

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (REIGATE & BANSTEAD)****DATE: 14 DECEMBER 2015**

**LEAD OFFICER: DAVID CURL – PARKING TEAM MANAGER (SCC)
JACQUIE JOSEPH PARKING SERVICES MANAGER,
REIGATE & BANSTEAD BOROUGH COUNCIL**

**SUBJECT: ON STREET PARKING ENFORCEMENT UPDATE****DIVISION: ALL REIGATE AND BANSTEAD DIVISIONS****SUMMARY OF ISSUE:**

Local Committees are responsible for installing and reviewing on street parking restrictions. Committees 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 (Reigate & Banstead) is asked to note the contents of the report

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 Borough Enforcement Team.

1. INTRODUCTION AND BACKGROUND:

- 1.1 On the 23 October 2012, the Surrey Cabinet agreed the framework for new on street parking enforcement agency agreements with the majority of Surrey district and borough councils. This followed 2 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 an oversight role in terms of on street parking enforcement.
- 1.3 Local Committees already make decisions about new parking restrictions and this will continue. Parking reviews will involve a separate report.
- 1.4 The Reigate & Banstead Local Committee has established a task group convened to review parking matters.
- 1.5 On the 8 September 2015 a Councillor workshop was held to establish and clarify the enforcement challenges and the current demands. This also fed into a Parking Task Group which assisted in recognising the impact enforcement has in tackling anti social parking around schools and businesses.

2. ANALYSIS

- 2.1 The aim of parking enforcement is to achieve compliance with the restrictions that are in place across the borough. However, in reality 100% compliance would be extremely difficult to achieve. Restrictions must be enforced fairly and in accordance with the operational guidance for Civil Parking Enforcement contained in the Traffic Management Act 2004.
- 2.2 The enforcement authority and the county council also aim to achieve operational efficiency and value for money. We aim to provide fair and adequate enforcement service to generally achieve compliance but at no net cost to the county council. This has been achieved under the agency agreement in place, with no costs met by the county council.
- 2.3 Enforcement officers are deployed across the borough, covering core enforcement hours from 08:00am until 6:30pm. Any enforcement activity outside of these hours is possible through staff overtime, which is at a higher cost.
- 2.4 The enforcement team benefits from the efficiencies of operating both on street and off street enforcement activity. In line with the agency agreement between the two Councils, the costs of these two activities are separated, as is the income received from penalty notices.

- 2.5 The County Council are responsible for maintaining parking restrictions in the borough. One area that has been identified for improvement is the timely maintenance of parking signs and lines when they are damaged or need replacing. It is planned to look at ways of joint working between county and borough teams to improve this process.

3. ENFORCEMENT ACTIVITIES

- 3.1 The Borough Council undertakes a range of enforcement activities under the agency agreement.
- 3.2 Some restrictions, such as yellow lines and residential permits, can be enforced immediately; the vehicle will need to be in clear violation of a restriction by parking on a yellow line or failing to display a valid parking permit.
- 3.3 Other restrictions have a waiting limit. These are used in commercial and residential areas to ensure turnover and deter commuter parking. Enforcement cannot be undertaken immediately as no ticket is displayed to show the arrival time for each vehicle. Instead the Civil Enforcement Officer is required to log all the vehicles in a particular area and then return later in the day. Only then can they undertake enforcement if it is clear that the vehicle has overstayed the waiting limit. This is a time consuming process

Town centres (Banstead, Horley, Redhill, Reigate)

- 3.4 Parking enforcement is carried out in the town centres to achieve compliance with parking and waiting restrictions that will help maintain traffic flows and access to businesses and services. This service is particularly valued by small business owners, as the restrictions ensure turnover in parking spaces along the main high streets.
- 3.5 There are a higher proportion of restrictions in the town centres and these consequently require a larger proportion of enforcement resource in the Borough.
- 3.6 There is generally 1 Civil Enforcement Officer deployed in each of the main towns throughout the core enforcement hours above when fully staffed.

Villages or local shopping parades

- 3.7 Parking enforcement in outlying areas and villages is important; however the greater travelling time required means less frequent enforcement is possible.
- 3.8 Enforcement of the village centres listed below is carried out at least 4 times per week at varying times/days to help achieve compliance.
- Kingswood

- Nork
- Tadworth
- Chipstead
- Tattenham
- Walton-on-the-hill
- Burgh Heath
- Merstham

3.9 As these areas do not have the same level of resource as the town centres, it is recognised that there is a perception that they are forgotten. Each area receives regular visits, as set out above, and the times and roads visited is logged by the enforcing officer. Additional targeted enforcement is also undertaken when evidence of any parking issues are reported to the team. However, it is important that resources are targeted where they are most effective, in order to increase income and minimise the cost of enforcement activities.

Joint Enforcement Team

3.10 The parking enforcement team regularly work with the Joint Enforcement Team, which is a scheme between Reigate & Banstead Borough Council and Surrey Police.

3.11 The JET undertakes regular joint patrols and seeks to improve the speed and effectiveness of enforcement activities through improved partnership working and greater use of the statutory powers available to the Borough Council and Police (for example, dangerous parking is only enforceable by Surrey Police).

3.12 Civil Enforcement Officers may identify non-parking contraventions such as graffiti, overhanging trees, littering, anti-social behaviour, abandoned vehicles, untaxed vehicles etc. These will be reported to the JET team or Surrey County Council as appropriate.

3.13 The new approach has improved the intelligence and information shared between Reigate & Banstead Borough Council and Surrey Police on a range of enforcement issues, including parking.

Schools

3.14 We work with schools, highways and Surrey Police whenever possible to target parking enforcement outside schools where it is needed. A joint programme of school visits has been agreed with the Joint Enforcement Team.

3.15 The team seeks to provide advice and guidance when visiting schools. However, penalty charge notices will be issued where appropriate, particularly where vehicles are parked on zig zag markings.

3.16 School enforcement has some unique challenges. The presence of the enforcement officers often disrupts usual parking patterns, which resume when the team is not present. It is not possible to provide

enforcement outside every school, every day, due to other enforcement commitments. However, when there are issues that have been highlighted the enforcement team work with Surrey Council Council to identify wider solutions (e.g. travel plans or alternative transport measures).

Residential areas

- 3.17 Parking restrictions in residential areas will be patrolled as required or in response to reported problems. Councillors and residents are encouraged to report any hot spots to the Council.
- 3.18 There are a small number of resident permit schemes in operation in Horley and Merstham. The Borough Council undertakes all administration in relation to these schemes, including applications, payment and issuing of permits.
- 3.19 The Council are working with Surrey County Council to strengthen communication to ensure that sufficient notice is given when introducing new permit schemes and using the parking task groups to facilitate this communication process.
- 3.20 Resident permit parking schemes will be patrolled as required or in response to reported problems.
- 3.21 Civil Enforcement Officers 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. If the property owner does not contact the Council to request enforcement action, the Council is unable to take any action. The Council seeks to respond to these requests within 24 hours, however this will not apply to Sundays and bank holidays.
- 3.22 The Council have improved the communication with residents to ensure that they are clear what can be enforced by the Council and giving them the options to contact the Police where there may have greater or immediate powers of enforcement.

Suspensions and Waivers

- 3.23 There may be occasions, such as utility works or home improvement schemes, where a company or individual requires an existing parking restriction to be suspended or waived for a fixed period.
- 3.24 The Borough Council undertakes all the administration in relation to these requests, including application, payment and issuing of suspensions and waivers. These are being processed in a timely manner and the Council are continually looking to improve the method in which customers apply, pay and have the approval for suspensions and waivers processed.

3.25 This is undertaken in accordance with the scale of charges set out in the county councils parking strategy.

3.26 In order to operate this process effectively a notice period is needed. The Council therefore requires a minimum period of 10 working days from request of application to allow processing and cleared payment prior to the suspension period.

Events affecting the highway

3.27 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.

3.28 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

3.29 It is the responsibility of Surrey County Council to ensure that the lines and signs are enforceable. Reigate and Banstead Council will undertake unforeseen emergency work on behalf of Surrey County Council.

3.30 Enforcement activity cannot be undertaken if lines and signs are not clearly visible (i.e. not faded, or covered by detritus) and the signs are in accordance with the adopted Traffic Regulation Order. Where any issues are identified, the Councils seek to work together to resolve it as soon as possible to ensure enforcement activities can be resumed efficiently.

3.31 We have working in partnership with Surrey County Council to improve the lines and signs and rectify issues quickly that would otherwise have taken on average 6 months or more to be rectified via the Surrey County Council contractors. This is work in progress and can only be as effective as the accuracy of the TRO allows.

4. LOCAL COMMITTEE TASK GROUP

4.1 A Local Committee Task Group was established to review the on street enforcement activities within the borough. The Task group met on Friday 2 October 2015.

4.2 The Task Group welcomed the opportunity to discuss parking enforcement in greater detail and the challenges that the team face.

4.3 There was particular interest in the accommodation charges. Reigate & Banstead Borough Council recharge the property costs for operational buildings according to the frontline service staff within the organisation.

Within parking the costs are divided between on and off-street services dependant on the proportion of time spent in each.

- 4.4 As a result of the concerns mentioned at The Task Group the Borough Council was seeking to reduce the accommodation costs by releasing space that could be rented to other organisations. This work is on-going however, RBBC have also capped the corporate recharge which is lower compared with figures from last year.
- 4.5 In Reigate & Banstead there were lower salary expenditure than previous years. This was due to some vacancies during the year.
- 4.6 There was also discussion regarding the increased equipment and software charges. It was noted that the Council had introduced new handheld devices to improve the information available to Civil Enforcement Officers and improvements to the back office system. The new Online Case Management system enables customers to view their cases in real time. It also enables the customer to appeal on-line. These improvements were made to the improve customer experience and improve the back office processing, but has resulted in higher application costs to the service.
- 4.7 The Task Group noted that the total overheads charged by Reigate & Banstead Borough Council were consistent with those charged in other areas.
- 4.8 It was noted that the nature of on street restrictions meant the service was less efficient than an off street enforcement activity, where the vehicles display a ticket.

5. CONSULTATIONS:

- 5.1 District and Borough Councils have been consulted widely in the development of new parking enforcement arrangements.
- 5.2 Feedback and intelligence from local Councillors is also extremely helpful in identifying enforcement priorities.

6. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 6.1 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 surplus income; however it is reasonable to aim to carry out enforcement without operating at a deficit.
- 6.2 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

- 6.3 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.
- 6.4 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.
- 6.5 The Local Committee can request and fund (from budgets at their disposal) additional 'out of hours' enforcement if this is considered appropriate.
- 6.6 There was no surplus generated in 2014/15. The outturn summary for the on street parking account in Reigate and Banstead is shown in Annex 1.

7. EQUALITIES AND DIVERSITY IMPLICATIONS:

- 7.1 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.

8. LOCALISM:

- 8.1 Communities are represented by local Councillors, who are involved in the decision making process to change or introduce new parking restrictions.

9. CRIME AND DISORDER IMPLICATION:

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report/)
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report
Corporate Parenting/Looked After Children	No significant implications arising from this report/
Safeguarding responsibilities for	No significant implications arising

vulnerable children and adults	from this report
Public Health	No significant implications arising from this report)

10. CONCLUSION AND RECOMMENDATIONS:

10.1 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 TRO processing
- Improve lines/signs
- Introduce schedule of works
- 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
- Increase on-street compliance

10.2 This report provides a summary of the enforcement activities undertaken by Reigate & Banstead Borough Council, under agreement with the County Council. The report focuses on the performance during 2014/15 and the Local Committee is asked to note the report.

11. WHAT HAPPENS NEXT:

11.1 Local Committee can note this report. The established task group can hold further meetings regarding parking enforcement as appropriate.

Contact Officer: Jacquie Joseph, Reigate & Banstead Borough Council
David Curl, Team Manager, SCC Parking Team

Annexes:

Annex 1 – Annual On-Street Parking Return

Annex 2 – On Street Parking Key Performance Indicators

Sources/background papers:

Annex 1 - Annual on-street car parking return

Authority name

Reigate & Banstead

Financial year

2014/15

	£	
REVENUE EXPENDITURE	422913.19	
REVENUE INCOME	-312089.26	
NET (SURPLUS)/DEFICIT		<u>110823.93</u>

Surplus share:		£
SCC	20%	0
Local Area committee	60%	0
Local Authority	20%	0

Annex 2 – On Street Parking Key Performance Indicators (Reigate & Banstead)

KPI	Details	Result
Total cost to administer the on-street parking service – the overall net cost of operating the on-street enforcement element of the parking service.	These are set out in annexes 1 and 2 above	£110,823.93
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 net enforcement cost is at £422,913 Total hours deployed on-street including travelling is estimated at 8,840.	£47.84
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 8825. The estimated time deployed was 8,840 combined including travelling time.	1.00
PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs issued.	8825 PCNs were issued. 875 PCNs were cancelled	9.92%
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 8825. 28 PCN was successfully appealed at the formal appeal stage.	0.32%
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

This page is intentionally left blank