

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (REIGATE & BANSTEAD)****DATE: 27 FEBRUARY 2017**

**LEAD OFFICER: JACQUIE JOSEPH, PARKING SERVICES MANAGER,
REIGATE & BANSTEAD BOROUGH COUNCIL
DAVID CURL, PARKING TEAM MANAGER, SURREY
COUNTY COUNCIL**

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

Local Committees are responsible for installing and reviewing on-street parking restrictions. Committees have a scrutiny role in 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.

Reigate & Banstead Borough Council undertakes parking enforcement activities within Reigate and Banstead under an agency agreement with Surrey County Council.

RECOMMENDATIONS:

The Local Committee 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 County Council 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 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 In Reigate & Banstead, on street enforcement is undertaken by the Borough Council under the agreement with Surrey County Council.
- 1.5 A Local Committee Task Group was established to review the on street enforcement activities within the borough. The group meets regularly and receives updates on enforcement activities.

2. ANALYSIS

- 2.1 The aim of parking enforcement is to achieve compliance with the restrictions that are in place across the district. 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 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 8:30am until 6:00pm. 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, as Reigate & Banstead Borough Council also undertakes enforcement in off street car parks and on and off street enforcement in Tandridge District. 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.

3. ENFORCEMENT ACTIVITIES

- 3.1 Reigate & Banstead 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 for the enforcement officers. Enforcement in these locations could be greatly improved if vehicles were required to display a ticket/permit stating the arrival time.
- 3.4 The parking enforcement team comprises of 13 Civil Enforcement Officers, covering all operations in both Reigate & Banstead and Tandridge.

Town centres (Banstead, Horley, Redhill and Reigate)

- 3.5 This is where the majority of enforcement is undertaken. This is because 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 Parking enforcement is carried out in the town centres to achieve compliance with parking and waiting restrictions that will help maintain traffic flows and support 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.

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 As these areas do not have the same level of resources as the town centres, it is recognised that there is a perception that they are

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forgotten. Each area receives regular visits and the times and roads visited are logged by the enforcing officer.

3.9 Enforcement of the village centres listed below is carried out at least 4 times per week at varying times / days to help achieve compliance:

- Burgh Heath
- Earlswood
- Hooley
- Kingswood
- Lower Kingswood
- Merstham
- Nork
- Salford
- South Park
- Tadworth
- Walton-on-the-Hill
- Whitebushes
- Woodhatch

3.10 Additional targeted enforcement is also undertaken when evidence of any parking issues are reported to the team.

3.11 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. The ability to deploy staff more easily without having an impact of normal enforcement duties will assist in reducing the perception of lack of enforcement.

Schools

3.12 We work with schools, the Surrey Highways service and Surrey Police whenever possible to target parking enforcement outside schools where it is needed.

3.13 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.

3.14 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 will work with Surrey County Council to identify wider issues and potential solutions (travel plans, alternative travel transport).

- 3.15 Each school is different and has its own unique challenges. Enforcement activity is most successful when it is supported by educational and communication activity by the schools themselves.
- 3.16 A joint programme of school visits has been agreed with the Joint Enforcement Team. This includes the schools where parking presents the greatest challenge. We will also prioritise schools that work with us, for example by participating in the Bike It programme to encourage alternative travel methods.
- 3.17 Reigate & Banstead has one of the most successful Bike It schemes in the country. The scheme is funded by Reigate & Banstead Borough Council, together with match funding secured by Surrey County Council through the Department of Transport.
- 3.18 Thirty schools participate in Bike It in Reigate & Banstead, eight of which have achieved the highest gold standard award.
- 3.19 Reigate & Banstead Borough Council is working in partnership with the Bike It scheme and identifying schools who are keen advocates of improving the options for children to travel to school which will have little if no impact on the environment, parking and social economic factors. Schools therefore who are wanting to sign up with the scheme will be prioritised.

Residential areas

- 3.20 Parking restrictions in residential areas, including permit 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.
- 3.21 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.
- 3.22 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 as soon as possible.
- 3.23 The council has 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 the use greater or immediate powers of enforcement are required.

Reigate & Banstead Joint Enforcement Team

- 3.24 Reigate & Banstead Borough Council has established a Joint Enforcement Team that works closely with Surrey Police and other partners to provide a visible enforcement service for a wider range of anti-social behaviour issues.
- 3.25 The JET & PCSOs undertake 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).
- 3.26 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.

Suspensions and Waivers

- 3.27 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.
- 3.28 Reigate & Banstead 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.
- 3.29 This is undertaken in accordance with the scale of charges set out in the county councils parking strategy.
- 3.30 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

- 3.31 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.
- 3.32 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

- 3.33 It is the responsibility of Surrey County Council to ensure that the lines and signs are enforceable. Reigate and Banstead Borough Council will undertake unforeseen emergency work on behalf of Surrey County Council.
- 3.34 Enforcement activity cannot be taken if the lines and signs are not visible (i.e. faded or covered by detritus) or not in accordance with the adopted Traffic Regulation Order. This is particularly challenging in the autumn when leaf fall occurs borough-wide in a very short space of time. 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.
- 3.35 We have been working in partnership with Surrey County Council to improve the lines and signs and rectify issues quickly that would otherwise have taken on average six 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. ENFORCEMENT CHALLENGES AND IMPROVEMENTS

- 4.1 There are a number of challenges that impact on the efficiency and effectiveness of the parking enforcement service. Some of these have been set out above, such as time limited restrictions and driver behaviours.
- 4.2 The enforcement team has sought to respond to concerns about parking issues across the borough. Feedback from Councillors, residents and businesses is used to inform enforcement activities. In urgent cases, enforcement officers can be radioed and redeployed immediately. In other cases, priorities are included in a daily briefing of all staff.
- 4.3 However, it can be challenging to meet the expectations of all stakeholders. Enforcement activities need to result in penalty charge notices in order to support the costs of the service. This is particularly important in Reigate & Banstead where there is limited income from other sources.
- 4.4 We continue to seek new ways of improving the enforcement service and the Borough Council Executive has commissioned a strategic review of on and off street parking across Reigate & Banstead. This will include a ward by ward review of the priority locations for enforcement, new parking restrictions, additional parking provision, permit schemes or other potential solution. This will require the support of Surrey County Council to implement.
- 4.5 In addition to the strategic review, the enforcement team are implementing a number of immediate improvements including:

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- Three month pilot using additional enforcement officers. Temporary staff will be employed to target parking hotspots. At the end of the review we will consider the impact this approach has had, the costs and the benefits, in order to determine whether to permanently increase the size of the enforcement team.
- Purchasing new fleet. This may include the introduction of small motorbikes to enable faster, more flexible deployment of enforcement resources.
- Increasing the enforcement activity undertaken outside of 'normal' operating hours. This is in response to feedback that a number of double yellow line locations require enforcement in the early mornings and more frequently during the evenings. At present the effectiveness of the enforcement during these times are heavily dependent on whether people are willing to volunteer for overtime, but the temporary resource referenced above will mean the service can respond more frequently and flexibly. This will include increased sunday enforcement.

4.6 Reigate & Banstead Borough Council is also continuing to review and improve the back office systems to enable a more efficient service. Improved information and guidance has been provided on the website and the wording on penalty charge notices has been reviewed to promote online appeals above other channels. The borough council also offers online and automated telephone payments services, which are available 24 hours a day.

4.7 The Online Case Management system enables customers to view their cases in real time and appeal on-line. It also enables the customer to appeal on-line. However, this has a higher application costs to the service.

4.8 The efficiency of the on street enforcement service would increase significantly if vehicles were required to display a ticket showing their arrival time, in the same way as parking in off street car parks. This would enable enforcement offers to immediately determine if vehicles had overstayed and carry out enforcement. At present at least two visits are required, and as stated earlier in the report, the process is resource intensive. It is open to the Local Committee to consider this approach, but it would require capital investment.

5. CONSULTATIONS:

5.1 District and Borough Councils have been consulted widely in the development of the parking enforcement arrangements.

5.2 Feedback and intelligence from local Councillors is extremely helpful in identifying enforcement priorities. The fastest way to report illegal or inconsiderate parking, and request enforcement activity, is through the online form, with information sent immediately to the parking

www.surreycc.gov.uk/reigateandbanstead

enforcement team: http://www.reigate-banstead.gov.uk/info/20150/parking/465/report_inconsiderate_parking

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 the agency agreements 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 There was no surplus generated in 2015/16. The outturn summary for the on street parking account in Reigate & Banstead and is shown in **Annex 1**.
- 6.5 The Local Committee can request and fund (from budgets at their disposal) additional 'out of hours' enforcement if this is considered appropriate. This has not been something the Local Committee has sought to fund in previous years.

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

10. CONCLUSION AND RECOMMENDATIONS:
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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 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 2015/16 and the Local Committee is asked to note the report.

11. WHAT HAPPENS NEXT:

11.1 Local Committee can consider these arrangements and set up a further task group to interact with the enforcement team as appropriate.

Contact Officers:

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David Curl, Team Manager, SCC Parking Team

Annex 1 – Annual On Street Parking Return

Annex 2 – On Street Parking Key Performance Indicators

Annex 1 - Annual on-street car parking return**Summary**

Authority name	Reigate & Banstead
Financial year	2015/16

REVENUE EXPENDITURE	£406,783.54
REVENUE INCOME	-£310,016.84
NET (SURPLUS)/DEFICIT	£96,766.70

Surplus share:		£	
SCC	20%		N/A
Local Area committee	60%		N/A
Local Authority	20%		N/A

Financial Breakdown

<u>DIRECT COSTS</u>¹	£	£
Staff ²	260,187.87	
Notice processing software and Handheld Computers	14,583.21	
Adjudication and debt registration	7,351.50	
Consumables (printing materials /stationary etc)	6,606.28	
other (PATROL)	3,054.68	

<u>OVERHEAD COSTS</u>³	<i>Total Costs</i>	<i>Discount</i>	
Corporate Planning	14,945.27	-14,945.27	
Support Service	10,620.99	-10,620.99	
Customer Services	22,981.23	-22,981.23	
Legal Service	22,089.77	-22,089.77	
Property Services	274,360.54	-204,973.54	69,387.00
Personnel Services	30,826.24	-23,110.24	7,716.00
Finance & Procurement	66,119.74	-49,554.74	16,565.00
Fleet	21,519.82	-21,519.82	
IT	85,219.75	-63,887.75	21,332.00
Internal Audit	2,985.02	-2,985.02	

TOTAL EXPENDITURE	406,783.54
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INCOME

Penalties	-288,829.36
Resident permits	-13,206.52
Suspensions and Waivers	-7,980.96

TOTAL INCOME	-310,016.84
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NET DEFICIT	96,766.70
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Reigate & Banstead recharge process:

1. The Council's cost centres are divided into two groups. These are Donors and Recipients. The net cost of all Donors is shared between the Recipients as recharges.
2. Recharges are made based upon headcount. The proportion given to a recipient is calculated as a percentage of the total FTEs in all recipient departments. Thus in 2015/16 Car parking represents 6.73% of the total FTEs in recipient cost centres. The costs are then allocated between the different elements of the parking service according to the % of CEO time spent (on street / off street / Reigate & Banstead / Tandridge)
3. As the recharging method used is the number of FTEs in the recipient cost centre, the proportion received is the same from each donor. It does not change whether it is from Finance, HR, ICT or any other
4. The cost of maintaining the vehicles used by car parking is recharged directly from the Fleet maintenance cost centre. This is the only instance where a different methodology is used.
5. The result of the Recharge process is used in The Council's Annual Statutory accounts.
6. When presenting the year end accounts solely for Car Parking to our partners, they may differ to the statutory accounts. This will be because of a *discount applied on a goodwill basis*. Any such discount is at the discretion of the Service Manager for Car Parking.

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

KPI	Details	13/14	14/15	15/16
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	£145,111	£110,823	£96,766
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 costs 15/16 are £406,783 Total hours deployed on-street including travelling is estimated at 8,840	£54.06	£47.84	£46.00
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 8001 The estimated time deployed was 8,840 combined including travelling time.	1.3	1.0	1.00
PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs issued.	8001 PCNs were issued. 662 PCNs were cancelled	7.5%	9.9%	8.27%
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 8001 387 PCN was successfully appealed at the formal appeal stage.	0.3%	0.3%	4.84% (Check)
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	5 working days