



# **WOKINGHAM BOROUGH COUNCIL**

A Meeting of the **COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE** will be held in David Hicks 1 - Civic Offices **MONDAY 12 MARCH 2018 AT 7.00 PM**

A handwritten signature in black ink, appearing to read 'Manjeet Gill', is written over a light grey rectangular background.

Manjeet Gill  
Interim Chief Executive  
Published on 2 March 2018

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

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# **WOKINGHAM BOROUGH COUNCIL**

## **Our Vision**

A great place to live, an even better place to do business

## **Our Priorities**

Improve educational attainment and focus on every child achieving their potential

Invest in regenerating towns and villages, support social and economic prosperity, whilst encouraging business growth

Ensure strong sustainable communities that are vibrant and supported by well designed development

Tackle traffic congestion in specific areas of the Borough

Improve the customer experience when accessing Council services

## **The Underpinning Principles**

Offer excellent value for your Council Tax

Provide affordable homes

Look after the vulnerable

Improve health, wellbeing and quality of life

Maintain and improve the waste collection, recycling and fuel efficiency

Deliver quality in all that we do

## MEMBERSHIP OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

### Councillors

Shahid Younis (Chairman)	Bill Soane (Vice-Chairman)	Pauline Jorgensen
Abdul Loyes	Ken Miall	Philip Mirfin
Rachelle Shepherd-DuBey	David Sleight	

### Substitutes

Mike Haines	Clive Jones	Dianne King
Ian Pittock		

ITEM NO.	WARD	SUBJECT	PAGE NO.
35.		<b>APOLOGIES</b> To receive any apologies for absence.	
36.		<b>MINUTES OF PREVIOUS MEETING</b> To confirm the Minutes of the meeting held on 15 January 2018.	5 - 10
37.		<b>DECLARATION OF INTEREST</b> To receive any declarations of interest.	
38.		<b>PUBLIC QUESTION TIME</b> To answer any public questions.  A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice. The Council welcomes questions from members of the public about the work of this Committee.  Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to <a href="http://www.wokingham.gov.uk/publicquestions">www.wokingham.gov.uk/publicquestions</a>	
39.		<b>MEMBER QUESTION TIME</b> To answer any Member questions.	
40.	None Specific	<b>COMMUNITY SAFETY PARTNERSHIP</b> To consider an update on the Borough's Community Safety Partnership and progress against key priorities.	11 - 24
41.	None Specific	<b>CIVIL PARKING ENFORCEMENT</b> To consider progress on the implementation of Civil Parking Enforcement (CPE) across the Borough.	25 - 32

42. None Specific

**WORK PROGRAMME 2018/19**

**33 - 34**

To consider the Committee's work programme for the 2018/19 Municipal Year.

**Any other items which the Chairman decides are urgent**

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading

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## MINUTES OF A MEETING OF THE COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE HELD ON 15 JANUARY 2018 FROM 7.00 PM TO 8.30 PM

### **Committee Members Present**

Councillors: Shahid Younis (Chairman), Bill Soane (Vice-Chairman), Pauline Jorgensen, Abdul Loyes, Ken Miall, Philip Mirfin and David Sleight

### **Other Councillors Present**

Councillors: Ian Pittock and Malcolm Richards

### **Officers Present**

Neil Carr (Democratic and Electoral Services Specialist), Alex Deans (Highways and Transport Transition Lead) and Bernie Pich (Assistant Director, Strategic Property and Commercial Assets)

### **29. APOLOGIES**

Apologies for absence were submitted from Rachelle Shepherd-Dubey (Ian Pittock attended as a substitute).

### **30. MINUTES OF PREVIOUS MEETING**

The Minutes of the meeting of the Committee held on 6 November 2017 were confirmed as a correct record and signed by the Chairman.

### **31. DECLARATION OF INTEREST**

There were no declarations of interest.

### **32. PUBLIC QUESTION TIME**

There were no public questions.

### **33. MEMBER QUESTION TIME**

There were no Member questions.

### **34. WOKINGHAM TOWN CENTRE REGENERATION**

The Committee considered a report, set out on Agenda pages 9 to 18, which provided an update on the Wokingham Town Centre Regeneration projects. The Regeneration projects comprised:

- Peach Place (the area behind the current blue hoardings and the adjacent part of Rose Street);
- Carnival Phase 1 (the new multi-storey car park and ground floor leisure unit);
- Elms Field (the former Wellington House site, the park and the Paddocks car park);
- Carnival Phase 2 (the area made up of the leisure centre, adjacent offices and former bowling alley site).

In relation to Peach Place, the report stated that the development was progressing well and remained on target for completion by Xmas 2018. The Council had also purchased the former M&S site which was now undergoing a detailed options appraisal. In the short term the M&S site would be let to a charitable organisation. The Executive had also agreed that the 22 apartments in the development would be leased to a Council-owned housing company for the provision of key worker housing.

In relation to Carnival Phase 1, the multi-storey car park was now operational and the new bowling alley/laser quest facility opened in November 2017. The multi-storey car park had been developed as part of the Council's strategic approach to parking in the longer term, meeting capacity requirements when the Paddocks car park closes and serving vehicles entering the town from the south.

In relation to Elms Field, the Council was finalising detailed negotiations with its preferred partner, McLaughlin and Harvey. The overall completion target remained as the end of 2019 to 2020. Pre-construction works were ongoing with a more detailed programme of phasing and works to be released shortly.

In relation to Carnival Phase 2, the Council had decided to build a new leisure centre which would improve the site layout and deliver better value for money. The revised layout would also allow the relocation of Wokingham Library. Work on Carnival Phase 2 would commence following completion of the new Bulmershe leisure centre and significant progress on the Elms Field project.

The report noted that the ongoing Market Place improvement project was being managed separately. Members would receive a briefing note on progress relating to the Market Place. The report also gave details of the impact of the regeneration in relation to town centre roads, footpaths and car parks.

In relation to local businesses and shops, the report set out a number of initiatives such as Free after Three parking, regular communication, awareness raising, events and promotion of the town and its businesses.

The report also gave an assessment of national and local retail conditions. Whilst the national average vacancy rate (empty shops) stood at around 11% to 12% the vacancy rate for Wokingham stood at 1% (based on 182 commercial units). The Council had also secured strong pre-lets for Elms Field including Aldi, Everyman Cinema and Premier Inn.

In the ensuing discussion Members raised the following points and questions:

- In relation to the short term let of the M&S site to a charitable organisation, would the agreement include a break clause to protect the Council's position? It was confirmed that the arrangement (to be announced shortly) would include a four week break clause.
- Following recent questions about disabled car parking at the Carnival Pool site, had the issues raised been resolved? It was confirmed that a follow up meeting had been arranged between Imogen Shepherd-Dubey and the Chief Executive.
- Following completion of the northern and southern distributor roads would consideration be given to the introduction of pedestrianised areas in the town centre? It was confirmed that traffic flows in and around the town centre would be monitored as the regeneration progressed and new roads were completed. Relevant options would be considered in order to ensure that the town centre remained an attractive place to work and visit and public transport was able to operate effectively.

- How many local businesses had contacted the Council's consultants, Vail Williams, to discuss potential support with the business rates system? It was confirmed that nine businesses had been in discussions with Vail Williams.
- How would the regeneration project deliver an improved cultural and entertainment offer in the town centre? It was confirmed that the project would deliver improved facilities for open air concerts and events, a new cinema, improved exhibition space and a concert facility in the Carnival Phase 2 facility. The Market Place improvements would also support outside events and make the market more attractive to visitors.
- What had been the impact of the regeneration and Market Place projects on town centre businesses and retailers? It was confirmed that there had inevitably been a negative impact on town centre retailers. However, a number of measures had been taken to support traders and ensure that effective communication was in place. It was estimated that the Market Place improvements would be completed by April 2018 which would give a significant boost to businesses and retailers.

Karen Dodd (Thames Valley Chamber of Commerce) addressed the meeting and gave feedback on the town centre regeneration from business members of the Chamber. The feedback highlighted the need for regular, clear information about progress and milestones. It also highlighted the perceived benefits of the project in terms of creating a more attractive town centre which would help to boost inward investment and make the town a more attractive place to live and work.

**RESOLVED** That:

- 1) The Town Centre Regeneration update report be noted;
- 2) Karen Dodd be thanked for attending the meeting on behalf of the Thames Valley Chamber of Commerce;
- 3) an update report on the Market Place improvement scheme be circulated to Members;
- 4) the Federation of Small Businesses be invited to provide feedback on the impact of the town centre improvements at a future meeting of the Committee.

**35. HIGHWAYS AND TRANSPORT WORKS PROGRAMMES**

The Committee considered a report, set out at Agenda pages 19 to 26, which provided an update on highways maintenance activity and the planned highway maintenance programme for the year ahead.

The programme would be delivered as part of the final year of the Wokingham Highways Alliance, the partnership between the Council, WSP Professional Services and Balfour Beatty Living Places (BBLP). The programme included:

- highway safety inspections, reactive works and assurance checks;
- the highway maintenance programme for 2018/19;
- major highway projects to support the Strategic Development Locations (SDLs);
- highways and transport communications initiatives;
- improvements underway and proposals for new contracts from April 2019.

The report gave details of the implementation of the Council's Highways Maintenance Management Plan 2013 and the adopted Highways Asset Management Policy and Strategy 2016. Effective asset management reduced the need for reactive works including patching and pothole filling which, in turn, delivered better value for money.

In relation to the SDLs the Council was progressing new distributor roads comprising the North and South Wokingham Distributor Roads, Winnersh Relief Road and Arborfield Cross Relief Road. Details of the construction programme for the relief roads would be circulated to local communities early in 2018.

The report gave details of new requirements from Central Government including self-assessments relating to asset management and service efficiency and a new code of practice on Well Maintained Highways.

The report also provided an update on communications initiatives aimed at more joined up working and better information flows for residents and Town and Parish Councils. The service had also carried out a Highways and Transport survey in November/December 2017.

Members were informed that Highways England had been invited to attend the meeting to provide an update on Smart Motorways. Unfortunately, it was not possible to send a representative due to other commitments. However, Highways England would be happy to provide a representative at a future meeting.

In the ensuing discussion Members raised the following points and questions:

- How were schemes prioritised for inclusion in the Structural Maintenance Roads Programme and was it possible to share data on individual roads with Ward Members? It was confirmed that priorities were determined following a technical evaluation. Members queried whether the evaluation process included residential roads. It was confirmed that residential roads were included and that all roads were inspected annually.
- (Note: it was subsequently reported that it was not currently possible to share data on the inspection of individual roads. However, the new Highways and Transport contract (April 2019) would include an improved IT solution which would include improved data and improved access for Members and residents.)
- In relation to the 30,000 road gullies in the Borough, what checks were made to ensure that the contractor was carrying out the works effectively? It was confirmed that a new contractor had been appointed and that regular monitoring inspections were ongoing.
- In relation to the challenges facing the Council, what were the implications of the projected uptake in electric vehicles? It was confirmed that infrastructure issues such as charging points in residential areas and public car parks were under consideration as demand was likely to increase.
- Were the drainage risks relating to new roads and houses identified and mitigated? It was confirmed that the Council's SuDS Strategy (Sustainable Drainage Systems) was approved by the Executive in 2017, following a public consultation exercise. The

strategy sets out the long term vision for the use of sustainable drainage systems in the Borough with a focus on managing flood risk and improving the water environment.

- Bill Soane referred to a specific issue relating to a potential cycleway between Colemansmoor Road and Bader Way. Woodley Town Council had been offered a piece of land in the area but were not made aware of the fact that part of it could be included within the cycleway. There appeared to be a lack of joined up thinking. It was confirmed that Officers would investigate and provide a written response on this issue.

**RESOLVED** That:

- 1) the report be noted;
- 2) the Highway Maintenance Programme for 2018/19 be noted;
- 3) the proposed improvement initiatives included in the 2018/19 programme be supported;
- 4) Officers confirm the process for assessing roads for inclusion in the annual Structural Maintenance Roads Programme;
- 5) Officers provide a written answer to Bill Soane on the issues relating to the potential cycleway in Woodley.

### **36. MAY 2018 LOCAL ELECTIONS**

The Committee considered a report, set out at Agenda pages 27 to 30, which gave details of the options for the timing of the election count following the local elections on 3 May 2018.

The report stated that, on 3 May 2018, there would be elections to seats in 18 out of the 25 Borough wards. In addition there would be elections for four Parish Councils, which may or may not be contested.

The report outlined the options for holding the count which were:

- Option 1 - Immediately following the close of polls at 10pm and overnight through the early hours of 4 May;
- Option 2 - Later in the day on 4 May;
- Option 3 - Saturday 5 May.

The report outlined the pros and cons for each option and concluded that Option 1 was the most effective, taking into account the needs of all stakeholders.

**RESOLVED:** That the proposal to hold the Borough and Parish election counts immediately following the close of polls on 3 May 2018 be supported.

### **37. WORK PROGRAMME**

The Committee considered a report, set out at Agenda pages 31-32, which gave details of the Committee's Work Programme.

**RESOLVED** That:

- 1) the published Work Programme be noted;
- 2) the Federation of Small Businesses be invited to a future meeting of the Committee to provide feedback on the impact of the Town Centre Regeneration and Market Place schemes;
- 3) Members contact Democratic Services with suggestions for future Scrutiny items. (Note: David Sleight subsequently submitted a request for an item relating to the ongoing justification for the proposed Coppid Beech Park and Ride).

**38. EXCLUSION OF THE PUBLIC**

There were no items subject to exclusion.

<b>TITLE</b>	<b>Community Safety Partnership</b>
<b>FOR CONSIDERATION BY</b>	Community and Corporate Overview and Scrutiny Committee on 12 March 2018
<b>WARD</b>	None Specific;
<b>DIRECTOR</b>	Director of Corporate Services - Graham Ebers

## **OUTCOME / BENEFITS TO THE COMMUNITY**

The aim of the Wokingham Community Safety Partnership (CSP) is to reduce crime, substance misuse, and antisocial behaviour locally. The partnership's statutory bodies include the Police, the Local Authority, the Probation Service and Health Services. These bodies work together to address crime priorities identified through data and consultation with internal and external stakeholders.

## **RECOMMENDATION**

That the Overview and Scrutiny Committee note the contents of this report and support the Community Safety Partners in delivering its strategies.

In addition, the Overview and Scrutiny Committee is asked to review the next steps and consider how they can support the new CSP priorities.

## **SUMMARY OF REPORT**

The report provides a summary of the CSP's progress in delivering current Wokingham Community Safety Priorities and meeting agreed targets.

The report also provides an update on the CSPs planned developments, future priorities and emerging issues.

## Background

The 1998 Crime and Disorder Act requires all local areas to produce long term crime reduction strategies informed by a document called a Strategic Assessment which comprises of local data aiming to provide a comprehensive picture of crime and disorder related need. Wokingham CSP completed its Strategic Assessment in September 2016, and this was used to set crime reduction priorities for 2016 to 2018.

National guidance states that CSPs should review their priorities on an annual basis, therefore the current priorities have been refreshed to reflect changing central and local crime policies and evidence of emerging needs. This report assesses progress in meeting the current CSP priorities, the 2018/21 priorities are included at the end of this report.

The data provided in this report are based on 12 month rolling data. Year-end figures which will enable the CSP to review final progress against its agreed targets, will not be available until after April 2018. Therefore, the figures are intended to provide a snap shot of progress, rather than an assessment of overall yearly performance.

Similarly, the project monitoring data included in this report is 2017/18 Q3 data, as again final figures will not be available until the end of March 2018. Once full end of year crime and project data is available, the figures will be analysed and a report will be presented to the CSP. This will inform the development of CSP action plans for 2018/19.

## Progress against current priorities

### **PRIORITY 1: Increase the effectiveness of our multi-professional arrangements to encourage the reporting of domestic abuse and respond appropriately**

Domestic abuse is a prevalent, serious and under reported crime. National data shows that the average victim lives with domestic abuse for between 2.3 years and 3 years before seeking help, and the Department of Health estimates that the average victim will experience 35 episodes of domestic violence during that time. By the time they seek help, the impact on the victim and their family can be substantial.

To address this the Community Safety Partnership decided to make domestic abuse, particularly hidden domestic abuse, one of its key priorities and to deliver this priority, the CSP agreed a Domestic Abuse Strategy for 2017 to 2020. The Wokingham Domestic Abuse Strategy is designed to support children, adults and families within Wokingham Borough, by developing an understanding of the needs of both victims and perpetrators of domestic abuse. It

is also designed to enable Wokingham Council to meet its statutory duties for example the Care Act 2014 and the Children and Families Act 2014, as a Local Authority's response to domestic violence is assessed as part of Ofsted inspections.

The Domestic Abuse Strategy was developed over 2016/17, is focussed on prevention, provision and risk reduction, and is implemented by annual action plans which are overseen by the Domestic Abuse Strategic Group

Domestic abuse support in Wokingham is provided in a number of ways:

- Wokingham's main domestic abuse provider in Wokingham is Berkshire Women's Aid (BWA). BWA are funded to provide a range of services for people affected by domestic violence. This includes outreach, a family support programme, one to one support for victims, a helpline and refuge provision. BWA work very closely with children's services in Wokingham to ensure that children who are identified as being at risk of domestic violence are supported.
- A Police led MARAC (Multi Agency Risk Assessment Conference), which ensures that high risk victims are identified supported and referred to appropriate support. In 2016/17 the MARAC saw 84 cases.
- Support to victims by a range of council and other workers including housing officers, social workers, Probation Officers etc.

## Current Performance and Intelligence

### Performance Indicators

The performance indicators below have been used to measure the success of the Community Safety Partnership in achieving Priority 1. The partnership's approach is to increase the number of reports of domestic violence as it is a hidden crime, but also reduce the number of repeat incidents as victims should ideally receive the right support as soon as they come into contact with interventions. In general Wokingham performs well in meeting domestic abuse outcomes.

Delivery Group	DESCRIPTION	Rolling 12 months			% DIFFERENCE TARGET	TRAFFIC LIGHT	% CHANGE PREVIOUS YEAR	DIRECTION OF TRAVEL		MSG Rank 1=best	COMMENTARY
		2016	2017								
		ACTUAL	TARGET	ACTUAL							
DASG - Domestic Abuse Strategy Group	Monitor number of cases reviewed by Wokingham Borough MARAC	64		84			31%	Increasing	↑		
DASG - Domestic Abuse Strategy Group	Monitor percentage of repeat cases reviewed by Wokingham Borough MARAC	23%		31%			8%	Increasing	↑		2015-16: 15 out of 64 cases were repeats. 2016-17: 26 out of 84 cases were repeats.

- Recently the CSP identified that the number of repeat instances of domestic violence appears to be increasing. Last year 15 out of 64 cases were repeats, but in 2017, 26 out of 84 cases were repeats. The CSP is working with the Police to identify why this is happening and ensure vulnerable victims receive access to appropriate support services as required.

DASG - Domestic Abuse Strategy Group	Increase number of Domestic Incidents reported to Thames Valley Police – Recordable Crimes (Domestic Qualifier only)	537	537	526	-2%	Amber	-2%	Deteriorating	↓		
DASG - Domestic Abuse Strategy Group	Increase number of Domestic Incidents reported to Thames Valley Police – Non-Recordable Crimes (Domestic Qualifier only)	1265	1265	1423	12%	Green	12%	Improving	↑		
DASG - Domestic Abuse Strategy Group	Reduce percentage of repeat reports of Domestic Abuse to Thames Valley Police (Domestic Qualifier only)	31%	31%	31%	-0.8%	Green	-1%	Improving	↓		% of those domestic abuse victims during the reporting period, who have previously been a victim in a 12 month period from the date of the latest incident - these figures are of Nov-Oct rolling month period - will receive Jan-Dec data next week.

- There has been an increase in the number of less serious crimes (non-recordable) reported to Thames Valley Police which are up by 12%, but a decrease in more serious crimes (recordable) reported which down by 2%. This could be due to differences in how crimes are recorded or an indication that victims are more confident to report at an earlier stage before the violence escalates.
- In Q3 2017/18, BWA has reported a decrease in referrals by 7% from the previous quarter, but those numbers had presented an abnormal spike. In order to improve the number of referrals BWA will be increasing publicity activities to raise awareness of the benefits of accessing their services.
- BWA Q3 data also shows that the average length of interventions was 149 days, 57% of clients who accessed their service saw their risk reduce, and no clients had an increased risk. 11 clients were assessed as having a mental health issue and one had an alcohol issue.
- Other than in the MARAC, Thames Valley Police are meeting targets around reducing repeat domestic abuse which is down by 1% and performance is improving.

## Next steps and future developments

- In recognition of a) the rise in sexual offences which had increased by 34% over 2015/16 b) emerging awareness of the effects of Female Genital Mutual (FGM), Honour Based Violence (HBV) etc. the Domestic Abuse Strategy Group has become the Violence against Women and Girls Group. The new group will be launched on the 25<sup>th</sup> of April with a one day event enabling members to develop a partnership action plan. Wokingham CSP will continue to ensure that men and boys (including transgender, gay and bisexual men) who are affected by domestic violence, sexual violence and related issues are acknowledged and supported as part of the work of the CSP.
- The Domestic Violence Forum has acknowledged that more work needs to be done to engage underrepresented service users including men as victims, people from black and ethnic minority, older victims and victims from the Lesbian, Gay, Bisexual and Transgender (LGBT) community. A programme of training is being rolled out to address this.
- National evidence shows that victims affected by the ‘toxic trio’ (domestic violence, mental health issues and substance misuse) were especially vulnerable. Despite this, in early 2018, the Office of the Police and Crime Commissioner (OPCC), decided to no longer fund BWA’s complex needs worker to support these victims. Instead there will be a Berkshire wide provision for vulnerable victims based in West Berkshire, which Wokingham victims can access. This will require close monitoring to ensure that Wokingham residents’ needs are still met.

## Priority 2: Work with the Integrated Offender Management Cohort to reduce the likelihood of repeat offending

The Integrated Offender Management (IOM) is the strategic umbrella that brings together partner agencies to prioritise interventions with prolific offenders who are causing or have caused high levels of crime and complex demand on services in the locality.

The aim of the scheme is to decrease overall levels of crime in Wokingham by reducing the reoffending of the most prolific offenders. In addition, the scheme helps to minimise repeat demand on services by supporting offenders to stay engaged in appropriate forms of support and treatment. The offenders on the IOM cohort have histories of relatively high levels of offending but they are not the most serious or most violent offenders. Those offenders are case managed by the Probation Service through other arrangements.

Wokingham CSP aims to carry out the IOM scheme by working in a manner that reinforces and commits itself to local priorities by;

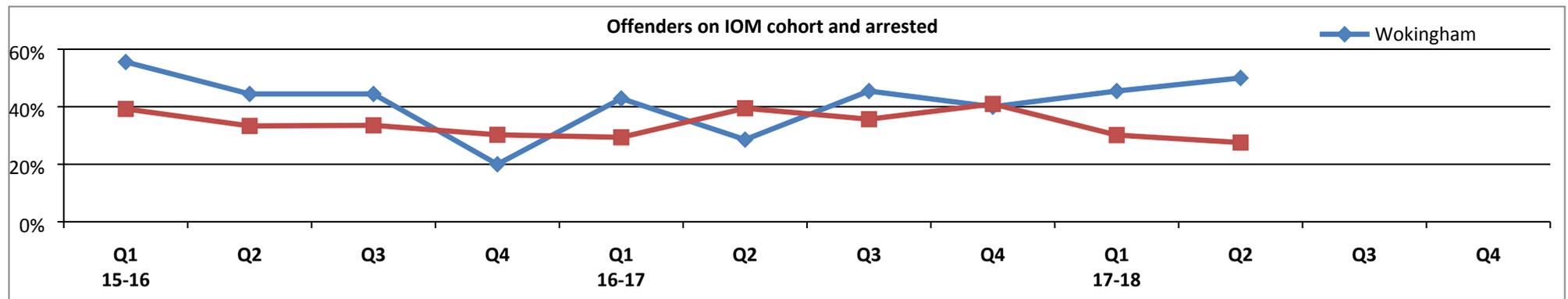
- Effective offender management through positive collaboration and engagement with partner agencies.
- Ensuring that the IOM cohort is identified in line with local priorities.

The number of offenders in the IOM cohort has decreased. In 2016 there were around 13 members of the cohort and in 2017 there were around 8, some of whom are in prison, and some in the community. That figure changes on regular basis, as new offenders are identified and added to the cohort, and people move in and out of police custody and prison.

The cohort is monitored in a number of ways including voluntary tagging. If the Police have to take a more enforcement orientated approach with an offender who is unwilling or unable to desist from offending, the tagging system can be part of a range of evidence that the police use in order to justify the arrest.

The CSP has allocated a small budget to be used to support limited interventions such as transport to substance misuse rehab, training etc. This is the application of tangible reinforcement to change behaviour and begin to build a new narrative in the offender's treatment future. This type of intervention while rewarding and validating desired behavioural change does not reinforce entitlement or take responsibility away from the offender, also the amounts allocated are very small. The total IOM budget is less than £1000 for the whole year.

## 9 Current Performance and Intelligence



- In Quarter 2 2017/18, 4 individuals were arrested out of 8 cohort members compared to 4 individuals arrested out of 13 cohort members for Quarter 2 2016/17.
- A higher proportion of offenders were arrested in Wokingham compared to the Thames Valley as a whole but the type of offences being committed tend to be of a lower level of seriousness.

### **Priority 3: Understand the needs associated with hidden crime and work in partnership to expose hidden crime, reduce offending and support victims**

Hate Crime affects some of the most vulnerable members of the community. Wokingham has the second lowest rate of crime in the Thames Valley Area which is to be expected in a low crime, less diverse, more affluent Borough. In common with most areas in the country, the most common type of hate crime reported is race and religiously motivated hate crime.

Perhaps counter intuitively, Wokingham CSP has a target to increase the number of reports of hate crime to the Police. National evidence suggests that hate crime in general is under reported, therefore reporting hate crime can be seen as a measure of confidence in the police and statutory bodies as it suggests that marginalised groups believe that their concerns will be taken seriously.

Police evidence shows that whilst there has been a recent increase in the number of hate crimes in Wokingham, the crimes tend to be of the nonviolent type. In order to further increase reports of hate crime, CSP partners undertake a range of community engagement activities such as celebrating Black History month, publicising national hate crime week and encouraging victims to report to non-police bodies if they are wary of the Police. In addition, the Wokingham Adult Prevention Safeguarding Advisor is working in partnership with the community, neighbourhood police and community wardens to address disability hate crime in the near the Ravenswood centre which is a service for people with a learning disability. Lessons learnt from this project will be shared at the CSP meeting in April 2018, and if appropriate replicated across the Borough.

The CSP measures ASB performance as part of this priority. This includes measuring repeat referrals to the ASB panel and monitoring the number of community triggers activated in the borough<sup>1</sup>. These measures were chosen as repeat referrals are a sign that issues are not being properly addressed and the community trigger is often implemented when residents feel that the issues affecting them are not being taken seriously by statutory bodies.

A key service is the Community Wardens and a voluntary sector organisation KICKs who have helped the CSP successfully deliver this priority by working in the Community to improve confidence and divert children and young people away from crime and ASB.

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<sup>1</sup> The **community trigger** gives victims and communities the right to demand that agencies deal with persistent anti-social behaviour.

## Current Performance and Intelligence

Delivery Group	DESCRIPTION	Rolling 12 months			% DIFFERENCE TARGET	TRAFFIC LIGHT	% CHANGE PREVIOUS YEAR	DIRECTION OF TRAVEL		MSG Rank 1=best	COMMENTARY
		2016	2017					↑	↓		
		ACTUAL	TARGET	ACTUAL							
CSIG - Community Safety Impact Group	Increase number of <b>Racially or Religiously</b> Aggravated crime reported to Thames Valley Police	35	35	36	3%	Green	3%	Improving	↑	2	
CSIG - Community Safety Impact Group	Increase number of <b>racist incidents</b> reported to Thames Valley Police - Recordable Crimes	54	54	53	-2%	Amber	-2%	Deteriorating	↓		
CSIG - Community Safety Impact Group	Increase number of <b>racist incidents</b> reported to Thames Valley Police - Non-Recordable Crimes	57	57	62	9%	Green	9%	Improving	↑		
CSIG - Community Safety Impact Group	Increase number of <b>religious incidents</b> reported to Thames Valley Police - Recordable Crimes	2	2	4	100%	Green	N/A	Improving	↑		
CSIG - Community Safety Impact Group	Increase number of <b>religious incidents</b> reported to Thames Valley Police - Non-Recordable Crimes	2	2	0	-100%	Red	-100%	Deteriorating	↓		
CSIG - Community Safety Impact Group	Increase number of <b>homophobic incidents</b> reported to Thames Valley Police - Recordable Crimes	7	7	14	100%	Green	N/A	Improving	↑		
CSIG - Community Safety Impact Group	Increase number of <b>homophobic incidents</b> reported to Thames Valley Police - Non-Recordable Crimes	6	6	15	150%	Green	150%	Improving	↑		
CSIG - Community Safety Impact Group	Increase number of <b>transphobic incidents</b> reported to Thames Valley Police - Recordable Crimes	1	1	1	0%	Green	0%	No change	→		
CSIG - Community Safety Impact Group	Increase number of <b>transphobic incidents</b> reported to Thames Valley Police - Non-Recordable Crimes	1	1	2	100%	Green	N/A	Improving	↑		
CSIG - Community Safety Impact Group	Increase number of <b>disability hate incidents</b> reported to Thames Valley Police - Recordable Crimes	10	10	14	40%	Green	40%	Improving	↑		
CSIG - Community Safety Impact Group	Increase number of <b>disability hate incidents</b> reported to Thames Valley Police - Non-Recordable Crimes	4	4	9	125%	Green	125%	Improving	↑		
ASB - Anti-social behaviour prevention group	Monitor the repeat cases referred to the Anti-Social Behaviour Panel	1		0		Green					Monitoring began in April 2015. No repeat referrals for the current reporting period.
ASB - Anti-social behaviour prevention group	Monitor number of Community Triggers	0		0		Green	No change				The community trigger legislation was introduced in October 2014. To date Wokingham has not had a community trigger

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- Fortunately hate crime figures are low in Wokingham, however that means it is often difficult for the police and partnership to reliably identify trends and crime patterns.
- There has been a 2% decrease in the number of racist and religious recordable (more serious) hate crimes reported to the Police over last year's figures. However, there has also been a 9% increase in the number of less serious crimes, suggesting that the issue is not that people are reporting less. It is more likely to be slight changes in the way that the Police are recording figures and/or there were less serious offences this year.
- There have been no repeat referrals to the ASB panel in the last year
- There have been no community triggers in the last year
- The Community Wardens have worked to divert young people away from ASB, a range of activities including mentoring 21 young people, delivering 3 Prevent training sessions, supporting over 8 youth and other community groups

- The CSP funds KICKs a sport diversion project. In the last Quarter, Kicks saw 215 young people, delivered 132 sessions. The average participant had almost 19 hours of attendance.

### **Next steps and future developments**

- Work with the Adult Safeguarding advisor to address hate crimes against disabled people across the Borough.
- Work with the Police and other council bodies to ensure the safety of particularly vulnerable members of the community where appropriate for example newly resettled Syrian refugees.
- Support efforts to celebrate the diversity of Wokingham's community by acknowledging key events such as black history month, LGBT Pride etc.

### **Priority 4: Identify and understand the issues affecting residents of all ages and to communicate the work of the partnership effectively to make them feel safer**

The aim of this priority to understand and address issues that affect Wokingham residents in partnership with the Police and other local bodies. The performance indicators for this priority include the reduction of 'volume crime' i.e. the most common crimes in an area. This priority also includes actions to engage with community led groups such as the Rural Crime Group and the Police's Neighbourhood Action groups to reduce crime.

The main way that the Council and partner agencies address volume crime is through operational tasking. There are two main tasking groups that the CSP links into, these include the Police Tasking Process, a fortnightly meeting where the Police identify and address crime priorities identified through analysis. Currently the Police are focussed on addressing the increase in residential burglary.

The other group is the Council and Police Joint Tasking meeting where Council departments, voluntary sector bodies and statutory partners meet to address persistent problems in partnership with each other. The group has successfully used civil powers to address persistent ASB by some individuals and worked to address illegal and poorly managed encampments.

Addressing youth offending and increasing the number of people accessing treatment is included within this priority. Wokingham is currently performing well within this outcome. The number of young people entering the criminal justice system for the first time is reducing, and the number of young people successfully completing drug treatment is improving. Unfortunately the number of adults who successfully complete drug treatment has reduced, however this is only by 6%, so we are currently just missing the target, and as stated it is possible that by the end of the year, performance outcomes will be met.

## Current Performance and Intelligence

### Volume Crime

Priority 4: Identify and understand the issues affecting residents of all ages and to communicate the work of the partnership effectively to make them feel safer											
CSIG - Community Safety Impact Group	Reduction in Dwelling Burglary Offences	245	233	81	-65%	Green	-67%	Improving	↓		
CSIG - Community Safety Impact Group	Reduction in Theft From Vehicle Offences	298	289	436	51%	Red	46%	Deteriorating	↑	5	
CSIG - Community Safety Impact Group	Reduction in Theft Of Vehicle Offences	104	102	120	18%	Red	15%	Deteriorating	↑	8	
RCAG - Rural crime action group	Reduction in Non-Dwelling Burglary Offences	423	415	556	34%	Red	31%	Deteriorating	↑		
CSIG - Community Safety Impact Group	Reduction in Violence Against the Person With Injury	465	442	470	6%	Amber	1%	Deteriorating	↑	3	
CSIG - Community Safety Impact Group	Reduction in Violence Against the Person Without Injury	573	544	527	-3%	Green	-8%	Improving	↓	1	

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- Motor vehicle crime continues to be an issue for the Police and CSP. Theft from vehicle offences have increased by 46% and theft of motor vehicles has increased by 15%. Wokingham is particularly vulnerable to car crime being an affluent area with good transport links, enabling offenders to leave the area swiftly.

The partnership continues to address car crime by working with residents to implement crime prevention such as making sure that they lock their doors, and do not leaving tempting items such as laptops and phones in their cars in sight of passers-by.

- There has been a recent spike in residential burglary in the Thames Valley, and Wokingham has been particularly affected. Currently the increase is around 12%, which is the 4th highest increase in the area. To address this the Council is working with the Police to; communicate crime prevention advice enabling residents to better protect themselves against becoming victims, using any regulatory powers to improve the security of flats or houses in multiple occupation for example making sure that lighting in common areas meets standards and supporting the Police in their investigations by sharing relevant information.

## Performance and Intelligence Rural Crime

Delivery Group	DESCRIPTION	Rolling 12 months			% DIFFERENCE TARGET	TRAFFIC LIGHT	% CHANGE PREVIOUS YEAR	DIRECTION OF TRAVEL		MSG Rank 1=best	COMMENTARY
		2016	2017					↓	↑		
		ACTUAL	TARGET	ACTUAL							
RCAG - Rural crime action group	Prevent Fly-Tipping from increasing to an unacceptable level	766	766	714	-6.8%	Green	-6.8%	Improving	↓		
RCAG - Rural crime action group	Reduction in Rural related Theft Offences	851	834	1005	21%	Red	18%	Deteriorating	↑		These figures are from Nov-Dec rolling 12 month period. Data will be updated in the next report.
RCAG - Rural crime action group	Reduction in Rural related Criminal Damage	749	734	957	30%	Red	28%	Deteriorating	↑		These figures are from Nov-Dec rolling 12 month period. Data will be updated in the next report.
ASB - Anti-social behaviour prevention group	Monitor levels of Anti-Social Behaviour	1496	1577	1640	4%	Amber	10%	Deteriorating	↑		

- The PSTG is assessing the rural crime figures in order to ascertain the reason for the current performance and looking at ways it can be improved.

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## First time entrants and substance misuse

DAAT - Drug and Alcohol Action Team	Successful completion of drug treatment (young people) <i>Proportion of all exits, which were planned.</i>	67%	67%	90%	23%	Green	23%	Improving	↑		Baseline period: 01/01/2016 to 31/12/2016 Latest period: 01/01/2017 to 31/12/2017
DAAT - Drug and Alcohol Action Team	Successful completion of drug treatment (adults) - PHOF <i>Proportion of all in treatment, who successfully completed treatment and did not re-present within 6 months</i>	27%	27%	21%	-6%	Amber	-6.0%	Deteriorating	↓		Baseline period: Completion period: 01/10/2015 to 30/09/2016, Re-presentations up to: 31/03/2017 Latest Period: Completion period: 01/07/2016 to 30/06/2017, Re-presentations up to: 31/12/2017
YOS - Youth offending service	Reduce number of First Time Entrants to the youth justice system (rate per 100,000)	267	267	165	-38%	Green	-38%	Improving	↓		Baseline period: July 15 - June 16 Latest period: July 16 - June 17

## Performance and impact

- Wokingham is performing well in 'reducing the number of young people entering the criminal justice system for the first time' which is currently down by 38%. This has been achieved by a number of means including increased diversionary activities.

- Wokingham is also doing well in ensuring that once people access substance misuse treatment they stay in treatment. 90% of young people complete treatment and 21% of adults complete treatment. The number of adults completing drug treatment has slightly reduced but the Drug and Alcohol Commissioner is working with our provide agency SMART to address this. Despite this minor dip in performance Wokingham CSP remains above national average in substance misuse outcomes.

### **Next steps and future developments**

- The CSP will be holding a training day on the 20<sup>th</sup> of March to increase awareness of the Problem Solving Tasking Groups so that partner bodies understand the function of the group and how it can support them in addressing persistent problems which have an impact on service demand.
- Enhancing the governance links of the Rural Crime Group to the CSP to improve performance in addressing rural crimes.
- Continue to support Police's actions to address volume crime in particular burglary and motor vehicle crime
- Despite the reduction in the number of young people entering the criminal justice system and successfully completing substance misuse treatment, there have been anecdotal reports of an increase in substance misuse by young people. This includes an increase in the use of cannabis and other drugs, more schools are reporting finding pupils with drugs on them and there is an increase in the number of young people being warned about cannabis by the Police. This is being addressed by a multi-agency operation ORCA which will include awareness raising, enforcement and support for identified young people.

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### **Community Safety Strategy development and setting new priorities for 2018/21**

The Community Safety Partnership is in the process of developing a new strategy for 2018/21. This involved setting new priorities in line with emerging needs, changes in central government policy, developing local guidance and consultation with Wokingham stakeholders.

Our proposed new priorities for 2018/21 are outlined below. The CSP will continue to develop the Strategy with the aim of finalising in late April 2018.

- Priority One : Addressing Violence against Women and Girls
- Priority Two: Impacting on organised crime including reducing effects of county line dealing.
- Priority Three: Reduce and prevent exploitation, and address the needs of vulnerable victims and offenders
- Priority Four: Champion the resilience of local communities

The CSP has also outlined the following actions to improve its functionality, but that do not sit easily within the four priorities:

- i) **Closer Working with Bracknell Forest Council** - Wokingham CSP is exploring the possibility of developing an approach to working more closely with Bracknell Council and other neighbouring boroughs on crime and community safety issues. This is in order to increase efficiency, share best practice and improve partnership arrangements. However, regardless of any new arrangements Wokingham CSP Board will continue to be separate to ensure local accountability to residents.
- ii) **Information sharing protocols** - Information sharing protocols should be reviewed and refreshed on a regular basis to ensure that all partners understand how they can legally share information to support the reduction of crime and disorder.
- iii) **Data and Intelligence** - Community Safety depends on robust data therefore the CSP should continue to prioritise actions to improve the range and quality of data available to the Community Safety partnership

**FINANCIAL IMPLICATIONS OF THE RECOMMENDATION**

*The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.*

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	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	NA		
Next Financial Year (Year 2)	NA		
Following Financial Year (Year 3)	NA		

**Other financial information relevant to the Recommendation/Decision**

The Community Safety Partnership receives £104,205 annual funding from the Police and Crime Commissioner to develop interventions to reduce crime, substance misuse and ASB within the locality. This funding is monitored on a regular basis, to ensure that funds are spent in line with Home Office finance rules.

In 2017/18 the CSP decided to spend OPCC funds on a range of interventions including:

- contributing to the BWA domestic violence contract
- contributing to the Youth Offending Service
- funding youth diversionary schemes
- funding a project to reduce alcohol related harm
- working with the Local Children' Safeguarding Board (LCSB) to warn children and young people of the dangers of CSE, sexting and cybercrimes

The same funding has been confirmed for 2018/19 and the CSP will consider how to allocate funds when the OPCC decides the grant giving during the next few months.

**Cross-Council Implications** (how does this decision impact on other Council services, including properties and priorities?)

**Health and Wellbeing Board** - The Health and Wellbeing Board is set up to co-ordinate health and wellbeing activity in Wokingham. The CSP supports the Health and Wellbeing Board in delivering its 'Enabling and empowering resilient communities' theme.

**Reasons for considering the report in Part 2**

None

**List of Background Papers**

None

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<b>TITLE</b>	Civil Parking Enforcement Update
<b>FOR CONSIDERATION BY</b>	Community and Corporate Overview and Scrutiny Committee - 12 March 2018
<b>WARD</b>	None specific
<b>DIRECTOR</b>	Josie Wragg, Interim Director of Environment
<b>LEAD MEMBER</b>	Keith Baker, Executive Member for Operational Highways

## **OUTCOME / BENEFITS TO THE COMMUNITY**

Improved delivery and enforcement of parking and traffic management services leading to more efficient utilisation of car parking, reduced congestion and improvements to road safety.

## **RECOMMENDATION**

Members note the information within the report and comment on progress relating to the implementation of Civil Parking Enforcement.

## **SUMMARY OF REPORT**

The report provides a general update on the Civil Parking Enforcement (CPE) project including:

- Background
- Details of CPE
- Contactor and Council responsibilities and contact management
- Outcomes since implementation in line with the business case
- Request for new traffic controls
- Representations and Complaints
- Parking Strategy
- Resident Parking Schemes
- Representations and Dispensations

## **Section 1 - Background**

Until October 2017, enforcement of on-street parking restrictions was the responsibility of the Thames Valley Police (TVP). TVP policy awarded the enforcement of on street parking restrictions a relatively low priority with limited resources being deployed to fulfil this function. Consequently motorists and residents were often left frustrated when parking issues were not resolved, and the Council could not assist in these cases.

In Sept 2016 the Council's Executive approved an application to take over Civil Parking Enforcement (CPE) powers from TVP. A business case demonstrated a cost neutral impact on WBC and a contractor NSL was appointed and a CPE Service Level Agreement agreed. Prior to implementation of CPE, the project team reviewed road marking and signs in the borough and issued works to improve visibility and correct errors. They also produced an online map based TRO to provide customers with a better understanding of where parking restrictions were and what they mean.

Consultation was undertaken by the Council and The Department for Transport approved the scheme. This went live in October 2017 following a media campaign on our web site and Local Papers together with signage around the borough. CPE commenced with a period of warning notices being placed on vehicles contravening parking restrictions for the first 2 weeks before any live penalty charges notices were issued.

### **CPE Details**

CPE can address parking contraventions for vehicles that do not respect signing and lining on street but cannot address other issues such as verge parking, or parking where no lines and signs are in place under a Traffic Regulation Order (TRO). More clarity is provided below: -

- Pavement/verge parking - The DfT have not allowed blanket bans on pavement and verge parking. Under CPE, the Council can enforce pavement/verge parking where a specific TRO is in place prohibiting it.
- Dropped kerb parking - Vehicles parked across a dropped kerb can receive a penalty even though no lines or signs are present. However, many vehicles that are parked across dropped kerbs belong to or have permission from residents. Civil Enforcement Officers (CEO) do not routinely issue penalties for these types of contraventions and are required to check with the property owner before issuing a penalty. However, penalties are issued where parking is deemed to impact on road safety and at crossing locations for pedestrians, cyclists and wheelchair users.
- Double parking – Vehicles parked more than 50cm away from the kerb can receive a penalty. CEOs only issue penalties where this occurs in a marked parking bay or if the vehicle is causing a hazard or an obstruction to traffic.

TVP continue to:

- Enforce high-speed roads (A33, A329M, A3290, and M4) within the borough
- Enforce highway obstructions (dangerous parking, blocking access for emergency vehicles)

- Clamping, removal, and bus lanes
- Retain clamping and removal powers

### **NSL contract**

The most cost effective method for the Council to provide CPE is through procurement of a third party provider. As set out above, following a procurement exercise, NSL were appointed by the Council to undertake this function on its behalf. In line with the contract, NSL provide the following services:-

- Patrols (112 hrs. per week) 6 officers between hrs of 7.30am and 10:00pm
- Car Park fault reporting and first line maintenance of payment machines and barriers
- Checking TROs on site to check compatibility with the map based TRO and reporting any anomalies with the Council to be resolved
- 1<sup>st</sup> Stage representations and appeals.
- Issuing various on-street parking permits including resident permits, visitors' permits, staff and business permits across the Borough
- Issuing of other permits and season tickets
- Provision of additional hours to be purchased by key stakeholders, in particular town and parish councils, but also schools and event promoters
- Handling of correspondence and telephone services to the public
- Issuing dispensations to allow disabled blue badge holders, emergency services, and other statutory bodies to park in violation of parking regulations on matters of urgent business.

### **Council responsibilities**

The Council is responsible to manage the contract with NSL. To further ensure transparency, the Council is required to produce an Annual Report about the operation of CPE. The Council also needs to fulfil the following tasks:

- Audits
- Deciding on cases to progress to Traffic Penalty Tribunal Services (TPT)
- Deciding on cases to progress to debt collection
- Registering warrants at the Traffic Enforcement Centre (TEC)
- Appointment of an Executive Member on TPT board
- Annual Parking Report
- KPI monitoring
- Setting policies (dispensations/waivers, etc)
- Reconciling payments/billing

### **Performance Management**

The Council and NSL have agreed the Key Performance Indicators (KPIs) set out below and these are linked to payment of NSL for the service. These allow for targets to be reviewed to meet changing needs and as a result, the requirements of the contract and the KPIs can be modified upon joint agreement.

### **KPIs**

- Deployed hours (within 2% of target)

- Compliance with agreed rotas
- Response to reactive enforcement requests
- Complaint handling
- Penalty cancellation due to officer error
- IT Failure resolution time
- Compliance with IT requests
- Penalty processing failure
- Permit processing

The contractor NSL is responsible to present to the Council the information to address KPIs on a monthly basis. These are reviewed at a monthly Contract Review Meeting to ensure that the contact is running as agreed.

## **Section 2- Outcomes since Implementation of CPE**

The CPE contact has only been 'live' for 5 months and this is not sufficient time to enable a full and comprehensive assessment of its success. However, to date the contract has performed well against the objectives and the assumptions set out in the business case.

### **Penalty Charge Notice (PCNs) Served**

The business case for CPE made assumptions about the extent of contraventions (25% in town centres within the borough) and also the expected income from PCNs. The contract was approved on a cost neutral basis to WBC as set out in the business case. The main purpose of CPE is to ensure that parking contraventions are managed to improve safety and prevent congestion, not as a profit generating exercise.

The tables below sets out the number of PCNs issued, the PCN income and the cost of service. The number of PCNs served are in line with the assumptions made when CPE was approved and the table demonstrates that CPE has been successful to date in covering its costs while enabling the Council to deal effectively with parking issues that it set out to address.

### **PCN details 1<sup>st</sup> Oct 2017 – 13<sup>th</sup> Feb 2018**

PCN's	PCN's issued	Cost of providing the service	PCN's with payment received	Qty	Value	Recovery %	Outst
Totals	4,058	£62,500	Totals	2,699	£75,370	66.51%	1,

At the moment, the recovery rate is 66.51% which is mainly due to the time-lag in fines being paid and in dealing with representations and appeals against notices serviced. Some will take longer to recover as the Council will have to pursue these formally. The business case for the service assumed a recovery rate of 75% which is based on the average for other CPE schemes in the country. It is anticipated that the recovery rate will increase when we have reached the full progression path for enforcement over the next few months. Generally, the PCNs issued generate an income that covers the NSL contact fee to provide the service which is on a cost recovery, break even basis. The legislation requires that the Council does not make a profit from CPE. It is expected that any surplus income will be very limited and this is borne out by the experience to date

as set out on the table above. Any surplus must be used to improve road safety in the borough linked to CPE.

**Patrols**

NSL is contracted to provide 896 planned hrs per Month of foot and mobile patrols in the borough between 07:30am and 10:00pm 7 days per week. NSL monthly data for January 2018 is showing:

Patrol Type	Planned hours	Actual hours	Variance	Monthly %
CEO Foot (urban areas)	480	346.5	-133.5	91.58%
CEO Mobile (rural areas)	416	488.25	72.25	compliance

Patrols take place both on foot and also via vehicles depending on whether they are in higher density urban areas or more rural areas of the borough. Although compliance to contract is within accepted tolerance of 10%, patrol time has been lost due to the high number of repairs currently being undertaken on our existing ticket machine stock which is very old. Down time is currently estimated at 48 hrs per month, with an average of 6-10 reported machine faults per day to deal with. The Council prioritises the mending of parking machines to ensure that these are repaired as soon as possible.

As a result of the issues that the Council is experiencing due to machine failure, it is currently working to consider options to replace existing machines and is undertaking an options appraisal and will prepare a business case for consideration by the Council’s Executive later in the year. Despite the time being taken to mend the machines by enforcement officers, they are still serving the number of PCNs expected and the PCN income received is covering the cost of providing the service. However, the Council acknowledges that machines breaking down causes inconvenience and frustration to car park users.

**Location of patrols**

The patrols focus on those areas where there are parking restrictions in place. These areas tend to be those more intensely used and or where contraventions are more harmful to road safety. Prior to CPE, the Council undertook a compliance survey and identified those areas where the incidence of contraventions were greatest mainly around town centres in the borough, and outside schools and community buildings. Minor residential roads have generally received less focus given that there are fewer restrictions and as the safety implications of non-compliant parking is reduced.

Enforcement officers have focussed on Wokingham, Woodley, Earley and Twyford Town Centres. However, the service is reactive and where parking issues have been reported, the Council has deployed officers to specific areas, especially schools. Requests for patrols around school have been investigated by the Enforcement Officers and are included on the schools patrol rota prioritised as red, amber, and green for future patrols. To date we have completed 133 school patrols with 34 PCN’s issued. 99 vehicles have been logged as a potential contravention and 246 vehicles have been moved on.

The Council is looking at options with NSL to consider additional patrols. This will need to be assessed to consider the benefits of extending the number of patrol hours and the cost of this additional service. To date, no 3<sup>rd</sup> parties have approached the Council to secure and fund additional patrols but this option remains open.

### **Off Street Parking**

Prior to CPE being implemented, in house Council staff undertook enforcement within its own Car parks but since CPE was introduced, the contractor NSL has undertaken this on the Council's behalf. This is a more efficient use of parking officer's time as patrols will visit an area to address both on and off Street parking.

Since the implementation of the contract in October 2017, the Council's contractor has served nearly as many PCNs (approx. 48%) in WBC car parks as it has in respect of on street car parking contraventions. This indicates that off street parking enforcement is continuing to be effective under the new contract arrangement.

### **New Traffic Control Requests**

As CPE is now in operation, the parking habits of the public have and are likely to continue to change. There is also increased community expectation of the benefits of CPE which have resulted in the Council receiving requests for further restrictions in the borough to allow parking to be controlled. This has also resulted from parking being displaced from streets that currently have restrictions in place that are now being enforced against.

To date, the Council has received over 100 requests for parking restriction changes since CPE commenced. These are looked at on receipt and those that will not meet the relevant criteria are returned. There are approximately 90 requests for further consideration and in order to be able to prioritise these and to ensure that budget is allocated to priority schemes, the service will consider these in batches. In initially, the first batch will be considered in spring 2018. The Council is developing a policy for how the schemes for additional restrictions will be prioritised. This policy approach will be adopted through an IEMD before the schemes are considered and a work programme is put in place. However, broadly speaking the proposal will to prioritise these in the following order :-

- Where there are significant highway safety implications resulting from current conditions & accidents that could be prevented by parking restrictions.
- Where there are less significant highway safety implications resulting from current conditions
- Those schemes that receive the most community support if deemed appropriate for the road/area

In addition to the above and as resources permit, the Parking Team will review all existing restrictions to ensure they are still relevant to the area to ensure that the public highway parking space available is suitable for use.

### **Representations and complaints**

The Council has been made aware of a number of issues regarding the administration of CPE by NSL and is working with the provider to address these. Generally through, the Council has received relatively few complaints about the service. These have mainly been associated with new approaches to permit schemes, and to administrative errors and the Council has worked to resolve these with customers. The Council has also

received complaints about ticketing on Sundays and Bank Holidays but has resisted changing this approach given the importance of enforcing against unacceptable parking in the interests of highways safety and to reduce congestion for road users during these times.

### **Parking Strategy for the Borough**

The Council is in the process of revising its parking strategy for the borough. This will set out the Council’s high level approach towards parking issues and this is expected to be considered by the Council’s Executive in May 2018. If agreed, this document will go out for full public consultation before adoption by the Council. Following this and in line with the strategy documents, an action plan will be developed and further policies and procedures put in place.

### **Residents Parking Permits**

Across the borough there are currently 16 residents parking zones. The Council has a residents parking protocol which was adopted in 2011 that sets out how residents parking is allocated, who is eligible to apply, and the number of parking spaces that can be allocated to each household. In residents parking areas, there is no provision for visitor parking because the demand for residents parking exceeds capacity. In these areas, visitor parking will increase pressure on the limited supply of car parking available resulting in residents not being able to park near their homes.

As a result of the online TRO that was adopted when CPE was introduced, residents now have to register their vehicles using the vehicle registration number to ensure that they do not receive a PCN. While registration numbers can be swapped, the maximum number of vehicles within a zone at any one time cannot be increased. This has resulted in some complaints as previously, car parking permits could be switched between vehicles, and residents who did not have a car could give passes to visitors etc. The new approach also prevents residents being able to use unreturned permits to enable them to park additional vehicles in the zone in abuse of the system.

### **Dispensations and suspensions**

Sometimes, there is a need to suspend parking restrictions on some roads due to extraordinary circumstances or for special reasons. Examples could include suspension due to construction of development, street parties etc. The Council is receiving requests for dispensations and suspensions and is in the process of developing a policy and procedure for this. This will be subject to public consultation and formal adoption by the Council. In the meantime and pending formal adoption of the policy, requests are dealt with on a case by case basis.

<b>List of Background Papers</b>	
Executive Report Introduction of Civil Parking Enforcement Powers 29 September 2016	
<b>Contact</b> Clare Lawrence	<b>Service</b> Place Based Services
<b>Telephone No</b> 0118 974 6444	<b>Email</b> <a href="mailto:clare.lawrence@wokingham.gov.uk">clare.lawrence@wokingham.gov.uk</a>
<b>Date</b> 27 February 2018	<b>Version No.</b> 1

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## COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
18 June 2018	<b>Town Centre Regeneration</b>	To monitor progress relating to the regeneration of Wokingham town centre, including the Market Place improvements, car parking provision and an evidence session with the Federation of Small Businesses	Work Programme	Bernie Pich
	<b>Flood Risk Management</b>	To consider an update on flooding issues and partnership working with Towns, parishes and Community Groups	Work programme	Francesca Hobson
	<b>Work Programme</b>	To consider the work programme for the Committee for 2018/2019	Standing Item	Democratic Services

**Further meetings will be held on 10 September, 5 November, 14 January 2019 and 11 March 2019.**

The Overview and Scrutiny Management Committee agreed the following draft Work Programme for the Committee at its meeting on 21 February 2018. The Committee is requested to allocate items from the Work Programme to the meetings indicated above.

### Community and Corporate Overview and Scrutiny Committee – Work Programme 2018/19

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1.	Reviewing the work of the Community Safety Partnership and the effectiveness of local policing
2.	Exercising the Council's flood risk management responsibilities by monitoring flood risk activities and partnership working with towns and parishes
3.	Monitoring the Council's Capital and Revenue expenditure
4.	Monitoring the Wokingham Town Centre regeneration project including the Market Place improvement scheme, car parking provision and an evidence session with the Federation of Small Businesses
5.	Reviewing the Council's partnerships with Town and Parish Councils and the voluntary sector
6.	Reviewing highways and transport issues including customer service, car parking, improvements to cycling facilities and progress on the new highways contracts
7.	Reviewing the proposed development of the Coppid Beech Park and Ride site
8.	Monitoring the implementation of Civil Parking Enforcement across the Borough
9.	Reviewing the process for setting fees and charges in the Public Protection service
10.	Monitoring improvements to the waste and recycling service including the collection of additional plastics and food waste
11.	Monitoring the impact of changes to train services
11.	Reviewing the impact of parking provision for Houses in Multiple Occupation (HMOs)
12.	Appointing Task and Finish Groups as appropriate