

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (WAVERLEY)

DATE: 13 DECEMBER 2019

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

SUBJECT: ON-STREET PARKING ENFORCEMENT UPDATE

DIVISION: ALL IN WAVERLEY BOROUGH



SUMMARY OF ISSUE:

This report provides an overview and update of the on-street parking enforcement operation in Waverley Borough for the financial year 2018/19 including financial accounts for this period.

RECOMMENDATIONS:

The Local Committee (Waverley) is asked to:

- i. Continue to support the enforcement of waiting and parking bay restrictions in the borough.
- ii. Make permanent the School Watch initiative, in part using the additional enforcement resources now available, which were agreed by the Committee at its September 2018 meeting.

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 provide 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 2018-19 as shown in the **Annexe 1** (Waverley on-street financial statement) and **Annexe 4** (Waverley PCN summary).

2. ANALYSIS / OPERATIONAL REPORT:

Operational Report & Update

- 2.1 Restrictions should be enforced fairly and in accordance with the statutory guidance for Civil Parking Enforcement, produced by the Department for Transport, under the Traffic Management Act 2004.
- 2.2 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.

GBC Parking Services

- 2.3 Guildford Borough Council Parking Services manage on and off-street parking in Guildford, the park and ride sites in Guildford, and within Waverley, enforce the on-street parking controls and manage the resident permit schemes.

The Parking Office in Guildford was closed to the public in November 2018 and initial customer contact is now dealt with by the Borough Council's Customer Services team. They are available during the normal opening hours of Millmead House, Guildford. Response times for enquiries are based on Guildford Borough Council corporate guidelines of 10 working days although in many cases we respond sooner.

Notwithstanding, Parking Services still play a fundamental role in managing the permit schemes and enforcing the on-street controls within Waverley. The Civil Enforcement Officers (CEOs) normally work between 7.30am and 18.15pm Monday to Saturday, but we also arrange targeted patrols outside of normal hours to deal with problems that occur outside the normal working day.

Most staff work across functions to spread experience, provide flexibility and diversity, and to keep cost low. Parking Services carry out the following services:

- 2.4 Parking Services enforce the following areas:
 - a. **Town centres** - we split the four 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.
 - b. **Villages and outer areas** - these areas are patrolled less frequently than the town centres but we undertake scheduled patrols in many localities and also respond to requests for enforcement where there is a problem and keep patrolling until the issue has reduced.
 - c. **Residential areas and parking schemes** - 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.

- d. **Schools** - we work with schools and highways whenever possible to target parking enforcement outside schools, with an aim to stop illegal or deter inconsiderate parking. It is not possible to provide enforcement outside every school where restrictions exist. However, we do patrol those schools where complaints have been received. See section 2.6 for School Watch update.
- e. **Obstructions and crossovers** - CEOs can enforce the obstruction of 'official' dropped kerb crossovers and pedestrian crossing points. In the case of dropped kerb crossover this requires the permission of the property owner to request enforcement action, as there is an exemption for residents and their visitors to park across their own crossovers. Contraventions that occur away from the normal patrol routes require resources to be diverted. Therefore, it is only practical to do this when there are frequent infringements.
- f. **Out of hours** - an increased number of requests have being received, out of core hours for evenings and Sundays, in relation to illegal or inconsiderate parking at junctions and on double yellow lines. If repeated or persistent calls are received, then these locations are factored into our patrols utilising the existing resource available.

2.5 Parking Services provide these additional services:

- a. **Issue of Residents Permits** – processing of permits for Cranleigh, Haslemere, Godalming and Farncombe from our Guildford office. Waverley Borough Council locality office continues to issue permits in Farnham, with our assistance.
- b. **Cash collection and reconciliation** - arrange the cash collection and banking of money for the pay and display machines in Farnham. Each collection is reconciled and money banked.
- c. **Service and repair** – organise repair and servicing of pay and display machines.
- d. **Bay suspension and crossovers** - organise parking bay suspensions and waivers in accordance with the scale of charges set out in the country councils parking strategy. A notice period of 7 working days is required from request of application, to allow processing and clearing of payment. Applications are made via an on-line form from the Parking and Travel page "Request a parking bay suspension".

2.6 School Watch Trial Update

Due to the increased number of complaints around parking at school pick up times, the enforcement Officers patrolling Waverley conducted a trial "Schools Watch". The CEOs recorded the effect of their patrols, such as how many cars were asked to move on, or given penalty notices, and how many patrols were conducted. Initially trialled in Guildford and found to be beneficial in targeting areas that are more problematic and in targeting of resources which has proven

to be beneficial in Waverley, this will now be a continued part of CEOs' daily patrols. **Annexe 2** presents the findings of the School Watch trial.

A School watch brief (**Annexe 3**) has been produced, providing an update and advice to parents, which will be placed on our Parking and Travel website. The brief will be sent to Schools where patrols have taken place, to provide them with an update and encourage them to share with parents in newsletters.

2.7 Introducing New Technology

When Guildford Borough Council conducted a service review, one of the opportunities to come out of that was to increase the number of on-line transactions and the issue of permits is one area that can benefit, as described below:

Visitor permit Delivery

In July 2019, a Visitor Permit on-line request form was introduced by Guildford Borough Council's Customer Services team, enabling customers to order their visitor permits on-line and request delivery to their home address. The on-line form can be found on the Resident Permit web page, for Waverley and Guildford residents. The new process is more streamlined and avoids residents having to visit Millmead, or the Farnham locality office. Most deliveries are free unless the request is urgent or for a large quantity, in which case postal charges apply.

Easipermits

In August 2019, Easipermits were introduced to enable new applicants for Residents' Permits to complete their application and pay on-line. The on-line form can be found on the Resident Permit web page, for Waverley and Guildford residents. The new permit application process is more streamlined and avoids residents having to visit Millmead, or the Farnham locality office.

Virtual Permits

The use of virtual resident 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. This is something that Parking Services is investigating.

Bodycams

CEOs have been issued with bodycams to give both themselves and the public added protection during patrols. The introduction aims to reduce the anti-social behaviour officers often experience when carrying out their duties, especially during School Watch patrols.

The bodycams record video and sound and can be turned on as required by the CEOs. This can be used to evidence PCNs being issued; when CEOs encounter unacceptable behaviour, when a driver parks in a disabled bay without the appropriate badge or when a driver refuses to take the PCN and drives away. This is stored and provided as evidence against PCN challenges and can be provided to the police, or courts if required.

Regulation 10 enforcement

Now the team has the capability of evidencing drive aways with their bodycams, where the CEO was prevented from issuing the ticket on the car, we are in the process of updating our IT system and should be able to issue 'Regulation 10' postal PCNs soon.

2.8 Events affecting the highway

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.

2.9 Lines and Signs

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.

2.10 Supporting Documentation

- a. **Annexe 1** presents Waverley Financial Statement 2018/2019
- b. **Annexe 2** presents Waverley School Watch Trial 2018/2019
- c. **Annexe 3** presents School Watch Brief - 2018/2019
- d. **Annexe 4** presents Waverley PCN summary 2018-2019

3. OPTIONS:

- 3.1 It is recommended that the School Watch initiative is made a permanent feature of our enforcement activities.
- 3.2 In the future, having enforcement staff patrolling around schools may also provide the opportunities to enforce legislation associated with engine idling. This has the potential to derive air quality improvements in the areas around schools.

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 employed in Waverley to trial if an additional officer would be self-financing. During the trial, the CEO generated 1,225 tickets, and after their costs were taken into account, generated a net surplus of £8,598. It was concluded that an additional CEO would be self-financing. Recruitment has taken place and a new CEO was recruited in August 2019.
- 5.3 The income and expenditure for on-street parking enforcement is shown in **Annexe 1**, financial statement. The surplus generated in 2018/19 was £182,136.
- 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 2018/19:

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- 60% to the local committee (£109,282)
- 20% to the enforcement authority/district council (£36,427)
- 20% to the county council (£36,427)

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 the enforcement of waiting and parking bay restrictions in place, to:
 - Improve road safety
 - Increase access for emergency vehicles
 - improve access to shops, facilities, businesses and homes
 - Increase access for refuse vehicles and service vehicles
 - Ease traffic congestion
 - Better regulate parking
- ii. Make permanent the School Watch initiative, in part using the additional enforcement resources now available, which were agreed by the Committee at its September 2018 meeting.

10. WHAT HAPPENS NEXT:

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

Contact Officer:

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Consulted: None

ANNEXES:

Annexe 1 - Waverley Financial Statement – 2018/2019

Annexe 2 - Waverley School Watch Trial - 2018/2019

Annexe 3 - School Watch Brief - 2018/2019

Annexe 4 - Waverley PCN Summary – 2018/2019

Sources/background papers: None

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