

TITLE	Civil Parking Enforcement Update
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee 4 th July 2022
WARD	All Wards
DIRECTOR	Steve Moore, Director of Place and Growth
LEAD MEMBER	Cllr Paul Fishwick, Executive Member for Active Travel, Transport and Highways

OUTCOME / BENEFITS TO THE COMMUNITY

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 Members are requested to comment on the information provided within this report.

SUMMARY OF REPORT

This report provides an annual update on Civil Parking Enforcement (CPE) operated by Wokingham Borough Council under the Traffic Management Act 2004 and covering the period April 21 to March 22

- 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. Since 2017 we have steadily grown the resources in the service, from the initial 4 CPE officers which increased to 8 CPE

officers in 2020 and to 12 CPE officers in 2022. This has enabled us to respond more regularly to parking concerns raised by residents and Councillors.

The Service has continued to review its parking enforcement policies to ensure that they take account of emerging technology around virtual tickets/permits and any other local circumstances that come to light.

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.
- Preparations for the introduction of Moving Traffic Enforcement.
- Introduction of additional EV charging points
- Continued review of parking enforcement policies to reflect changes to cancellation guidance on use of technology and back-office systems.

Section 1 - Background

Enforcement of both off-street and on-street parking restrictions has been the responsibility of our contracted service provider NSL since the implementation of Civil Parking Enforcement (CPE) across the Borough in October 2017.

The Borough has felt the impact of Covid restrictions in the last 2 financial years which has affected the revenue from parking services with many of our car parks being utilised for Covid testing and vaccination programmes. The Government issued permits for on and off-street parking also impacted on local streets and car park use by NHS staff and key works involved in the testing and vaccination of residents of the borough.

During the pandemic our park & ride car parks have seen a significant reduction in use and working from home has seen our residential parking zones at capacity.

This report summarises the outcome of the full year's operation from April 2021 to March 2022.

CPE Scope

CPE can address all parking contraventions in violation of limited and restricted waiting & loading indicated by appropriate signing and lining on street and within off-street, car parks. It cannot address other poor behaviour such as obstruction, footway/verge parking, or parking of vehicles where no lines and signs are in place under a Traffic Regulation Order (TRO).

Pavement/verge Parking

The Department for Transport has not allowed enforcement authorities to operate blanket bans on footway and verge parking. Under CPE, the Council can enforce

pavement/verge parking only where a specific TRO is in place prohibiting it. Government is currently reviewing the powers available to authorities for managing parking on footways and verges but has yet no legislation has been laid before parliament for the introduction of these powers.

Obstruction at Dropped Kerbs

Vehicles parked across a dropped kerb provided for pedestrians to cross a road are in contravention of the Road Traffic Act 1988 and can receive a penalty charge notice even though no lines or signs are present. However, vehicles that are parked across dropped kerbs provided for access to driveways are not included in this and Civil Enforcement Officers (CEOs) do not routinely issue penalties for these types of contraventions. Some drivers may obstruct a driveway with consent from a property owner and CEOs would be required to cancel penalty notices issued in such cases. 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 (2ft) away from a kerb are in contravention of the Road Traffic Act 1988 and can receive a penalty charge notice. Generally, CEOs only issue penalties where this occurs in a marked parking bay and/or if a vehicle is causing a hazard or an obstruction to the safety and free flow of traffic.

Thames Valley Police (TVP) continues to be responsible for;

- Enforcement of stopping, waiting, and loading on strategic, high-speed roads (A33, A329M, A3290, and M4) within the borough; and
- Enforcement of highway obstructions (dangerous parking at locations listed in The Highway Code, blocking of access for emergency vehicles)

NSL Contract

The most cost-effective method for the Council to provide CPE is through the procurement of a suitably experienced and resourced, third-party enforcement contractor. Following a competitive procurement exercise in 2017, NSL was appointed by the Council to undertake this function on its behalf for 5 years with the option to extend by a further 2+2 years. We have recently agreed to the additional extension periods and the contract will now run until Oct 2026. We have also increased the number of officers from 8 to 12 with recruitment of the additional 4 officers commencing from April 2022.

In accordance with the contractual conditions and objectives, NSL provides the following services:-

- Beat Patrols of streets and car parks (Minimum of 400 hours per week) for 12 officers between hrs of 7.30am and 10:00pm.
- Car Park fault reporting and front-line maintenance of payment machines.
- Checking of adequacy and legality of TROs on site to ensure compatibility with the Council's map-based TRO and the reporting any anomalies to the Council's Traffic Management Team for resolution through the Order Amendment.
- Administration of 1st Stage challenges, representations and appeals.

- Issue of various on-street parking permits including resident permits, visitors' permits, staff and business permits.
- Issue of other permits and season tickets for off-street parking amenities.
- Contract provision for Telephone payment apps (RingGo)
- Provision of additional enforcement hours purchased by key stakeholders in particular town and parish councils, but also schools and event promoters.
- Handling of correspondence and telephone response services to the public.
- Issue of dispensations to allow Blue Badge holders, emergency services and other statutory bodies to park in violation of parking regulations on matters of urgent public business.

Council Responsibilities

Wokingham Borough Council is responsible for managing the contract with NSL. To ensure transparency and accountability, the Council is required to produce an Annual Report about the operation of CPE. The Council also needs to fulfil the following tasks:

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

Performance Management

Through the above contract, the Council and NSL have agreed the Key Performance Indicators (KPIs) set out below and these are linked to payment of NSL for provision of the CPE service. These KPI's 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 enforcement hours (within 2% of target)
- Compliance with agreed rotas
- Response to reactive enforcement requests
- Complaint handling timescales
- Penalty cancellation due to officer error
- IT Failure resolution time
- Compliance with IT requests
- Support to FOI information requests
- Penalty processing failure
- Permit processing
- Cash collection from ticket machines
- Issuing of Penalty Charge Notices
- Providing Suspensions of parking restrictions

NSL is responsible for presenting the information required to enable the Council to address KPIs on a monthly basis. These are reviewed at a monthly Contract Review Meeting to ensure that the contract is running as agreed.

Section 2 - CPE outcomes April 2021– March 2022

The CPE contract has now been ‘operational’ for 4 years and over this period has led to improvements in maintaining traffic flows, reducing unsafe parking at junctions and challenging driver’s previous poor parking behaviours, as well as increasing awareness of new restrictions and controls being implemented throughout the borough.

With over 60 schools in the Borough, it’s important to ensure a good level of compliance at every school and within this period we have increased the number of Civil Enforcement Officers (CEO’s) from 6 to 8 officers, with extra patrols at schools to maximise our capabilities and visibility at schools and enforcement activity.

Whilst these additional officers have improved the Council’s ability to attend and enforce restrictions in place at schools, the number of complaints about poor parking behaviours has not reduced. Consideration has therefore been given to the implementation of CCTV equipment at some schools, to provide additional enforcement capability in support of foot and mobile patrols, primarily to combat contraventions at school keep clear markings and allowing officers to concentrate on the surrounding streets where most of the complaints arise.

This process will be implemented subject to approval at the same time as Moving Traffic Enforcement (MTE) which has recently been authorised by the government to commence from 31 May 2022.

Penalty Charge Notices (PCNs) Served

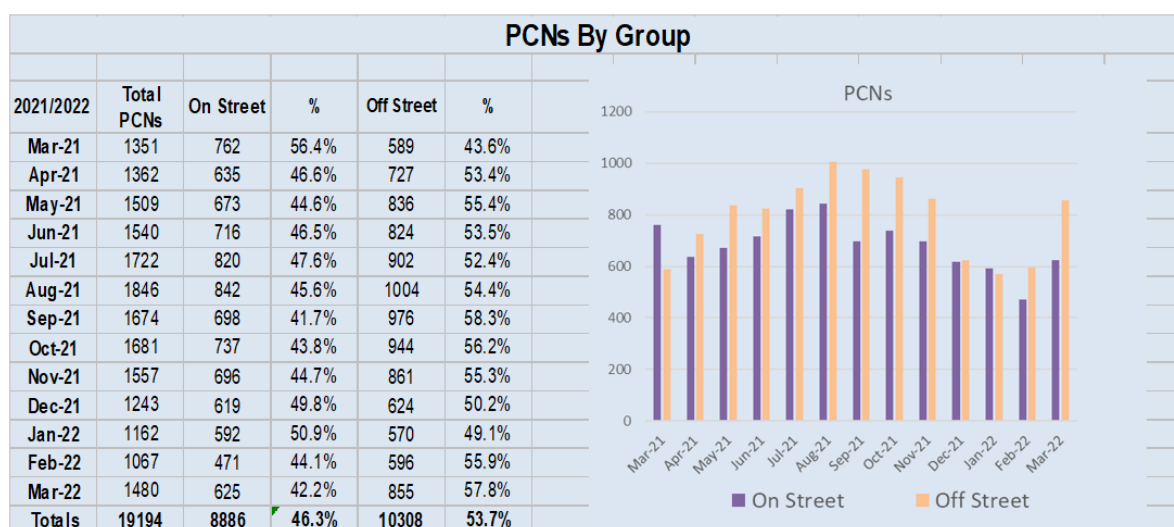
In addition to revenue accrued from off-street fees and on-street parking permits the business case for CPE made assumptions about the extent of contraventions (e.g. 25% forecast in town centres across the borough) and also the expected income from PCNs. The CPE contract was approved on a cost neutral 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 set out the number of PCNs issued, the associated PCN income and the cost of providing the 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 recovering the Council’s costs while enabling it to deal effectively with the parking issues that it set out to address.

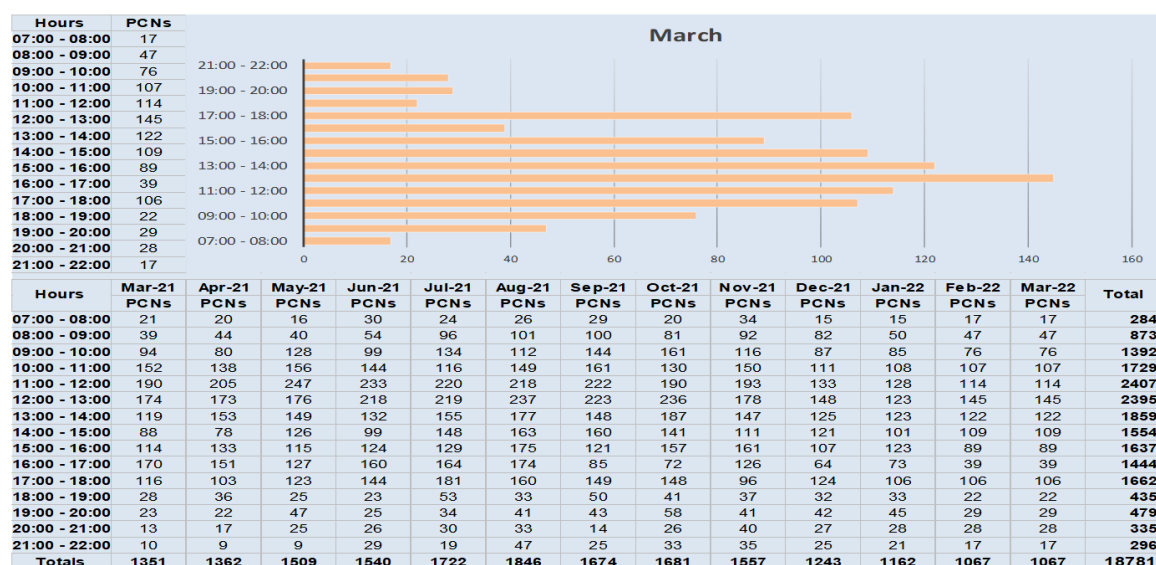
The Covid Pandemic did impact on our PCN income but is currently predicted to maintain a cost neutral contract over this coming financial year.

PCN details 1st April 2021 – 30 March 2022

Issue Rates



Issue rates by Hour



Payment details

Date	Permit Income		Paid at Discount PCNs £25/£35	Paid at Discount Value	Paid in Full PCNs £50/£70	Payment Value	Charge Cert PCNs £75/£105	Payment Value	Tec & Bailiffs £83/£113 £84/£114	Payment Value	Value of Payments	CPE COST
	WBC	Country Parks										
Mar-21	£5,700.04	£2,282.50	832	£25,220.00	96	£5,780.00	20	£1,770.00	71	£6,913.00	£47,665.54	£46,321.77
Apr-21	£5,752.90	£3,782.50	719	£21,291.70	90	£5,300.00	16	£1,410.00	53	£4,969.00	£42,506.10	£42,619.66
May-21	£4,216.04	£3,739.50	758	£21,890.00	91	£5,370.00	20	£1,890.00	44	£4,282.00	£41,387.54	£42,278.64
Jun-21	£5,673.58	£3,711.50	938	£27,860.00	122	£7,200.00	13	£1,215.00	48	£4,524.00	£50,184.08	£45,410.35
Jul-21	£4,666.87	£3,402.00	1061	£31,875.00	134	£8,040.00	10	£870.00	32	£3,136.00	£51,989.87	£44,729.96
Aug-21	£6,312.43	£3,136.00	1230	£36,460.00	172	£10,300.00	9	£885.00	18	£1,764.00	£58,857.43	£46,714.56
Sep-21	£7,122.40	£3,553.50	1080	£32,090.00	148	£8,760.00	16	£1,440.00	14	£1,252.00	£54,217.90	£47,906.17
Oct-21	£4,932.79	£2,640.50	1066	£31,300.00	161	£9,540.00	24	£2,235.00	20	£1,852.00	£52,500.29	£47,841.13
Nov-21	£4,589.07	£2,636.50	929	£27,465.00	117	£7,110.00	21	£1,755.00	40	£3,963	£47,518.57	£43,487.71
Dec-21	£5,945.98	£2,607.50	726	£21,530.00	119	£7,250.00	15	£1,275.00	8	£762	£39,370.48	£41,057.48
Jan-22	£5,357.57	£3,169.50	643	£18,775.00	136	£8,100.00	23	£1,965.00	13	£1,212	£38,579.07	£38,038.25
Feb-22	£5,481.39	£3,272.50	542	£15,770.00	61	£3,610.00	22	£1,950.00	9	£876	£30,959.89	£40,127.84
Mar-22	£4,505.72	£3,255.90	815	£23,515.00	86	£5,200.00	14	£1,170.00	10	£1,080	£38,726.62	£47,967.12
Totals	£70,256.78	£41,189.90	11339	£335,041.70	1533	£91,560.00	223	£19,830.00	380	£36,585.00	£594,463.38	£574,500.63

The recovery rate (PCNs paid) over this report table is at 82.5% of all PCN's issued which is slightly up on the assumed recovery rate of 75% set out in the business case but remains high even with the effects of the Covid Pandemic.

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.

Cost of service

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

On-street parking permit income forms part of the CPE account and whilst residents permit income is relatively high during Covid pandemic, we anticipate a reduction in the future as more residents return to work.

The significant reduction in PCN revenue over this period is due to the Covid Pandemic. With the increase in CPE officers this year we anticipate a return to a cost neutral service over the remaining years of the contract.

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.

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.

01/03/2021	LOCATIONS PATROLLED	VRM CHECKS	NOTICES ISSUED	DEPLOYED HOURS	MINIMUM
31/03/2022					CONTRACTED HOURS
TOTAL:	212,646	310,025	18,781	24,073.25	14,256.58

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 was 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 from vehicles depending on whether they are in higher density urban areas or more rural areas of the borough. The table below shows where PCN activity has been deployed across the borough.

Civil Parking Enforcement under the Traffic Management Act (TMA) Number of Penalty Charge Notices (PCNs) issued by Zone													
2021/2022													
Zone	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Wokingham	582	586	682	721	844	887	1062	991	934	767	760	636	838
Earley	181	149	150	148	209	196	100	114	87	71	103	72	149
Twyford	51	28	33	56	68	59	49	47	57	36	21	69	76
Wargrave	22	16	30	27	82	26	18	26	13	12	8	34	30
Woodley	97	76	94	106	102	111	114	162	227	163	90	85	149
Arborfield	12	11	5	3	10	12	15	8	10	1	1	8	5
Barkham	0	1	0	1	2	0	0	0	0	0	9	2	4
Charvil	0	0	0	0	0	0	0	0	0	0	2	0	0
Finchampstead	13	10	4	6	7	7	17	27	37	18	11	8	7
Remenham	3	9	16	12	9	67	11	4	18	4	9	15	7
Ruscombe	0	0	0	0	0	0	0	1	0	0	0	1	0
Shinfield	16	7	16	14	22	19	26	14	16	11	8	9	6
Sonning	1	3	2	3	0	2	3	2	10	3	0	2	2
St Nicholas / Hur	21	13	0	0	0	2	0	1	1	0	2	0	0
Swallowfield	1	0	0	2	0	1	1	2	1	0	2	0	1
Winnersh	6	31	104	81	90	48	13	30	7	12	7	9	18
Wokingham Witho	14	8	9	8	15	22	9	14	6	9	3	4	4
Country Parks	315	396	354	309	222	366	201	193	109	120	106	105	164
Dropped Kerb zon	16	18	10	43	40	21	35	45	24	16	20	8	20

Types of contraventions

The table below sets out the contravention types by Month for both On Street and Off Street and includes warning notices issued.

On Street

Pcn by Contravention Code 2021/2022 ON STREET														
Contravention Code	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Total
01 - No waiting	239	203	201	216	264	272	188	193	224	152	170	130	240	2692
02 - Loading/unloading	31	21	21	28	16	9	14	19	24	20	21	20	14	258
12 - No permit, Voucher or P&D	22	24	33	31	17	41	53	52	54	45	27	42	30	471
16 - No valid permit	1	3	3	9	2	2	1	8	0	4	3	2	8	46
19 - Parked in bay with invalid permit or P&D	0	0	0	1	3	1	0	0	0	0	0	0	1	6
21 - Parked in suspended bay	5	4	12	12	3	9	8	8	16	4	2	2	0	85
22 - Re-parked within specified time	0	0	0	1	0	0	0	1	0	0	1	0	1	4
23 - Parked in bay not designated for vehicle	11	9	17	139	165	130	131	82	6	7	2	3	3	705
24 - Not parked correctly within bay	24	12	18	13	18	12	14	11	19	15	22	14	10	202
25 - Parked in Loading Place, restricted hours	0	0	0	3	6	2	1	6	0	0	0	0	0	18
26 - Vehicle parked more than 50cm from the kerb	7	3	3	5	4	7	13	9	6	6	3	5	9	80
27 - Parked adjacent to dropped footway	25	18	21	30	35	28	25	29	31	15	21	12	24	314
28 - Parked adjacent to raised kerb	17	11	8	11	29	32	15	0	0	0	0	0	0	123
30 - Parked for longer than permitted	62	49	69	50	46	73	48	77	48	42	56	62	85	767
40 - Parked in disabled bay without badge	109	66	68	96	89	107	103	95	55	64	40	30	30	952
45 - Stopped on a taxi rank	20	12	11	38	26	31	40	31	18	15	16	8	12	278
46 - Stopped where prohibited (RR or CW)	0	0	0	3	0	43	1	1	1	0	0	0	0	49
47 - Stopped on restricted bus stop/stand	3	3	2	6	3	13	3	9	5	8	6	4	9	74
48 - Stopped in restricted area	0	2	1	3	3	3	8	2	9	7	2	5	1	46
49 - Parked on a cycle track	1	0	1	2	1	7	4	5	9	2	1	4	5	42
61 - Heavy commercial vehicle parked on footway	3	0	4	1	1	1	7	2	1	2	2	1	0	25
62 - Parked on footway (urban road)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
99 - Stopped on pedestrian crossing	20	8	11	15	26	15	20	5	13	8	12	6	0	159
W01 - No waiting	1	0	0	1	0	2	0	0	1	0	23	1	0	29
W02 - Loading/unloading	0	15	1	2	41	1	0	5	0	0	0	2	0	67
W16 - No valid permit	1	0	0	0	0	0	1	0	0	0	0	0	0	2
W21 - Parked in a suspended bay/space	0	0	0	0	0	0	0	0	1	0	0	7	0	8
W23 - Parked in bay not designated for vehicle	157	161	158	0	0	0	0	29	91	111	82	61	73	923
W24 - Not parked correctly within bay	0	0	0	0	0	0	0	4	4	5	3	2	4	22
W25 - Parked in Loading Place, restricted hours	1	6	2	0	1	0	0	0	3	2	1	0	0	16
W27 - Parked adjacent to dropped footway	0	0	0	0	0	0	0	28	0	1	2	1	0	32
W30 - Parked for longer than permitted	0	0	0	0	21	0	0	0	0	0	0	0	0	21
W40 - Parked in disabled bay without badge	0	0	0	0	0	0	0	24	46	66	52	36	43	267
W45 - Stopped on a taxi rank	2	5	8	0	0	0	0	2	11	18	22	11	15	94
W49 - Parked on a cycle track	0	0	0	0	0	2	0	0	0	0	0	0	0	2
W99 - Stopped on pedestrian crossing	0	0	0	0	0	0	0	0	0	0	0	0	8	8
Total	762	635	673	716	820	843	698	737	696	619	592	471	625	8887

1,491 Warning Notices 7,396 Live PCN's totalling 8,887 PCN's issued on Street
46.3% of all PCN's issued

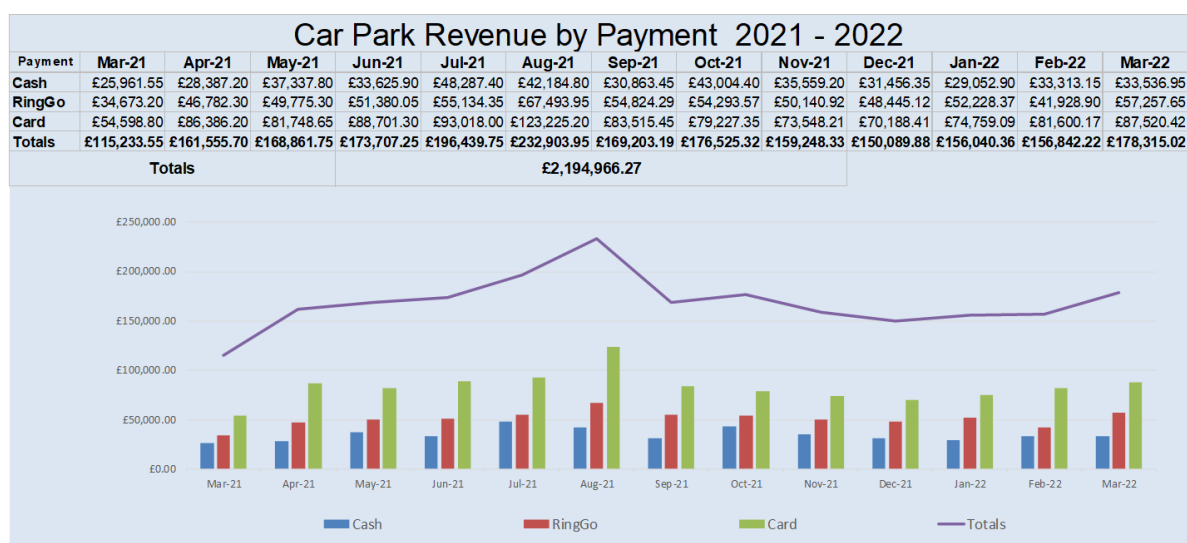
Off Street

Pcn by Contravention Code 2021/2022 OFF STREET														
Contravention Code	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Total
70 - Parked in loading bay during restricted hrs	0	0	0	0	0	0	0	0	0	0	1	0	0	1
71 - Parked in an electric vehicles place	2	2	1	3	0	3	1	3	2	1	1	4	1	24
73 - Parked without payment	403	399	477	464	573	565	450	471	407	325	263	314	439	5550
80 - Overstay	0	1	0	0	5	6	26	36	15	6	7	13	9	124
81 - Restricted area	12	4	6	4	4	13	17	14	13	19	19	9	6	140
82 - Parked after the expiry of paid time	77	120	114	118	140	199	151	156	140	90	100	81	129	1615
83 - No P&D ticket	5	8	1	1	0	3	12	4	4	3	1	3	5	50
85 - Parked in permit bay without permit	6	6	12	9	15	11	14	34	50	43	13	16	46	275
86 - Out of bay	31	22	37	53	64	86	42	44	48	36	18	23	41	545
87 - Parked in a disabled bay without valid badge	29	21	19	23	15	14	18	23	38	27	15	21	28	291
91 - Parked in an area not for that class of vehicle	6	1	3	3	8	10	7	9	15	5	2	7	4	80
92 - Causing obstruction	4	5	4	3	2	2	6	0	3	0	1	1	3	34
93 - Parked in a car park when closed	2	0	0	0	0	0	0	0	0	0	0	0	0	2
96 - Parked with engine running	0	0	0	0	0	0	0	0	0	0	0	0	0	0
W71 - Parked in an electric vehicles place	0	0	0	0	0	0	0	0	0	0	0	0	4	4
W73 - Parked without payment	12	7	21	11	1	1	5	9	15	1	0	1	0	84
W80 - Overstay	0	0	0	0	0	0	4	0	0	0	0	0	0	4
W81 - Restricted area	0	0	1	0	0	0	0	0	0	2	12	0	0	15
W83 - No P&D ticket	0	130	139	132	75	78	80	97	108	61	116	89	122	1227
W85 - Parked in permit bay without permit	0	0	0	0	0	0	134	34	0	0	0	0	0	168
W86 - Out of bay	0	1	1	0	0	10	8	9	1	5	1	14	18	68
W87 - Parked in a disabled bay without valid badge	0	0	0	0	0	2	1	1	0	0	0	0	0	4
W91 - Parked in an area not for that class of vehicle	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Total	599	727	826	824	920	1003	976	944	861	624	570	596	855	10307

1,572 Warning Notices 8,735 Live PCN's totalling 10,307 PCN's issued Off Street
53.7% of all PCN's issued

Car Parking Revenue

The gross revenue generated from all car parks by coin or card and RingGo



REPAIRS

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. With only 75.24 hours over the year.

Machine Repair Summary 2021 - 2022														
Location	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Total
Camival Pool	3	1	1	4	3	2	4	3	0	3	0	2	3	29
Cockpit Path	4	1	0	1	0	1	4	5	1	0	1	1	3	22
Crockhamwell Road	7	0	1	8	4	3	1	5	3	2	3	4	2	43
Denmark Street	3	4	17	23	10	1	4	1	2	3	4	6	2	80
Easthampstead Rd (East)	2	2	2	2	2	3	1	0	0	0	4	1	0	19
Easthampstead Rd (West)	0	2	1	5	2	0	2	5	2	0	0	0	0	19
Headley Road	9	0	4	7	6	28	29	5	4	2	1	1	2	98
Lytham Road (East)	1	2	2	2	4	0	1	1	4	0	2	2	3	24
Lytham Road (West)	0	0	1	2	4	2	0	0	3	0	1	0	1	14
Polehampton Close Twyford	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Rose Street	1	0	3	0	0	1	2	0	0	1	1	2	3	14
School Lane Wargrave	0	0	0	0	2	0	0	1	0	0	0	0	0	3
Shute End	1	0	0	0	1	0	0	2	1	0	1	2	1	9
Station Road Earley	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Thames Valley Park & Ri	0	0	0	0	0	0	0	0	1	2	1	0	0	4
Winnersh Triangle	0	1	0	0	0	2	1	0	0	0	0	0	0	4
Country Parks	1	0	0	0	2	2	1	0	0	0	2	1	0	9
Total Repairs	32	13	32	54	40	45	51	28	21	13	21	22	20	392
Hours Spend	2:05	6:16	6:42	5:28	7:00	10:00	13:45	5:13	3:15	3:00	3:00	5:15	4:25	75:24

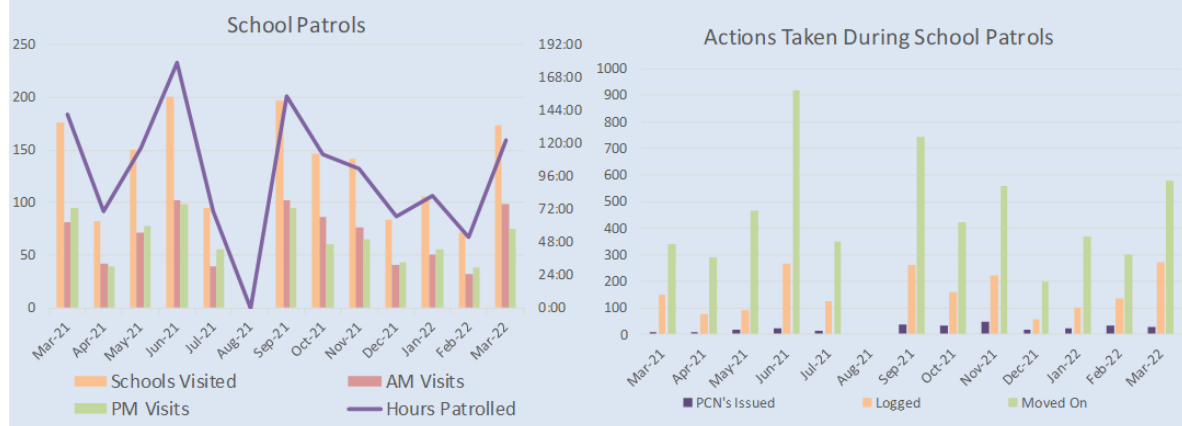
School Enforcement Patrols

CEOs provide regular enforcement patrol services at schools and have completed several joint patrols with the police. This practice will continue, to assist with obstruction and other traffic and road safety issues that CEOs do not have the powers to deal with.

To date CEOs have completed 1624 school patrols over the year, with 304 PCN's issued for parking on a school crossing. We have logged 1934 vehicles in possible contravention and moved on 5532 Vehicles over this period. This is mainly due to the high visibility of officers and good levels of compliance when we are on patrol at these locations.

Patrols by School 2021 - 2022															
School Name	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Grand	Total
All Saints C E Aided Primarv S & N	5	3	4	9	1	0	6	3	2	2	3	2	3	43	43
Bearwood Primarv School	1	3	3	2	1	0	2	3	3	2	2	2	4	28	28
Beechwood Primarv School	1	1	1	2	3	0	5	4	3	2	4	1	4	35	35
Bulmershe School	8	1	2	2	3	0	3	4	2	1	1	1	4	26	26
Colleton Primarv School	1	1	1	9	3	0	6	5	5	2	3	1	4	41	41
Coombes Primarv School	6	0	0	4	2	0	4	2	3	1	1	2	3	28	28
Earlev St Peters CE Primarv School	1	1	1	0	1	0	1	2	3	2	2	1	2	16	16
Emmbrook Infant/Junior/Secondary Schoo	3	9	7	1	3	0	6	11	3	9	6	3	6	83	83
Evendons Primarv School	0	2	1	1	1	0	2	1	2	4	4	3	4	26	26
Farlev Hill Primarv School	4	0	1	2	1	0	0	1	1	1	1	1	1	10	10
Finchampstead C E Primarv School	0	1	1	2	1	0	2	3	2	1	0	1	1	15	15
Floreat Mprimarv School/Nurserv	0	0	4	1	1	0	1	1	1	0	3	1	1	14	14
Gorse Ride Infant/Junior School	0	0	1	2	3	0	3	4	2	2	2	1	2	23	23
Hatch Ride Primarv School	5	1	2	1	1	0	3	3	1	1	1	0	1	22	22
Hawkedon Primarv School	2	1	2	1	1	0	2	2	5	4	4	1	3	28	28
Hawthorns Primarv School	6	1	3	2	2	0	2	2	7	2	0	1	2	28	28
Highwood Primarv School	1	2	1	1	1	0	1	1	1	1	1	1	1	18	18
Hillside Primarv School	5	1	4	9	1	0	5	3	3	3	1	2	3	39	39
Keep Hatch Primarv School	4	0	1	3	4	0	1	1	1	1	1	0	1	19	19
Lamb Lane Primarv School	1	1	6	1	4	0	1	1	1	1	1	1	1	50	50
Nine Mile Ride Primarv School	1	1	1	2	2	0	2	2	1	1	0	0	5	19	19
Oakbank School	2	2	10	8	6	0	7	8	5	2	2	2	6	60	60
Oaklands Infant/Junior School	1	2	6	2	3	0	3	4	4	1	1	0	3	29	29
Our Ladys Preparatorv School	2	0	2	3	1	0	0	2	1	1	1	1	1	21	21
Polehampton CE Infant/Junior School	2	1	1	0	1	0	0	1	1	1	1	1	1	13	13
Radstock Primarv School	2	0	1	0	1	0	0	1	1	1	1	1	1	14	14
Reading Blue Coat School	2	0	1	3	1	0	3	3	1	1	1	1	1	23	23
Rivermead Primarv School	0	2	1	1	1	0	3	3	3	1	1	1	3	31	31
Robert Pigott CE Infant/Junior School	4	0	4	4	3	0	6	5	5	0	0	1	9	51	51
Shinfield Infant/Junior School	1	1	1	1	1	0	1	1	1	0	0	1	1	19	19
South Lake Primarv School	2	0	1	1	1	0	2	1	1	0	0	1	1	11	11
St Dominic Savio Catholic Pr School	3	0	1	1	1	0	3	1	4	3	3	1	1	21	21
St Nicholas CE Primarv School	12	1	4	12	1	0	1	3	3	6	1	1	1	27	27
St Pauls CE Junior School	12	6	4	7	3	0	11	7	7	9	6	1	1	81	81
St Teresas Catholic Primarv School	27	15	23	18	3	0	13	3	5	11	5	1	5	137	137
The Holt School	0	3	3	5	3	0	6	5	3	1	1	1	3	34	34
Walter Infant School	11	6	4	12	2	0	10	7	4	3	3	6	8	78	78
Wescott Infant School	15	5	8	7	2	0	15	6	6	15	6	3	7	98	98
Westende Junior School	11	4	9	6	7	0	13	8	4	13	3	1	3	81	81
Wheatfields Primarv	3	0	1	1	1	0	2	1	1	1	1	0	1	13	13
Whiteknights Primarv School	0	0	4	4	2	0	2	1	2	0	0	0	1	19	19
Willowbank Infant/Junior School	14	2	10	16	8	0	4	4	4	3	4	2	5	74	74
Winnersh Primarv School	1	1	2	6	3	0	3	3	3	3	4	2	1	30	30
Total Patrols Per Month	176	82	150	200	95	0	197	147	142	84	106	71	174	1624	

School Activity Summary By Month 2021 - 2022															
Totals	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	TOTALS	
Schools Visited	176	82	150	200	95	0	197	147	142	84	106	71	174	1624	
AM Visits	81	42	72	102	40	0	102	86	77	41	51	32	99	825	
PM Visits	95	40	78	98	55	0	95	61	65	43	55	39	75	799	
Hours Patrolled	140:50	70:20	116:49	178:32	70:48	0:00	154:00	111:32	101:50	66:20	81:51	51:59	122:34	1267:25	
PCN's Issued	8	9	19	25	16	0	38	34	50	19	22	34	30	304	
Logged	152	78	91	265	127	0	262	162	224	58	103	138	274	1934	
Moved On	338	292	464	918	349	0	742	423	557	201	369	301	578	5532	



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. 53.7%) 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. Denmark Street enforcement is particularly higher since the Council took full control of the old euro park car park.

WOKINGHAM:	
EASTHAMPSTEAD WEST C/P	310
EASTHAMPSTEAD EAST C/P	396
DENMARK STREET C/P	2,040
COCKPITH PATH C/P	558
ROSE STREET C/P	871
CARNIVAL MSCP	692
SHUTE END EASTERN C/P	197
SHUTE END WESTERN C/P	140
SHUTE END CENTRAL C/P	177
EARLEY:	
STATION ROAD C/P	149
WINNERSH:	
WINNERSH PARK & RIDE	398
THAMES VALLEY PARK & RIDE	36
WOODLEY:	
CROCKHAMWEL C/P	349
HEADLEY ROAD C/P	530
LYTHAM WEST C/P	40
LYTHAM EAST C/P	129
TWYFORD:	
POLEHAMPTON CLOSE C/P	195
WARGRAVE:	
SCHOOL LANE C/P	141
COUNTRY PARKS:	
CALIFORNIA COUNTRY PARK	1,023
DINTON PASTURES	1,937
TOTAL:	10,307

EV Charging

Over the last year we have seen an increase in EV charging bays being provided in our car parks and more are being considered by the EV charging Team.

We currently have EV points in the following car park locations:

- California Country parks 4 EV points
- Dinton Country Park 4 EV points
- Cantley Park 2 EV points
- Shute End 10 EV points
- Carnival Pool 8 EV points
- Winnersh Park & Ride 2 EV points with proposals to increase with the expansion of the site with a second deck.
- Coppid Beech Park & Ride (not yet open) 17 Active EV charging points (4 of these are incorporated into the Disabled bays and 45 Passive for future expansion when required).

The EV charging team are currently looking to external funding for additional EV bays in the following car parks:

- Avery Corner 2 EV points
- Cockpit Path 2 EV points
- Denmark Street 2 EV points
- Earley Station Road 2 EV points
- Headley Road 2 EV points
- Polehampton Close 2 EV points
- Rose Street 2 EV points
- School Green 2 EV points.

This will provide a Borough wide EV charging regime which can be expanded subject to funding and demand.

New Traffic Control Requests

Since the introduction of CPE the Traffic Management Team have introduced three phased amendments to the Borough-wide Traffic Regulation Order, with a fourth 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 Communications

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 9,072 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)	3,191	£25/£35
Notice to Owners (full charge) issued	2,217	£50/£70
Formal Representation (full Charge)	1,150	£50/£70
Charge Certificate (Surcharge)	1,136	£75/£105
TE3/TE9 pre warrant stage	831	£83/£113
Bailiff Warrant of execution	547	£83/£113
Total Correspondence	9,072	

NSL also provide a contact centre service with 2,176 calls dealt with over the year.

Appeals to the Traffic Penalty Tribunal Service that are formally appealed has increased from 51 previously reported to 105 cases. This is expected as drivers become more aware of the process. 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	4	Waiting for information or decision from Adjudicator
Not Registered	3	Case progression stage too late to appeal
Cases Dismissed	27	Driver must pay the PCN at full costs
Cases Allowed	53	Council must close case nothing to pay
Not contested	18	Insufficient information to progress case to appeal.
Total Cases	105	

Foreign vehicles that the Council is unable to trace via the DVLA database are also pursued via a third party agreement with NSL with 55 foreign vehicles currently being chased for outstanding payments to the value of £1,000.00.

Parking Strategy for the Borough

In 2022/23, the Council is reviewing 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.

We recommend retaining the virtual permit scheme against the old paper-based system but welcome a review of the zones and criteria to ensure a fair and consistent allocation of permits across all zones.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe funding pressures, particularly in the face of the Covid-19 crisis. It is, therefore, imperative that Council resources are focussed on the vulnerable and on its highest priorities.

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

Other financial information relevant to the Recommendation/Decision

N/A

Cross-Council Implications

N/A

Public Sector Equality Duty

The Council's Equality duties have been considered in the preparation of this report.

Climate Emergency – The Council has declared a Climate Emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030

Climate Emergency impacts have been considered in drafting the report.
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List of Background Papers

Executive Report - Introduction of Civil Parking Enforcement Powers 29 September 2016
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