

<b>TITLE</b>	<b>Civil Parking Enforcement</b>
<b>FOR CONSIDERATION BY</b>	Community and Corporate Overview and Scrutiny Committee on 2 September 2019
<b>WARD</b>	None Specific;
<b>LEAD OFFICER</b>	Director of Locality and Customer Services - Sarah Hollamby

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

The provision of this Annual Update report serves to inform Members of the progress towards effective parking management and supports improved service delivery and enforcement of parking controls, car parks and traffic management services leading to more efficient utilisation of car parking provision on/off street, reduced congestion and improvements to road safety.

## **RECOMMENDATION**

That the Committee consider the information provided within this report, which follows the format of earlier reports for comparison purposes.

## **SUMMARY OF REPORT**

This report forms the second annual update on Civil Parking Enforcement (CPE) operated by Wokingham Borough Council under the Traffic Management 2004 and covering the period June 2018 to June 2019

- Background
- Details of CPE
- Contractor and Council responsibilities and contract 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

Overall, the operation of CPE, administered by the Council's contractor NSL, has met the objectives set out for the scheme adopted by the Council, specifically, to improve traffic flow by challenging drivers previous parking behaviours and has increased driver awareness by way of warning notices. As intended, the introduction and operation of this service has been cost neutral, with income from parking fees and penalty charge notices continuing to cover the cost of the service in operation.

Further improvements to the service are being considered in response to feedback from members and residents, including;

- to introduce CCTV enforcement for School Keep Clear Marking areas; and
- to increase coverage and intensity by increasing the number of Civil Enforcement Officers.

## PCN details 1<sup>st</sup> June 2018 – 30<sup>th</sup> June 2019

### Issue Rates

DATE:	TOTAL PCN'S ISSUED	PCN	WARNING	PAID WITH DISCOUNT	PAID IN FULL	PAID AT SURCHARGE	WARRANT FEES	CANCELLED
Jun-18	979	979	0	241	1	0	0	79
Jul-18	1020	989	35	532	30	0	0	80
Aug-18	1156	1156	0	611	98	0	0	137
Sep-18	957	872	85	802	91	0	0	77
Oct-18	997	997	0	649	132	11	0	85
Nov-18	1421	1421	2	819	161	18	0	91
Dec-18	1373	1293	80	816	115	17	0	83
Jan-19	1255	1209	46	845	134	17	0	96
Feb-19	940	940	0	723	106	22	0	88
Mar-19	1214	1214	0	649	100	16	0	100
Apr-19	1230	1229	1	751	82	12	38	78
May-19	1195	1195	0	610	158	38	20	111
June-19	1067	1067	0					103
TOTAL:	14804	14555	249	8048	1208	151	58	1208
%	100%	98.31%	1.68%	62%	9.30%	1.16%	0.45%	8.15%

### Payment details

DATE:	PAID AT DISCOUNT	PAID IN FULL	CHARGE PCNS £75 / £105	TEC £83 / £113	VALUE OF PAYMENTS
Jun-18	£19,975	£5,980	£1,890	£0	£27,845
Jul-18	£18,070	£5,520	£1,260	£0	£24,850
Aug-18	£20,645	£4,580	£1,020	£3,454	£29,699
Sep-18	£17,160	£5,660	£3,082	£2,212	£28,114
Oct-18	£18,825	£4,770	£1,560	£1,169	£26,324
Nov-18	£28,180	£7,210	£990	£10,549	£46,929
Dec-18	£24,595	£6,180	£1,410	£3,265	£35,450
Jan-19	£25,070	£8,990	£1,380	£4,404	£39,844
Feb-19	£19,440	£7,020	£1,365	£3,341	£31,166
Mar-19	£22,890	£8,140	£1,875	£4,766	£37,671
Apr-19	£22,175	£7,950	£1,965	£3,122	£35,212
May-19	£24,415	£7,190	£1,260	£3,618	£36,483
Jun-19	£20,190	£7,270	£1,515	£3,770	£32,745
TOTAL:	£281,630	£86,460	£20,572	£43,670	£432,332

The recovery rate (PCNs paid) for the year is currently at 81.48% which is slightly above the assumed recovery rate of 75% set out in the business case and based on the average recovery rate for other CPE schemes in the country.

It should be noted that Bailiff recovery payments commenced in August 2018, as the contract for this service via NSL was only commissioned in June 2018. The recovery of warrants, whilst only a small percentage of the overall income, sends a robust message to anyone receiving a PCN that the Council will do all it can to recover debts to the public. Warrants are only live for a 12 month period and if the Bailiffs are unable to recover at that point the PCN will be written off.

### Residents Parking Permits Income CPE Jun 2018- Jun 2019

Number of vehicles included on residents permits	Number of Residents Permits issued	Income from permits
649	554	£15,115

The reporting period showed improved compliance from the residents' virtual permit scheme, with a substantial reduction in the abuse of resident parking bays, due to regular patrols by NSL staff.

Residents of Rose Street have also been issued with alternative paper permits over this period, as a pilot. However, it is not currently intended to roll this out to all resident parking schemes as this would undermine the virtual permit scheme which provides for customers to manage their own vehicle accounts, in line with the 21 Century principles.

On-street parking permit income forms part of the CPE account and whilst residents permit income is relatively low, shows a marginal increase on the previous year's figures of 487 permits issued with an income of £13,055. (Oct 2017- Sept 2018).

### Cost of service

Date	NSL Service costs	PCN value	Operational surplus/deficit
Jun- 18	£30,762.16	£27,845	£2,917.16
Jul-18	£30,241.81	£24,840	£5,401.81
Aug-18	£30,560.72	£29,699	£861.72
Sep-18	£30,144.62	£28,114	£2,030.62
Oct- 18	£32,589.17	£26,324	£6,265.17
Nov-18	£34,250.57	£46,929	-£12,678.43
Dec-18	£33,641.71	£35,450	-£1,808.29
Jan-19	£33,900.40	£39,844	-£5,943.60
Feb-19	£32,741.31	£31,166	£1,575.31
Mar-19	£33,713.08	£37,671	-£3,957.92
Apr-19	£35,207.10	£35,212	-£4.90
May-19	£35,408.26	£36,483	-£1,074.74
Jun-19	£34,999.16	£32,745	£2,254.16
Annual Permit costs/income	£1,662.00	£15,115	-£13,453.00
Total Costs	£429,822.07	£447,447.	-£17,624.93
<b>Final outturn of CPE contract over this period of operation</b>			<b>-£17,624.93 surplus</b>

The significant reduction in income in June 2018 is due to the bailiff services recovery of outstanding warrants which did not start until August and includes a 3 month lead in time to recover outstanding fees.

NSL contracted costs are based on a fixed monthly fee and a KPI performance payment. Since the start of the contract the Council has consistently monitored the service and challenged KPI performance costs where performance has dropped below the KPI standards. The fluctuation in monthly costs is also attributed to staffing levels changing during the period covered.

Generally, the PCNs and permit fees recovered to date have met the NSL contract fees to enable provision of the service on a cost neutral basis.

The legislation requires that the Council does not make a profit from CPE. Whilst some surplus or deficit is expected, any surplus income should be very limited and this is borne out in the Council’s experience to date as shown in the tables above. Any surplus must be used to improve road safety in the borough, linked to CPE, i.e. Used to fund service extension and/or improvement.

The Surplus shown above covers two financial years and is therefore very small. At the end of this financial year, the Council will look to use any surplus to improve traffic signs and lines throughout the Borough which is an approved use of the surplus.

**CEO Patrols**

With the increase in staffing levels by 2 additional officers, NSL is contracted to provide a minimum of 1,096.66 hrs per month of foot and mobile patrols in the borough between 07:30am and 10:00pm 7 days per week. The table below sets out the actual deployed hours, number of locations visited, number of vehicles checked against number of PCN’s issued.

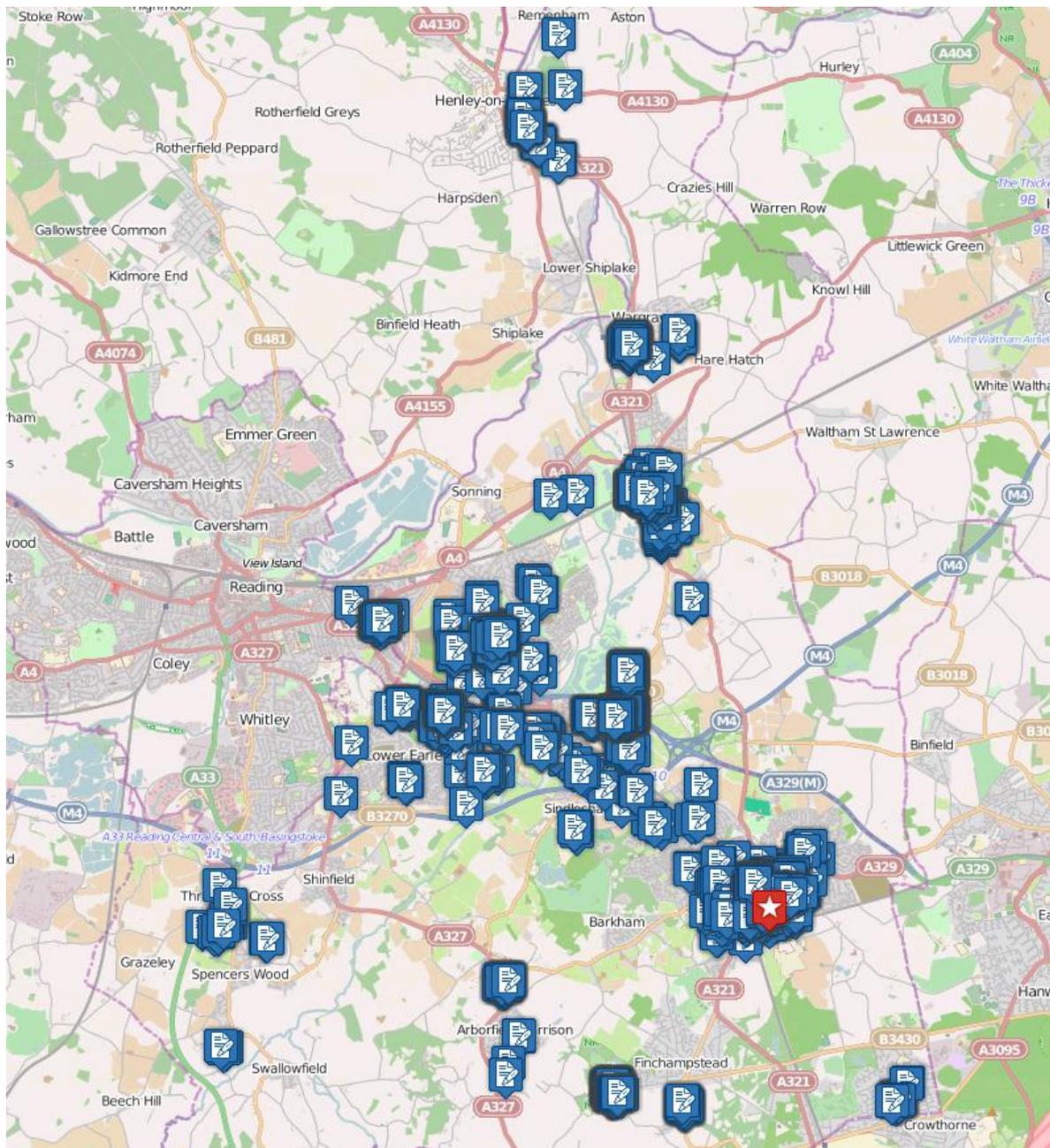
01/06/2018	LOCATIONS	VRM			
30/06/2019	PATROLLED	CHECKS	NOTICES	DEPLOYED HOURS	CONTRACTED
			ISSUED		HOURS
TOTAL:	73,439	241,988	14,804	13,350.25	13,160

**Location of patrols**

The Council’s prescribed CEO patrols focus on those areas where there are parking restrictions in place. These areas tend to be those more intensively 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 enforcement attention, since there are fewer restrictions in place, compliance is generally good and because the safety implications of non-compliant parking are lower.

CEO Patrols take place both on foot and also from vehicles depending on whether they are in higher density urban areas or more rural areas of the borough. The map below shows where PCN activity has been deployed across the borough.



Whilst compliance with the contract is within the accepted tolerances of 10%, some CEO patrol time has been lost due to the high number of repairs required to be undertaken on our previous ticket machine stock which was very old.

Down time was previously estimated at 25 hrs per month, with an average of 4 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. The table below shows the level of fault reports we have sustained over the year.

## REPAIRS

Location	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Carnival Pool	7	8	12	15	5	13	6	10	7	16	14	8	14	135
Cockpit Path	16	15	13	9	7	6	6	1	5	16	21	17	7	139
Crockhamwell Road	19	21	18	16	19	13	16	16	29	15	19	14	15	230
Denmark Street	5	8	11	10	9	13	5	9	8	8	10	7	8	111
Easthampstead Rd (East)	4	5	7	5	6	7	5	1	6	4	1	4	8	63
Easthampstead Rd (West)	8	11	10	8	7	6	6	9	16	12	3	1	5	102
Elms Road Multi-Storey	16	14	15	12	11	13	10	3	0	0	0	0	0	94
Headley Road	15	16	18	10	8	18	16	21	21	21	14	14	11	203
Lytham Road (East)	4	5	3	4	5	2	2	3	5	4	5	3	1	46
Lytham Road (West)	2	1	2	3	2	1	2	0	1	1	2	2	2	21
Polehampton Close Twyf	3	2	1	1	2	1	1	2	3	2	0	0	0	18
Rose Street	1	0	1	2	0	2	1	1	1	0	1	2	1	13
School Lane Wargrave	4	5	7	3	4	9	3	1	1	1	2	3	2	45
Shute End	2	2	2	2	2	2	2	2	0	0	0	3	3	22
Station Road Earley	3	3	4	3	3	0	1	0	2	0	1	4	2	26
Winnersh Triangle	6	5	3	6	2	8	4	9	7	10	4	2	2	68
<b>Grand Total</b>	<b>115</b>	<b>121</b>	<b>127</b>	<b>109</b>	<b>92</b>	<b>114</b>	<b>86</b>	<b>88</b>	<b>112</b>	<b>110</b>	<b>97</b>	<b>84</b>	<b>81</b>	<b>1336</b>
<b>HOURS</b>	<b>21.06</b>	<b>26.48</b>	<b>28.25</b>	<b>24.07</b>	<b>11.43</b>	<b>21.11</b>	<b>15.43</b>	<b>17.57</b>	<b>20.18</b>	<b>24.12</b>	<b>18.04</b>	<b>29.32</b>	<b>41.35</b>	<b>298.41</b>

## Ticket Machine Replacement Programme

The Council embarked on a programme of full replacement of its parking machines in May 2019 and is now in the final stages of installation of new ticket machines. As a result, a substantial reduction in lost patrol hours is expected for the next 5 years, due to the warranty and maintenance agreement in place.

## School Enforcement Patrols

CEOs provide regular enforcement patrol services at schools and have completed several joint patrols with the police. This practice will continue. CEO's do not have powers to deal with footway obstruction or other road safety issues that are not supported by a Traffic Regulation Order.

To date CEOs have completed 378 school patrols over the year, with the number of PCN's issued very low at 129 for parking on a school crossing. This is mainly due to the high visibility of officers and good levels of compliance when we are patrol at these locations.

Patrols by School 2018 - 2019														
School Name	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total
Bearwood Primary School	1	0	0	2	1	0	0	2	0	2	3	2	1	14
Beechwood Primary School	2	2	0	0	3	4	3	0	4	3	2	2	0	25
Colleton Primary School	0	0	0	0	0	4	4	2	4	1	1	2	0	18
Coombes Primary School	0	1	0	0	2	1	1	7	0	1	1	0	0	14
Earley St Peters CE Aided Primary School	1	0	0	1	1	0	0	0	0	0	0	0	0	3
Emmbrook Infant School	0	1	0	1	1	0	0	1	0	0	0	0	1	5
Farley Hill Primary School	1	0	0	2	0	1	0	1	0	2	0	0	0	7
Hatch Ride Primary School	0	1	0	2	0	3	0	0	0	1	0	0	0	7
Hawkedon Primary School	2	1	0	0	0	2	1	3	2	3	2	3	3	22
Highwood Primary School	2	1	0	1	1	1	2	2	1	2	0	2	2	17
Keep Hatch Primary School	0	2	0	2	0	0	0	0	0	0	2	0	0	6
Lambs Lane Primary School	0	1	0	2	0	1	2	2	0	1	0	1	0	10
Loddon Primary School	3	0	0	0	3	6	7	2	2	8	1	4	3	39
Oakbank School	0	1	0	2	0	0	0	0	0	0	1	0	0	4
Oaklands Infant School	0	2	0	1	0	2	0	1	1	1	0	1	1	10
Polehampton CE Infant School	1	2	0	2	0	0	0	0	0	0	0	2	1	8
Radstock Primary School	1	0	0	1	0	0	0	0	2	1	0	4	0	9
Reading Blue Coat School	2	1	0	1	0	1	0	0	1	0	0	0	0	6
Rivermead Primary School	1	1	0	0	2	0	1	1	0	0	1	0	1	8
Robert Piggot CE Controlled Junior School	0	2	0	1	0	1	0	0	0	1	0	0	0	5
Shinfield Infant School	1	1	0	0	1	0	0	1	0	0	0	0	0	4
South Lake Primary School	0	1	0	0	0	0	1	2	0	3	0	0	0	7
St Dominic Savio Catholic Primary School	1	1	0	0	0	3	0	1	1	0	2	1	0	10
St Nicholas CE Primary School	0	1	0	1	0	0	0	0	0	0	2	0	0	4
St Pauls CE Junior School	3	2	0	0	0	4	0	2	2	2	0	4	2	21
St Teresas Catholic Primary School	4	0	0	0	4	2	4	1	3	4	1	1	1	25
The Holt School	2	1	0	1	0	2	0	0	1	0	0	0	0	7
Wescott Infant School	0	0	0	0	0	3	0	1	2	6	0	3	4	19
Westende Junior School	4	0	0	0	1	5	0	1	0	2	0	2	1	16
Willowbank Infant School	2	1	0	1	0	0	0	0	1	0	0	1	1	7
Willowbank Junior School	0	1	0	0	0	0	3	1	0	0	0	1	1	7
Winnersh Primary School	2	0	0	0	4	0	0	0	2	1	1	3	1	14
<b>Total Patrols Per Month</b>	<b>36</b>	<b>28</b>	<b>0</b>	<b>24</b>	<b>24</b>	<b>46</b>	<b>29</b>	<b>34</b>	<b>29</b>	<b>45</b>	<b>20</b>	<b>39</b>	<b>24</b>	<b>378</b>

The Council's proposed introduction of CCTV enforcement at several schools to support officer patrols in the surrounding streets, could reduce our school patrol rota from 5 weekly to 2 weekly with an increase in visits from 10 per week to 66.

### Off Street Parking

CPE officers continue to patrol car parks which form part of the Council's off-street account. This allows more efficient use of CEO time as patrols can visit an area to address both on and off street parking.

Over the period of enforcement, the Council's contractor has served as many PCNs (approx. 56%) in WBC car parks as it has for on-street car parking contraventions. This indicates that off street parking enforcement is continuing to be effective under the new contract arrangement, ensuring parking availability for a greater number of residents and visitors and full receipt of funding due from fees.

Country parks management have welcomed this robust enforcement at Dinton Pastures and California Country Park, since all revenue from those car parks contributes to the income for the country parks and ensures they are self-sustainable service requiring little or no contributions from the Council. Since the introduction of CPE they have seen a significant increase of at least 20% more customers who now pay compared to parking habits prior to CPE.

<b>WOKINGHAM:</b>	
EASTHAMPSTEAD WEST C/P	474
EASTHAMPSTEAD EAST C/P	530
DENMARK STREET C/P	645
COCKPITH PATH C/P	914
ROSE STREET C/P	675
CARNIVAL MSCP	232
SHUTE END EASTERN C/P	365
SHUTE END WESTERN C/P	177
SHUTE END CENTRAL C/P	140
<b>EARLEY:</b>	
STATION ROAD C/P	437
<b>WINNERSH:</b>	
WINNERSH PARK & RIDE	11
<b>WOODLEY:</b>	
CROCKHAMWEL C/P	379
HEADLEY ROAD C/P	679
LYTHAM WEST C/P	132
LYTHAM EAST C/P	292
<b>TWYFORD:</b>	
POLEHAMPTON CLOSE C/P	108
<b>WARGRAVE:</b>	
SCHOOL LANE C/P	75
<b>COUNTRY PARKS:</b>	
CALIFORNIA COUNTRY PARK	191
DINTON PASTURES	2130
<b>TOTAL:</b>	<b>8586</b>

## **New Traffic Control Requests**

Since the introduction of CPE the Traffic Management Team have introduced two phased amendments to the Borough-wide Traffic Regulation Order, with a third amendment currently being considered this year. This has increased the number of restrictions in place which CEOs are now actively patrolling.

Additional requests for restrictions are assessed systematically upon receipt and those that do not meet the relevant criteria are declined. Those that are considered to require further consideration are programmed for site investigation, in order to prioritise them and to ensure that limit budget is allocated to priority schemes. Such requests are prioritised in the following manner;

- Where there are significant evident highway safety implications resulting from current conditions and where collisions could be prevented by the introduction of parking restrictions.
- Where there are less significant highway safety implications resulting from current conditions; and

- Where schemes that receive the most community support are deemed appropriate for the road/area

The ongoing Parking Management Plan consultation of members, town and parish councils is likely to result in the review of this criteria for future years.

### Representations and Complaints

Administration of the CPE contract is operated by NSL and has been closely monitored over this period to ensure compliance to contract guidelines and to ensure formal notices at each stage in the process are issued correctly. Over this period we have responded to 9,303 letters at various stages in the process. The table below provides a breakdown of correspondence at each stage.

Type of correspondence	Qty Letters	Costs associated
Informal challenge (discounted charge)	1,422	£25/£35
Notice to Owners (full charge) issued	2,778	£50/£70
Formal Representation (full Charge)	1,017	£50/£70
Charge Certificate (Surcharge)	1,447	£75/£105
TE3/TE9 pre warrant stage	1,471	£83/£113
Bailiff Warrant of execution	1,114	£83/£113
<b>Total Correspondence</b>	<b>9,303</b>	

NSL also provide a contact centre service with 2,577 calls dealt with over the year.

Appeals to the Traffic Penalty Tribunal Service that are formally appealed has reduced from 62 previously reported to 51 cases. There is no defined pattern to the basis of appeals and the Council will always look to resolve issues identified as early as possible in the process to assist in reducing the quantity of appeals that result in adjudication and/or prosecution. This includes reviewing signs and lines or amending Traffic Regulation Orders where specific information can be clarified.

Adjudication Services	Qty	Remarks
Cases pending decision	0	Waiting for information or decision from Adjudicator
Not Registered	2	Case progression stage too late to appeal
Cases Dismissed	21	Driver must pay the PCN at full costs
Cases Allowed	19	Council must close case nothing to pay
Not contested	9	Insufficient information to progress case to appeal.
<b>Total Cases</b>	<b>51</b>	

Foreign vehicles that the Council is unable to trace via the DVLA database are also pursued via a third party agreement with NSL with 29 foreign vehicles currently being chased for outstanding payments to the value of £1,110.00.

### Parking Strategy for the Borough

In 2019/20, the Council is review its' parking management strategy for the borough. This sets out the Council's high level approach towards parking issues for consideration by the Council's Executive. 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.

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 prevents residents being able to use unreturned permits to enable them to park additional vehicles in the zone in abuse of the system.

It has been agreed that Rose Street will be allowed to return to paper permits or virtual permit but the restriction on the number of permits allowed would remain as currently provided. The paper permits do not include vehicle details so can be swapped from vehicle to vehicle. The high costs involved in continuing this are estimated at £10-13,000 and is not in line with the Council’s policy to provide an efficient self-serving function to its customers. It is not recommended to roll this option out to other zones.

### FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

***The Council continues to face severe financial challenges over the coming years as a result of reductions to public sector funding and growing pressures in our statutory services. It is estimated that Wokingham Borough Council will be required to make budget reductions of approximately £20m over the next three years and all Executive decisions should be made in this context***

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	£0	Yes	Revenue
Next Financial Year (Year 2)	£0	Yes	Revenue
Following Financial Year (Year 3)	£0	Yes	Revenue

Other financial information relevant to the Recommendation/Decision
None

Reason report is considered in Part 2
N/A

Cross Council Implications
None

<b>Public Sector Equality Duty</b>
The continued delivery of the parking enforcement service through the Civil Parking Enforcement contract does not create any disproportionate impact on any group or individual. The Civil Parking Enforcement service delivered under the Council's parking management service is governed by statute law and does not provide the opportunity for bias or positive discrimination outside of the available legal framework that CPE is required to operate. Despite this, it could be argued that CPE legislation created under the Traffic Management Act 2004 provides positive discrimination facilities for disabled drivers. Topics such as sex, age, gender, race etc cannot be addressed under parking legislation.

<b>List of Background Papers</b>
Executive Report Introduction of Civil Parking Enforcement Powers 29 September 2016

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