

FAREHAM

BOROUGH COUNCIL

Report to the Health and Public Protection Policy Development and Review Panel

Date **25 July 2017**

Report of: **Director of Operations**

Subject: **ANNUAL REPORT ON FAREHAM PARKING ENFORCEMENT SERVICE**

SUMMARY

This report provides members of the Health and Public Protection Policy Development and Review Panel with an update on the last twelve months operation of the Fareham Parking Enforcement Service.

The Panel's views and comments are sought on the performance of the service and areas where improvements can be made.

RECOMMENDATION

The Panel is requested to note the content of the report

INTRODUCTION

1. The Fareham Parking Enforcement Service covers the management and enforcement of both on and off-street parking throughout the Borough. The service aims to discourage indiscriminate parking that causes obstruction to other motorists, pedestrians, cyclists and people with disabilities. The service consists of two distinct areas:
 - (a) Office employees who deal with the processing of parking penalty charge notices.
 - (b) Civil Enforcement Officers (CEOs) who are responsible for enforcing traffic regulation orders.
2. All employees have been trained to City and Guilds level two standards. Regular on-site training and updates are carried out when any new legislation or equipment is introduced.
3. All CEOs are prominently identified as Fareham Borough Council employees and CEOs by their uniforms. In addition to their parking enforcement role, the CEOs report other enforcement related issues, such as abandoned vehicles, litter, fly-tipping, graffiti and vandalism.
4. The Department of Operations is responsible for the delivery of the Fareham Parking Enforcement Service, which falls within the Health and Public Protection Portfolio. The service includes maintaining all of the Council's car parks, including all of the Pay on Foot and Pay and Display equipment.
5. The service is delivered in line with the Fareham Parking Enforcement Policy which is reviewed every 2 years or sooner, if required by changes in legislation. The policy is published on the Council's website and sets out the Council's approach to the enforcement of both on and off-street parking. This policy was last reviewed and approved by the Executive on 10 September 2015, and will be reviewed later in 2017.
6. The performance of the service is closely monitored and an annual report, attached as Appendix A, is provided on the standards and costs of delivering the service. The Panel's views and comments are sought on the performance of the service, areas where improvements can be made as well as the actual content of the report.

PERFORMANCE MONITORING

7. When decriminalised parking enforcement was introduced in April 2007, the objective was that it should be self-financing. As a result and as requested by Councillors the costs of the service are closely monitored. In order to better monitor the service the budget has been split between on and off street enforcement

On-street enforcement

8. The expenditure for on-street enforcement, in 2016/17, was budgeted to be £200,300. The actual cost of the service was approximately £220,290. Approximately £210,800 was generated from the issuing of Penalty Charge Notices (PCN's) and other charges. As a result approximately £9,500 was transferred to the on-street parking reserve to balance the cost of the service. Table 8 on page 25 of Appendix A provides more detailed information on the budget and costs for 2016/17.

9. When decriminalised parking was first introduced the Council subsidised the introduction and operation of the on-street enforcement service by approximately £158,000, in 2007. The cost of on-street parking to the Council in 2016/17 was £9,484. The further progress made in 2016/17 as indicated above was a deficit of £9,484 employees will continue to try and reduce the costs of the service.
10. It is important to note that the final deficit amount, which is covered by the on-street parking reserve, may be larger than reported. This is because the figures do not take into account unpaid PCNs. For 2016/17 there is currently approximately £65,000 of outstanding debt, which is being progressed through the recovery process.
11. The cost of on-street enforcement is closely monitored so that it does not become an unreasonable burden on council tax payers. The Director of Operations provides regular updates to the Executive Portfolio Holder for Health and Public Protection on this part of the service.

Off-street enforcement

12. In addition to ensuring that parking regulations are followed, employees working within the off-street car parks also check and maintain the pay and display and pay on foot equipment. There is also a control room within the Osborn Road Multi-Storey Car Park, which needs to be staffed, from where the pay on foot equipment is operated and controlled.
13. Off-street parking enforcement was budgeted to cost £189,100 in 2016/17. The actual cost of the service was around £216,000. This increase in costs is due to an increase in employee costs of almost £29,200. A drop in the expected income, of around £2,200, has meant that the overall cost of the service has risen by nearly £27,000. Table 9 on page 25 of Appendix A provides more detailed information on the budget and costs for 2016/17.

RISK ASSESSMENT

14. There are no significant risk considerations in relation to this report

CONCLUSION

15. Officers are constantly reviewing existing working arrangements and practices to ensure best use is made of resources; whilst ensuring a high quality service that enforces the regulations. The costs of providing the service, in particular on-street enforcement, are closely monitored to ensure it continues to deliver value for money.

Appendices:

Appendix A: Annual Parking Enforcement Report 2016-17

Background Papers:

Reference Papers:

Enquiries:

For further information on this report please contact Kevin Wright. (Ex 4359)