the financial year 2014/15 including financial accounts for this period.
<b><u>RECOMMENDATIONS:</u></b>
<b>The Local Committee (Waverley) is asked</b> to note the contents of the report.
<b><u>REASONS FOR RECOMMENDATIONS:</u></b>
<p>Waiting and parking restrictions that are suitably/adequately enforced will help to:</p> <ul style="list-style-type: none"> <li>• Improve road safety</li> <li>• Increase access for emergency vehicles</li> <li>• improve access to shops, facilities and businesses</li> <li>• Increase access for refuse vehicles and service vehicles</li> <li>• Ease traffic congestion</li> <li>• Better regulate parking</li> </ul> <p>The local committee can contribute towards these objectives in partnership with the Borough/District Enforcement Team.</p>

**1. INTRODUCTION AND BACKGROUND:**

- 1.1 On the 23 October 2012, the Surrey County Council (SCC) 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.

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- 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 2014-15 as shown in the annexes.
- 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 cost low.
- 2.5 When we started enforcing in Waverley in April 2011 the existing management resource was used. We did employ 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 April 2011 the level and type of restriction in the borough has increased. There is now pay and display operating in Farnham and permit schemes in Cranleigh, Haslemere, Godalming, Farncombe and the permit scheme in Farnham has been extended.
- 2.7 We issue permits for Cranleigh, Haslemere, Godalming and Farncombe from our Guildford office.
- 2.8 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.
- 2.9 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.

2.10 Parking Office in Guildford normal opening hours are - (Mon-Thurs 08:00-17:15, Fri - 08:00-17.00)

2.11 Response times for enquiries are based on Guildford Borough Council corporate guidelines of 10 working days although in many cases we respond sooner.

#### **Town centres**

2.12 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**

2.13 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**

2.14 We work with schools, highways and Surrey Police whenever possible to target parking enforcement outside schools where it is needed. It is not possible to provide enforcement outside every school where restrictions exist but we aim to help deter inconsiderate parking.

#### **Residential areas**

2.15 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**

2.16 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 Godalming are administered from our office in Guildford.

2.17 Guildford Borough Council has conducted 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, reduce cost and make it easier for residents to apply and be issued with permits on-line. The CEO simply scans the vehicle's registration number 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**

2.18 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.

2.19 For this to operate effectively a notice period is needed it therefore requires a minimum period of 5 working days from request of application to

[www.surreycc.gov.uk/waverley](http://www.surreycc.gov.uk/waverley).

allow processing and cleared payment prior to the suspension period. We are also looking at making this service more accessible on-line.

**Obstruction/Crossovers**

- 2.20 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**

- 2.21 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.
- 2.22 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 is necessary to ensure adequate staff are available.

**Lines and Signs**

- 2.23 It is the responsibility of Surrey County Council to ensure that the lines and signs are enforceable. There are a large number of discrepancies particularly in the Godalming/Farncombe area. This was improved last year, but there are still areas that are not enforceable.
- 2.24 Annexe 1 presents key performance indicators which Guildford Borough Council is required to record as part of the agency agreement. To give them more meaning the KPIs for 2013/14 are also included.
- 2.25 Annexe 2 presents enforcement data for each street enforced in the borough of Waverley. It should be noted that issuing penalty charge notices is not the only indication of successful enforcement. The presence of a CEO can often be a deterrent in itself.

**3. CONSULTATIONS:**

- 3.1 None undertaken.

**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 Annexe 3. The surplus generated in 2014/15 was £195,480 and the majority of this comes from the pay and display in Farnham.

[www.surreycc.gov.uk/waverley](http://www.surreycc.gov.uk/waverley).

- 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 (district council)
  - 20% to the county council
- 4.4 The local committee can decide how the 60% share of any surplus income derived in their area can be used within the confines of legislation.
- 4.5 The local committee can request and fund (from budgets at its disposal) additional 'out of hours' enforcement if this is considered appropriate.
- 4.6 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 enforcement 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

**9. WHAT HAPPENS NEXT:**

- 9.1 The local committee can consider these arrangements and interact with the enforcement team as appropriate.

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**Contact Officer:** Kevin McKee Parking Manager, Guildford Borough Council  
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**Consulted: None**

**Annexes:**

**Annexe 1 – Key Performance Indicators**

**Annexe 2 – Penalty Charge Notices issued**

**Annexe 3 – Financial Account**

**Sources/background papers: None**

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## Annexe 1 - Key Performance Indicators

As part of the agency agreement there are KPIs which we are required to report on. They are as follows.

KPI	Details	KPI 2014-15	KPI 2013-14
Total cost to administer the on-street parking service – the overall net cost of operating the on-street enforcement element of the parking service.	Our total costs including parking reviews, management of pay and displays, and permit administration is £204,105. The net cost of the on-street service is positive with income at £399,590.	Surplus £195,485	Net surplus less expenditure £182,595
Civil enforcement officer (CEO) deployment efficiency – this measures the number of hours deployed CEO time spent on-street or travelling to sites as a ratio of the total cost of the enforcement operation.	Total enforcement cost is estimated at £148,197. Total hours deployed on-street or travelling is estimated at 3850.	£38.49	£40.25
Penalty charge notices (PCN) issued per deployed hour – total number of PCNs issued as a ratio of the total number of CEO hours on-street.	The number of penalty charge notices issued on-street was 6139. The estimated time deployed was 3350 and travelling time was 500.	1.89	1.75
PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs issued.	598 PCNs were cancelled and 6139 PCNs were issued.	9.74%	9%
PCN Appeal Rate - the total number of PCNs successfully appealed, as a ratio of the total number of PCNs issued.	Total number of PCNs issued was 6139. 1 PCN was successfully appealed at the formal appeal stage.	0.016%	0.02%
Time taken to issue parking permits/ dispensations/ suspensions – measuring the average number of days taken to deal with general customer requests for service (excluding PCN appeals or comments on parking).		5 working days	5 working days

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