

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (WAVERLEY)

DATE: 21 SEPTEMBER 2018



**LEAD OFFICER: DAVID CURL, SCC PARKING TEAM MANAGER
ANDY HARKIN, PARKING MANAGER, GUILDFORD BOROUGH COUNCIL**

SUBJECT: ON-STREET PARKING ENFORCEMENT UPDATE 2017-18

DIVISION: ALL DIVISIONS IN WAVERLEY

SUMMARY OF ISSUE:

This report provides an overview and update of the on-street parking enforcement operation in Waverley Borough for the financial year 2017/18 including financial accounts for this period.

RECOMMENDATIONS:

The Local Committee (Waverley) is asked to:

- i. Continue to support the enforcement of waiting and parking restrictions in the borough.
- ii. Approve the recruitment of an additional Civil Enforcement Officer (CEO) on a permanent basis for enforcement in Waverley. Section 5.2 refers to a trial conducted with an additional CEO, which was found to be self-funding at least.

REASONS FOR RECOMMENDATIONS:

Effective parking enforcement can 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

1. INTRODUCTION AND BACKGROUND:

- 1.1 On 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. These arrangements were reviewed during 2017/18 with the outcome that Guildford Borough were awarded another five year agency agreement for on street parking enforcement covering both Guildford and Waverley Boroughs until 2023. The reason for this decision is that by working in partnership and by incorporating efficient working practices, administrative costs can be reduced whilst maintaining a high level of service.

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- 1.2 In terms of governance and scrutiny, the cabinet agreed that local committees would continue to a strong role in 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 2017-18 as shown in the annexes.
- 1.4 Local Committees already make decisions about new parking restrictions and this will continue in a separate 'parking review' report.

2. ANALYSIS / 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 utilised. 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 April 2011 the level and types 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 also arrange for cash collection and banking of 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 the service and repair of machines.
- 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 The opening hours for the Parking Office in Guildford are:
Mon-Fri, 08:30 - 16:30.

- 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, Godalming and those between Haslemere and Cranleigh.

Villages and outer areas

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

Schools

- 2.14** We work with schools and highways whenever possible to target parking enforcement outside schools, with an aim to stop illegal parking or deter inconsiderate parking. It is not possible to provide enforcement outside every school where restrictions exist however due to the increased number of complaints (14 schools). We patrol those schools where complaints have been received.

Schools Parking Watch

Due to the increased number of complaints around parking at pick up/drop off at schools, from September 2018 the enforcement officers patrolling Waverley have started a trial of "Schools Parking Watch". The CEOs will record more details of the effect of their patrols, such as cars asked to move on, or penalty notices issued and their reasons. This has been trialled in Guildford and has proven to be beneficial in targeting areas that are more problematic and targeting of resources.

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 are patrolled as required or in response to reported problems. Waverley Borough Council's Locality Office carries out the administration of the Farnham scheme and we are grateful for their help and professionalism. The other permit 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 could 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 database. 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 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 the obstruction of 'official' dropped 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 detracts 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 still a number of discrepancies after improvements made last year, which means there are areas that are still not enforceable.

Out of Hours requests

- 2.24 An increased number of requests have being received, out of core hours for evenings and Sundays, in relation to illegal or inconsiderate parking on junctions and double yellow lines. If repeated or persistent calls are received then these locations are factored into patrols with the existing resource available.
- 2.25 **Annex 1** presents key performance indicators, which Guildford Borough Council are required to record as part of the agency agreement. To give them more meaning the KPIs include data for 2016/17 and 2014/15.
- 2.26 **Annex 2** presents enforcement data for each street enforced in the borough of Waverley. It should be noted that issuing penalty charge notices are not the only indication of successful enforcement. The presence of a Civil Enforcement Officer can often be a deterrent in itself.

3. OPTIONS:

- 3.1 None undertaken.

4. CONSULTATIONS:

- 4.1 The parking enforcement team will take on board issues raised by the committee where possible.

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 5.1** 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.
- 5.2** During 2017/18, a temporary CEO was taken on in Waverley to gauge if an additional officer would be self-financing. Below is a table showing that during 2017/18 this CEO generated 1225 tickets, after their costs and ticket generation the surplus was £8,598, concluding that this option is self-financing.

Additional CEO	Costs
Additional CEO Costs 17-18 (1376 hrs)	£22,027
PCN Tickets Generated (1225 tickets @ £25.00)	£30,625
Surplus (income minus cost)	£8,598

- 5.3** The income and expenditure for on-street parking enforcement is shown in **Annex 3**. The surplus generated in 2017/18 was £208,199.
- 5.4** If a surplus is generated on the borough or district parking account it has been agreed that it will be split as follows for 2017/18:
- 60% to the local committee (2017/18 £124,919)
 - 20% to the enforcement authority/district council (2017-18 £41,640)
 - 20% to the county council (2017/18 £41,640)
- 5.5** 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.
- 5.6** The Local Committee can request and fund (from budgets at their disposal) additional 'out of hours' enforcement if this is considered appropriate.
- 5.7** 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. EQUALITIES AND DIVERSITY IMPLICATIONS:

- 6.1** 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.

7. LOCALISM:

- 7.1** 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.

8. OTHER IMPLICATIONS:

8.1 Crime and Disorder implications

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

9. CONCLUSION AND RECOMMENDATIONS:

The Local Committee (Waverley) is asked to:

- i. Continue to support enforcement of the waiting and parking restrictions in place, 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
- ii. and approve that the necessary steps to recruit an additional CEO permanently for enforcement in Waverley.

10. WHAT HAPPENS NEXT:

10.1 Local Committee can consider these arrangements and interact with the enforcement team as appropriate.

10.2 If the Committee approves the additional CEO resource we will start recruitment steps for a permanent CEO in Waverley.

Contact Officer:

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Consulted: None

ANNEXES:

Annex 1 - Waverley Parking Key Performance Indicators 2017/2018

Annex 2.1 - Waverley Penalty Charge Notice Summary 2017/2018

Annex 2.2 - Waverley Penalty Charge Notice Summary 2016/2017

Annex 2.3 - Waverley Standard Penalty Charge Notice Codes

Annex 3.1 - Waverley Financial Statement - 2017/2018

Annex 3.2 - Waverley Financial Statement - 2016/2017

Sources/background papers: None
