

FAREHAM

BOROUGH COUNCIL

Report to Public Protection Policy Development and Review Panel

Date **28 July 2015**

Report of: **Director of Environmental Services**

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

SUMMARY

This report provides members with an update of the last twelve months' operation of the Fareham Parking Enforcement Service.

RECOMMENDATION

Members are asked to note the contents 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, fly-tipping, graffiti and vandalism.
4. The Department of Environmental Services is responsible for the delivery of the Fareham Parking Enforcement Service, which falls within the 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, and responsibility for the procurement of CCTV.
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. The next review of the policy will take place at the meeting of the Executive on 10 September 2015.
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 2014/15, was budgeted to be £228,400. The actual cost of the service was approximately £191,500. Approximately £175,500 was generated from the issuing of Penalty Charge Notices (PCN's) and other charges. As a result £16,000 was transferred from the on-street parking reserve to balance the cost of the service. Table 8 on page 22 of Appendix A provides more detailed information on the budget and costs for 2014/15.

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 2013/14, was £24,979. The further progress made in 2014/15 demonstrates the work that employees have made, and continue to make, to 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 2014/15 there is currently approximately £46,000 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 Environmental Services provides regular updates to the Executive Portfolio Holder for 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 approximately £178,000, in 2014/15. The actual cost of the service was around £173,000. This reduction in costs is due to a reduction in employee costs of approximately £37,000. A drop in the expected income, of nearly £32,000, has meant that the overall cost of the service has not fallen by the same margin. Table 9 on page 22 of Appendix A provides more detailed information on the budget and costs for 2014/15.

CONTRAVENTIONS

14. A breakdown of the type of contraventions for which PCNs have been issued for both on and off-street is detailed in the attached report, but a summary of the key reasons is provided below. The most frequent issues are the same sort as previous years and there is no indication of these changing.
15. The top three contraventions for off-street PCNs are:
 - (a) Not displaying a ticket
 - (b) Parked in a disabled person's parking space without showing a disabled badge.
 - (c) Parked after the expiry of the parking ticket.
16. The top three contraventions for on-street are:
 - (a) Parked on yellow lines (restricted street)
 - (b) Parking for longer than permitted
 - (c) Parking in residents' space without displaying a permit.

CONCLUSION

17. 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.

Background Papers:

None.

Reference Papers:

None.

Enquiries:

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

Appendix A: [Parking Report 2014/15](#)