

SURREY COUNTY COUNCIL**LOCAL COMMITTEE****SURREY****DATE:** 3rd October 2016

LEAD OFFICER: David Curl – SCC Parking Team Manager
Mark Carpenter, Parking Manager, Elmbridge Borough Council

SUBJECT: On Street Parking Enforcement Update**DIVISION:** All Elmbridge**SUMMARY OF ISSUE:**

Since 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 have a scrutiny role of the enforcement operation and receive a share of any surplus income.

This report sets out these arrangements and provides an overview of the enforcement operation for 2015/16.

RECOMMENDATIONS:

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

- (i) 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/District 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 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 Elmbridge including an overview of costs and performance data for 2015/16 as shown in the annexes.
- 1.4 Local Committees already make decisions about new parking restrictions and this will continue in a separate reports.

2. OPERATIONAL REPORT

- 2.1 Since 2006 Elmbridge Borough has provided on-street “decriminalised/civil” parking enforcement service to the County Council, following Surrey Police’s withdrawal from carrying out this function. This service complements the Borough’s management of its own off-street parking facilities.
- 2.2 In Elmbridge parking enforcement is outsourced to NSL Services, a market leader in providing parking enforcement services. NSL have a four year contract term ending in 2017, with a possible 2 year extension.
- 2.3 Authorities’ borough wide endeavour to achieve operational efficiency and provide value for money in their parking enforcement operations, ideally to a “break even” point. There is no expenditure by Surrey County Council for operating this function. However, the intention is for enforcement to be measured, proportionate and fair.
- 2.4 Direct Borough staffing for on-street operations consists of generally half a Parking Operations Manager, one administration and one parking appeals staff member providing back office support to resident parking schemes and enforcement operations.
- 2.5 Under the contract NSL provide half an Operations Support Manager along with a supervisor and four Civil Enforcement Officers (CEOs also

known as traffic wardens) working on the on-street element of the service.

- 2.6 The CEOs carry out regular beat enforcement patrols in towns and villages and residential areas in the Borough. They are required to issue a penalty to any vehicle that they see illegally parked.
- 2.7 Town centres can expect four enforcement visits a day; effectively this provides a more or less constant enforcement presence in core hours, Monday to Saturday, 8am to 6 pm. Additional “out of hours” enforcement is carried out Monday to Saturday evenings and during the day on Sundays, which is principally aimed at no parking restrictions (double yellow line) in key areas.
- 2.8 Villages, commuter (station) and other outlying areas generally receive two enforcement visits a day, resident parking schemes receive daily visits, all within the operational hours of the scheme.
- 2.9 Additional responsive enforcement is provided Borough wide, in particular dealing with parking across vehicle accesses (driveways). A maximum 30 minute response time is required under the contract arrangements.
- 2.10 The 35 school “Keep Clear” restrictions in the borough receive a minimum one visit a week during pick-up and drop off times; additional targeted enforcement is provided on request.
- 2.11 The back office team and NSL provide a waiver and suspension service to allow for building works and other longer term parking arrangements. The Parking Services team support special events including the Hampton Court Flower Show and Prudential Ride 100 cycling event where additional parking management is required.
- 2.12 In the period 2015/16 on-street 17,042 parking Penalty Charge Notices were issued, 82% of these were paid, 16% were appealed and 6% were cancelled on appeal. Payment and appeals rates are taken as a measure of the quality of parking enforcement operations, the rates in Elmbridge compare favourably with those in other Boroughs and Districts in Surrey and those in similar areas nationally.

3. CONSULTATIONS:

- 3.1 Regular Elmbridge Parking Task group meetings to discuss parking issues and review the restrictions borough wide take place. Recommendations are made by the task group to the committee for decision. The local committee have been consulted about future agency agreements and this will feed into the decisions made over the next 18 months.

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, however 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 for the financial years 14/15 and 15/16.
- 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. This arrangement started in April 2013 and any surplus is not identified until the financial years accounts have been settled mid-way through the next year.
- 4.5 The Local Committee can request and fund (from budgets at their 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.
- 4.7 To date the committee have agreed to fund the following from their surplus share:
- An enhanced parking review process:

Enhanced Parking Review process	
Engineer from 1 July 2015 to 31 March 2016	£ 24,000.00
Engineer from 1 April 2016 to 31 March 2017	£ 40,000.00
2014 parking review installation (signs)	£ 6,969.00
2014 parking review installation (lines)	£ 4,250.00

2014 parking review advert	£ 4,323.60
Cobham parking review advert	£ 3,171.17
Cobham parking review implementation estimate	£ 5,000.00
Weybridge parking review advert estimate	£ 4,000.00
Weybridge parking review implementation estimate	£ 15,000.00

- Additional maintenance of parking signs and lines (approx £10,000)
- New (replacement) on street pay and display machines on Walton Station (approx £35,000)

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 enforcement team will respond to any questions raised by the committee and incorporate suggestions into their work where possible.
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Contact Officer: Mark Carpenter, Parking Manager, Elmbridge Borough Council
David Curl, Team Manager, SCC Parking Team

Consulted: The report details locations for consultation.

Annexes: Two

Sources/background papers:

ANNEX 1

Annual on-street car parking return

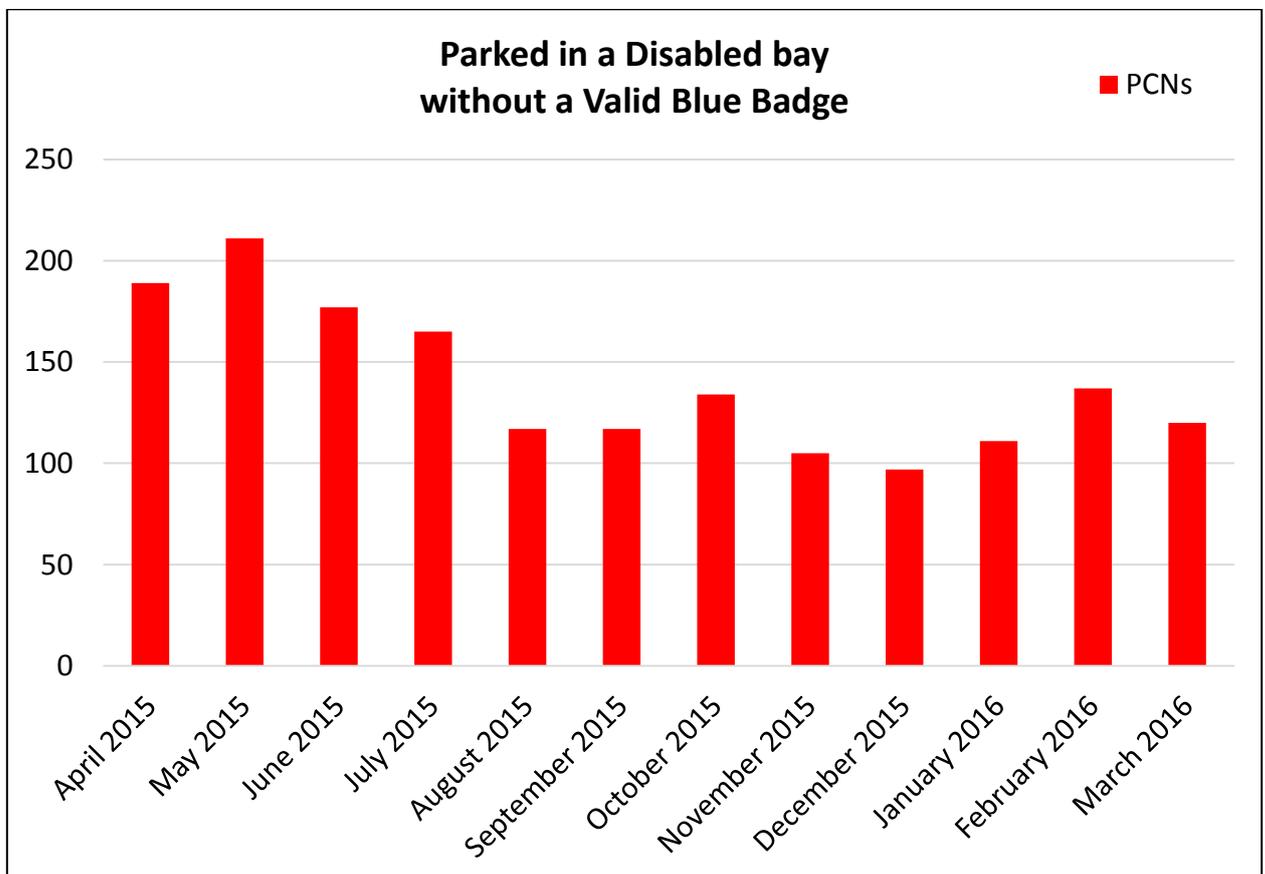
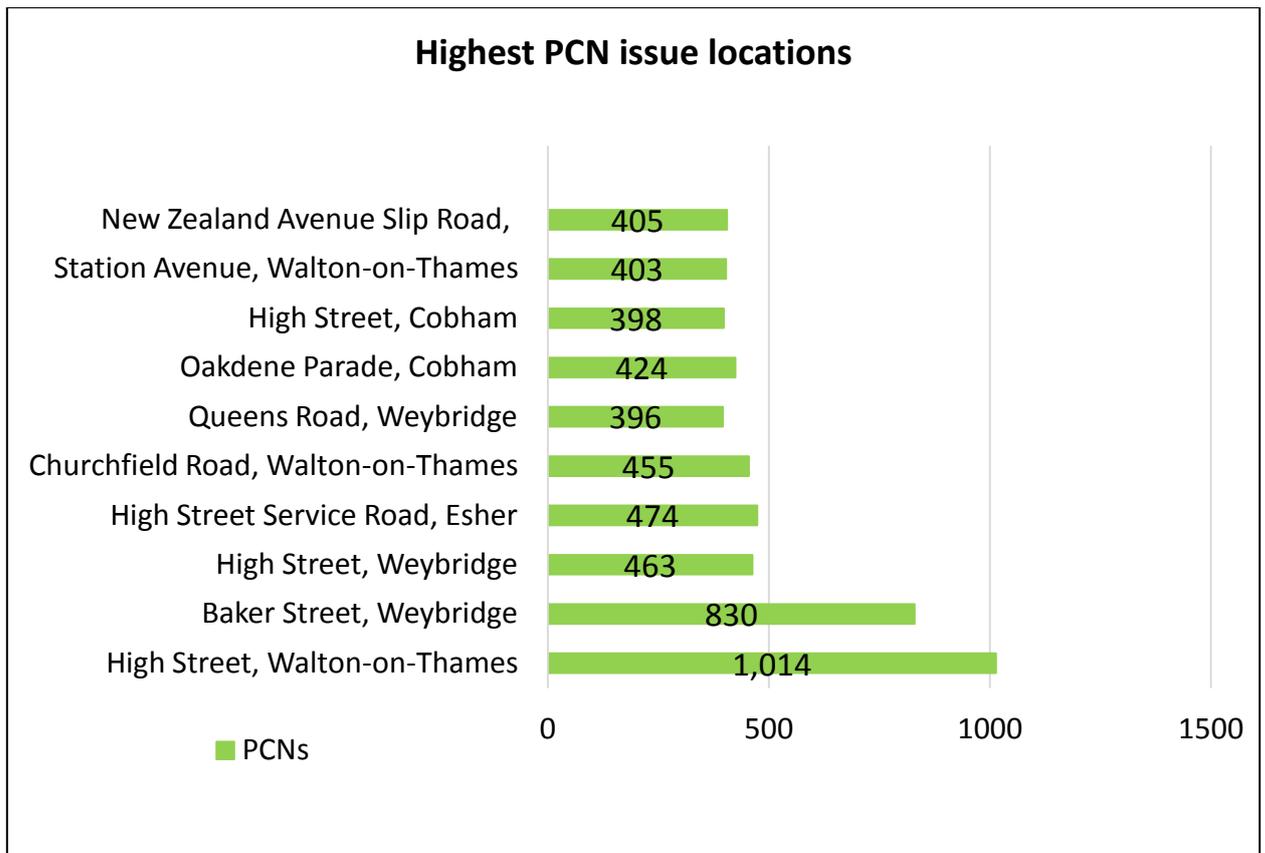
Authority name	Elmbridge	
Financial year	2015/16	
	£	
REVENUE EXPENDITURE	531,553	
REVENUE INCOME	(884,876)	
NET (SURPLUS)/DEFICIT		<u>(353,323)</u>

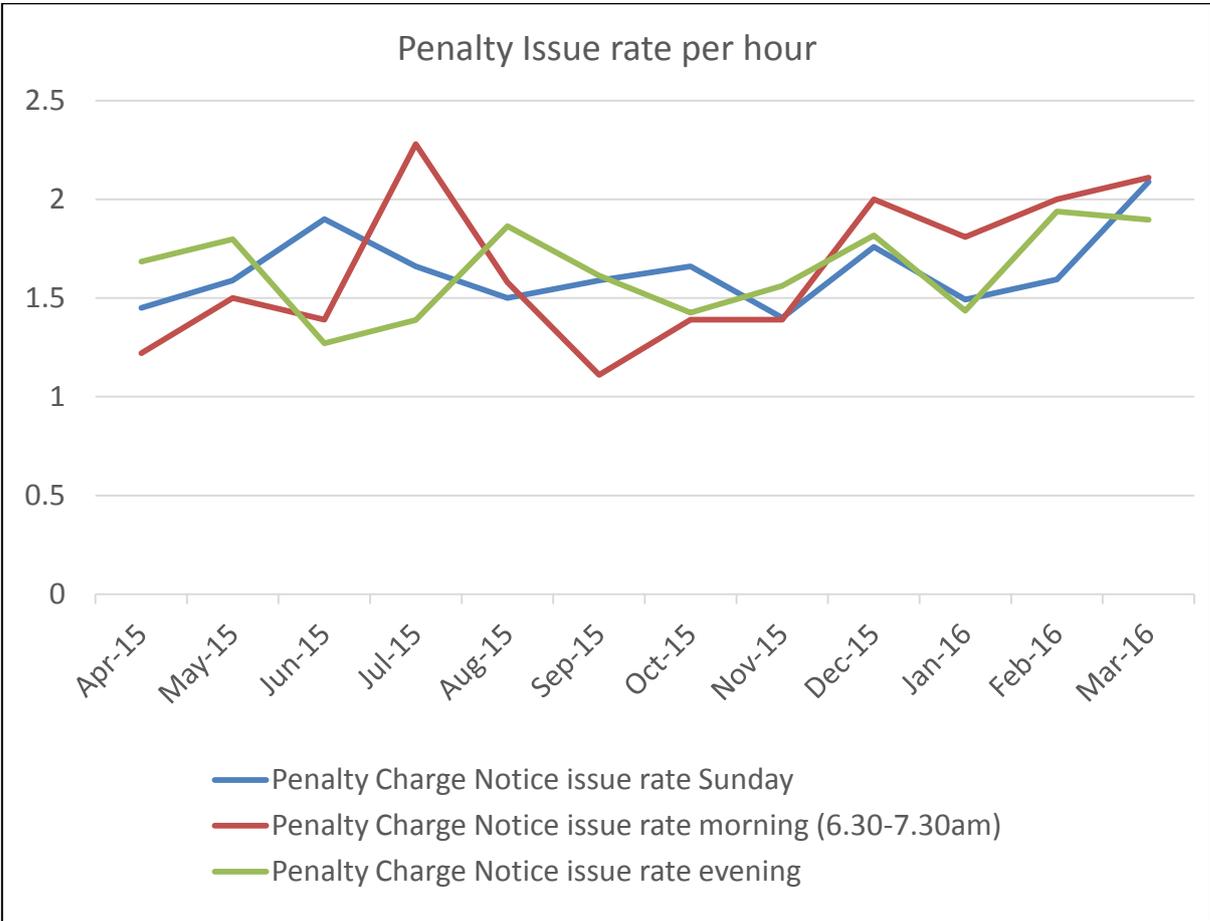
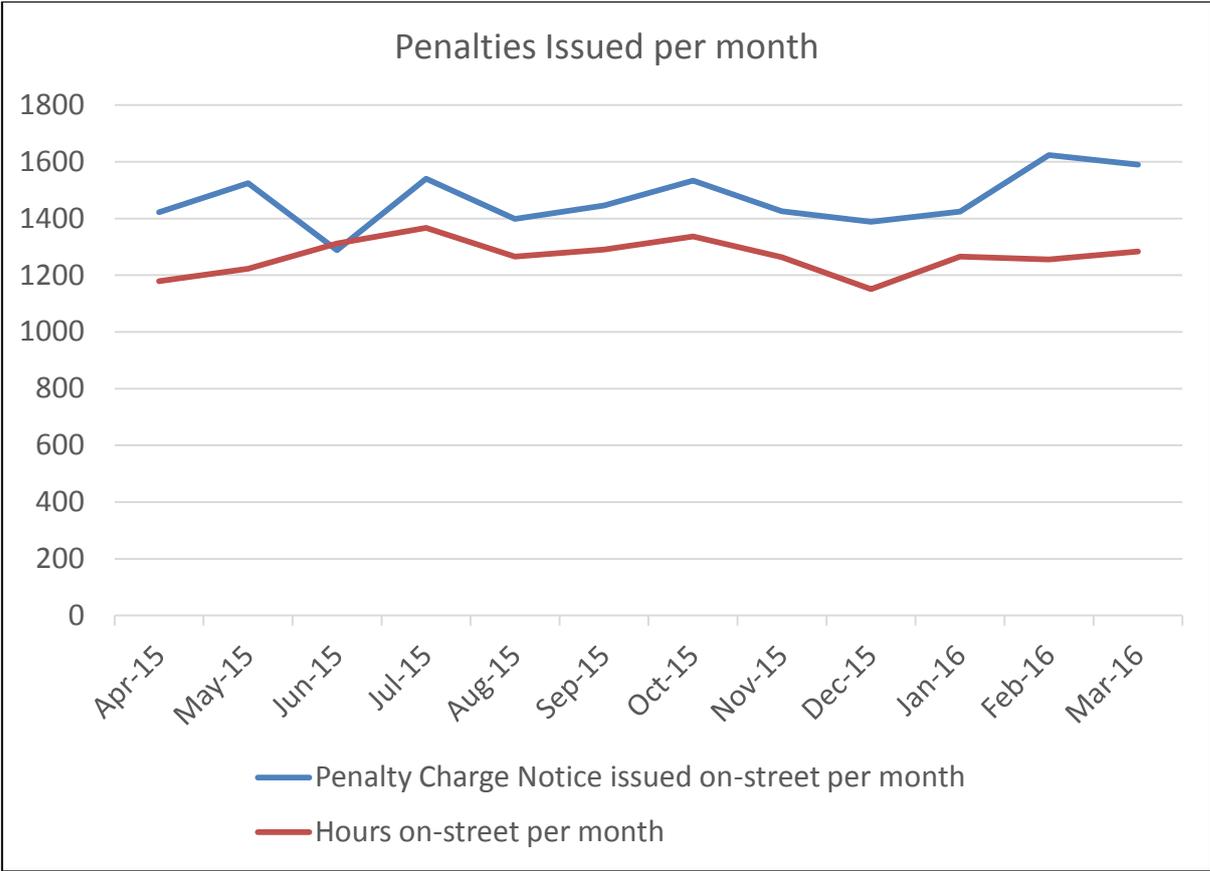
Surplus share:		£
SCC	20%	(70,664.68)
Local Area committee	60%	(211,994.03)
Local Authority	20%	(70,664.68)

Annual on-street car parking return

Authority name	Elmbridge	
Financial year	2014/15	
	£	
REVENUE EXPENDITURE	523,762.12	
REVENUE INCOME	(861,869.86)	
NET (SURPLUS)/DEFICIT		<u>(338,107.74)</u>

Surplus share:		£
SCC	20%	(67,621.55)
Local Area committee	60%	(202,864.64)
Local Authority	20%	(67,621.55)





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