



Performance Management Board

25 September 2018

Car Parking and Enforcement Contracts Update 2017/18

Report of the Executive Manager – Neighbourhoods

1. Purpose of report

- 1.1. This report provides an update on the performance of the Civil Parking Enforcement Contract which commenced in May 2008 and is run in partnership with Nottinghamshire County Council and each district council in the county.
- 1.2. The report also provides details of overall car park usage and income from the pay and display ticket machines.

2. Recommendation

It is RECOMMENDED that the Performance Management Board comments on the performance of the Civil Parking Enforcement Contract.

3. Reasons for Recommendation

- 3.1. To provide proper due diligence with regards to the Council's civil parking enforcement arrangements.

4. Supporting Information

- 4.1. 2017/18 has been a particularly busy year with a number of changes introduced over the course of the last 12 months. The Council's first Off-Street Car Parking Strategy was approved by the Cabinet in May 2018. Short stay parking provision was introduced in two Bingham car parks in September 2017 and this has also recently been introduced in Bunny Lane car park in Keyworth.
- 4.2. The designation of short stay parking provision in both Bingham and Keyworth has been as a result of close working with both town and parish councils, and local businesses in both locations and has been well received. The Council has also recently introduced Ring-Go which provides users with another method of payment via use of their mobile devices.
- 4.3. The Parking Enforcement Contract covers two main areas referred to as the Off-Street and on street accounts. The off street account refers to enforcement activities carried out at Council-owned car parks, whereas the on-street account refers to enforcement carried out across the Borough where designated on- street parking restrictions are in place. It should however be noted that on-street enforcement can only be carried out where parking restrictions are in place and that the council has no formal powers over

inconsiderate or dangerous parking (these remain the jurisdiction of Nottinghamshire Police).

- 4.4. When taking into account the costs of carrying out enforcement activities compared to the overall income received from Penalty Charge Notices (PCN's), the off-street and on-street accounts have achieved respective surpluses of £40,517.80 and £85,773.78. It should be noted that the Council do not receive the surplus income from the on-street account as this is retained by Nottinghamshire County Council.
- 4.5. Future plans identified in the Car Parking Strategy include improved car park lighting, the installation of some electric charging points and the review pricing structures and the number of parking season tickets issued at Rushcliffe Country Park. The Council remains committed to offering short stay parking solutions in towns and villages to encourage visitors and support economic growth. The Council is also continuing to work with key local stakeholders to develop long stay car parking in Bingham as part of wider master planning work.
- 4.6. The Board will be aware that, since September 2014, the Council works in partnership with Broxtowe Borough Council in managing this contract. The Broxtowe staff manage the day to day deployment of the Civil Enforcement Officers (CEO's), deal with all queries, manage all appeals against PCN's, liaise with the Central Processing Unit (CPU) and other bodies as appropriate. This arrangement has led to much greater resilience in the overall management of Rushcliffe owned car parks.
- 4.7. Table A identifies the current financial position of the contract from commencement in May 2008 to the end of March 2018.

Table A

May 2008 to March 2018	On Street	Off Street	Total
Number of PCN's	48,423	40,100	88,523
CPU Charges	£236,480	£197,379	£433,859
External Charges	£69,060	£57,745	£126,805
Enforcement Contractor Charges	£1,078,417	£602,891	£1,681,308
Income Collected	£1,563,350	£989,622	£2,552,972
Totals	-£179,393	-£131,607	-£311,000

- 4.8. The details of performance in relation to the issuing of PCN's for 2017/18 are provided in the table B overleaf. The off-street account generated a surplus of £40,517.80 in 2017/18 which was paid over to the Council in May 2018, in accordance with the partnership agreement

Table B

	2016/17		2017/18	
	On Street	Off Street	On Street	Off Street
Number of PCN's	5963	3898	6094	5490
Expenditure	£129,479	£82,644	£136,856	£106,096
Income	£202,721	£103,881	£222,630	£146,614
Total	-£73,242	-£21,237	-£85,774	-£40,518

4.9. Table C shows the locations and numbers of PCN's issued across the Borough in 2017/18 compared to the previous year. As can be seen below, there has been a significant overall increase in the issuing of off street PCN's which is due to a range of factors including

- Changes in short-term parking at both Union Street and Needham Street car parks in Bingham.
- Introduction of charging at the Country Park in Ruddington.
- Large sporting events such as the increase at Holme Pierrepont where the County Council were keen to undertake targeted enforcement due to previous issues of non-compliance.

Table C

Area	2016/17		2017/18	
	On-Street	Off-Street	On-Street	Off-Street
West Bridgford	4069	3276	4597	3944
Bingham	943	382	632	1015
Radcliffe on Trent	363	202	296	147
Keyworth	25	10	53	14
Ruddington and Country Park	246	0	427	358
East Leake	1	0	0	0
Holme Pierrepont	0	0	70	0
Bunny	0	0	1	0
Flintham	1	0	0	0
Gotham	0	0	0	0
Tollerton	0	0	0	0
Sutton Bonington	0	0	1	0
Other ("Rushcliffe")	12	0	8	0
Total PCN's issued	5660	3870	6085	5478
Warning notices	303	28	9	12
Totals	5963	3898	6094	5490

4.10. In relation to the number of overall users of pay and display machines and subsequent income received, the Table D provides information for 2017/18 in comparison to the previous year. As can be seen overall usage and income is up in comparison to the previous year, although some of this is a result of the full year of charging at Rushcliffe Country Park. The £1 charge for Rushcliffe Country Park became compulsory in April 2018 and the income helps in supporting the car parking infrastructure at the Country Park.

Table D

	2016/17		2017/18	
	Users	Income (net)	Users	Income (net)
Gordon Road Car Park, WB	78,283	£78,506	83,730	£85,810
Nursery Car Park, WB	218,225	£217,359	242,391	£240,564
Bridgford Road Car Park, WB	216,461	£225,092	217,525	£297,274
Rushcliffe Country Park	8,149 (Jan – March 2017)	£6,506	60,332	£50,555
Total	521,118	£527,463	603,978	£674,203

5. Risks and Uncertainties

- 5.1. Failure to properly monitor the contractual arrangements will restrict the Council's ability to effectively deliver a successful and financially viable car parking service across the Borough. The car parking contract is managed by the Neighbourhoods Contracts Hub which oversees a number of important contracts that the Council has in place.

6. Implications

6.1. Financial Implications

The Council's financial accounts for 2017/18 reflect the off-street expenditure and income recorded for the year. The net surplus from off-street parking of £40,517.890 has been credited to the car park account and will support the maintenance costs of car parks across the Borough. Income from pay and display usage is used to provide car park improvements, on-going maintenance, and contributes to the Council's overall income.

6.2. Legal Implications

There are no legal implications arising from this report.

6.3. Equalities Implications

A full Equality Impact Assessment was carried out to accompany the Council's new Off Street Car Parking Strategy.

6.4. Section 17 of the Crime and Disorder Act 1998 Implications

In the Council's Off Street Car Parking Strategy one of the medium term aims (2019/20) is to achieve the nationally recognised Park Mark® Safer Parking award. The aim of the award is to recognise and publicise to users that a defined measure of excellence has been achieved. In order to obtain the award, a parking facility must achieve an effective combination of active management procedures and commensurate preventative security measures. Customers are assured that there is a commitment to providing a high-quality, safe parking facility.

6.5. Other implications

There are no other implications arising from this report.

7. Link to Corporate Priorities

Effective management of parking helps to ensure town centres are attractive places to visit and can support the economic growth and health of such place. It can also contribute to residents' quality of life by ensuring that congestion is reduced and they are able to park conveniently.

8. Recommendations

It is RECOMMENDED that

The Performance Management Board comments on the performance of the Civil Parking Enforcement Contract

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Background papers available for Inspection:	None.
List of appendices:	None.

