

# FAREHAM

BOROUGH COUNCIL

## Report to Public Protection Policy Development and Review Panel

**Date**                    **22 July 2014**

**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. This will ensure that the Borough remains accessible to all, equally and safely. The service is delivered by Council staff and consists of two distinct areas: office staff who deal with the processing and management of the parking enforcement process; and a team of Civil Enforcement Officers (CEOs).
2. All the CEOs and back office staff have been trained to the appropriate City and Guilds level 2 standards by an external trainer. Regular on-site training and updates are carried out when any new legislation or equipment is introduced.
3. All Civil Enforcement Officers are properly and prominently identified as Fareham Borough Council employees and CEOs by badges and/or wording on their uniforms. In addition to their parking enforcement role, the CEOs report other enforcement related issues that might affect the street scene or adjoining areas, for example abandoned vehicles, fly-tipping, graffiti, vandalism and damage and any other environmental defacement and related issues whilst on patrol.
4. Responsibility for the delivery of the Fareham Parking Enforcement Service, which includes the day-to-day functions of maintaining the car parks and equipment; and also includes the responsibility for the procurement of CCTV, Pay on Foot and Pay and Display equipment, lies with the Department of Environmental Services and falls within the Public Protection Portfolio.
5. The service is also delivered in line with the Fareham Parking Enforcement Policy that was reported to and approved by the Executive at its meeting on 10th June 2013. The Enforcement policy is reviewed every 2 years or sooner if required by any major changes required to the policy. The Policy sets out the main principles for enforcement associated with the delivery of this service. The policy itself is publicised on the Council's web pages and is available to members of the public and sets out the approach of the Council in the enforcement of both on and off-street parking.
6. The performance of the service is closely monitored and officers have been requested to ensure that an annual report continues to be provided on the standard and cost of providing the service.

## **ANNUAL FAREHAM PARKING ENFORCEMENT REPORT**

7. A 5 year Fareham Parking Strategy which was developed by the Director of Planning and Development was presented and approved by the Executive in December 2012. This strategy considers the availability and management of the Council's off-street and on-street parking in Fareham town centre and includes a series of policies and actions. The strategy provides the overall strategic direction and approach to parking within the Borough and it is within this that the structure of car parking charging and the flexibility of season tickets are reviewed as well as the development and introduction of new parking schemes such as the Fareham town centre residents' parking scheme.
8. However, the day to day implementation and delivery of the actions coming out of the

strategy and policies is very much an operational matter much of which is delivered by the Parking Enforcement Service and this report provides an overview of the service.

9. The Annual report is attached as Appendix A to this report. 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 which will be published on the Council's web site.

### **PERFORMANCE MONITORING**

10. One area that members have requested is closely monitored is the cost of providing the Parking Enforcement Service, in particular, the element that relates to on-street enforcement.
11. When decriminalised parking enforcement was introduced in April 2007, the objective was that it should be self-financing.
12. The attached report provides details of the number of Penalty Charge Notices (PCNs) issued off-street and on-street over the last twelve months and this is also compared to the performance over previous years to monitor performance of the service as well as identifying any trends. The report also sets out the cost of providing the service and how this is offset by the income from the PCNs that have been issued.

### **ON-STREET ENFORCEMENT**

13. In order to monitor the provision of the parking enforcement service, officers have split the budget relating to both on and off-street enforcement so that it can be better monitored. Table 1 on page 25 of the report attached at Appendix A indicates the on-street enforcement budget for 2013/14 and the base budget for 2014/15.
14. £198,342 has been generated from the issue of PCNs and other charges such as dispensations and it is this income that helps offset the cost of providing the on-street enforcement service.
15. When decriminalised parking was first introduced in Fareham the Council subsidised the introduction and operation of the on-street enforcement service by approximately £158,000 during its first year. The cost of on-street parking to FBC in 2012/13 was £34,646 and in 2013/14 was £24,979.
16. It is important to note that the deficit does not take account of the unpaid PCN's which total £46,182 for 2013/14, the recovery of which is being progressed through the recovery process
17. As can be seen from the above, officers have made progress to date in reducing the cost of the service, and are looking at ways of further reducing costs, whilst at the same time ensuring the correct level of enforcement is being achieved. However, what also needs to be acknowledged is that as a result of effective on-street enforcement more drivers use the Council's off-street car parks and there is more compliance with the requirements of the Traffic Regulation Orders (TRO's) throughout the borough.
18. The cost of the Parking Enforcement Service, in particular on-street enforcement

needs to be closely monitored so that it does not become an unreasonable cost to the council tax payer. The Executive Portfolio Holder for Public Protection receives regular updates on the performance of the service from the Director of Environmental Services.

### **OFF-STREET ENFORCEMENT**

19. Table 2 on page 25 of the report attached as Appendix A indicates the off-street enforcement budget for 2013/14 and the base budget for 2014/15. The enforcement in off-street car parks has generated income from the PCNs issued of £120,445.
20. The income from the issue of PCNs within the off-street car parks will not cover the employee costs of patrolling these car parks. Officers are required to work within the off-street car parks not only to make sure that the parking regulations are being followed and where this is not the case PCNs will be issued, but also to check and maintain the pay and display and pay on foot equipment as well as assisting the car park users. There is also a control room within the Osborn Road Multi-Storey Car Park that needs to be staffed and from where the pay on foot equipment is operated and controlled.
21. Total income from parking charges for 2013/14 was £2,146,424. This represented a reduction against the previous year by £126,834 but a £156,576 shortfall against a budget of £2,303,000. However, the effect of on-street enforcement does result in more drivers using the off-street car parks and this together with the extension of the residents' parking scheme ensures use of the off street car parks which otherwise would not be the case if there was no on street regulation enforcement.
22. The actual income from PCNs set against the budgeted income from both on and off-street enforcement for the last three years is shown in graph 10 on page 25 of the attached report.
23. Whilst good progress has been made in managing the cost of providing the service the costs and projected income for the current year need to be closely monitored so that any deficit is kept to a minimum.

### **CONTRAVENTIONS**

24. 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 and highlights the main contraventions for off-street are, no ticket displayed, parked after expiry of ticket, and no disabled badge shown. The three main contraventions for on-street are parked on yellow lines, parking in residents' space and parked for longer than permitted. These contraventions do not seem to change year on year.

## **CONCLUSION**

25. Officers are constantly reviewing existing working arrangements and practices to ensure best use is made of the resource to deliver a high quality service as well as enforcing the regulations. This needs to be closely monitored to ensure the cost of providing the service, in particular on-street enforcement, is maintained at a level that represents 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 2013/14](#)