

**Overview and Scrutiny Board – Briefing Note**  
**Response to questions raised at meeting held on 26<sup>th</sup> June 2017**

At its meeting held on 26<sup>th</sup> June the Board considered a proposal that had been received for there to be a scrutiny review of parking enforcement in the district. The subject had originally been raised in a Notice of Motion at a Council meeting held on 26<sup>th</sup> April 2017. During the Council meeting Members had concluded that the Board should be asked to consider whether this would be a suitable topic for further scrutiny.

The following points were discussed whilst Members were debating this Proposal (with responses from the Environmental Services Manager being provided below each point raised):

**1. The costs involved in undertaking parking enforcement work and the extent to which income from fines covered these costs.**

*Cost of service 2016/2017- £202,648.*

**2. Officers advised that this income did not always cover the costs of preventative work.**

*The amount charged by Wychavon is for the cost of supplying a parking service that covers a range of parking related*

- \* *Patrols*
- \* *Pay and Display machine checks, maintenance + stocking of tickets*
- \* *Pay on Foot (maintenance including assisting with engineer calls).*
- \* *Pay on Foot (dealing with breakdown and faults on a daily basis)*
- \* *Pay on Foot (reprinting of lost tickets etc.) dealt with by GH or CEO's*
- \* *Opening and closing multi storey car park on daily basis*
- \* *Shopmobility – staffing*
- \* *CEO's – staff Shopmobility Saturday 7.00am-10.00pm, Sunday 8.00-5.00pm*
- \* *CEO's – staff office cover 7.00-9.00am and 5.00pm-10.00pm weekdays*
- \* *CEO's - lunch time & holiday cover as required.*
- \* *Parking Enforcement duties On-Street and Off-Street.*
- \* *Visit to outlying towns and villages.*
- \* *Health & Safety reports.*

- *Administrative back office support G. Hobbs*
- *Processing of staff permits – Parkside Offices GH*
- *Processing of smart cards for disabled POF users*
- *Administration for appeals on Penalty Charge Notices*
- *Administration of TPT (Traffic Penalty Tribunal) cases*
- *Supervision of CEO's*
- *Dealing with FOI requests*
- *IT support*
- *Management by C. Baxter & K. Griffin*

### **3. The objectives of the Parking Enforcement Service.**

*The objective of Parking Enforcement is to undertake traffic management in accordance with the Traffic Management Act 2004. By providing effective enforcement it will assist in the proper use of areas covered by parking restrictions, such as double and single yellow lines, disabled bays, limited waiting bays, loading restrictions and correct usage of Pay and Display and Pay on Foot car parks.*

- *Enforcement will promote safe parking and encourage the free flow of traffic.*
- *Ensure that limited waiting bays are used correctly.*
- *Encourage the availability of specific purpose bays such as those for disabled badge holders, taxi, goods vehicles and buses.*
- *Enforce Off-Street car parks (Pay and Display & Pay on foot) ensure that users purchase and display tickets, park in the appropriate areas and issue PCN's where appropriate.*
- *In turn this will make parking more available to those who are in need of it.*
- *It will reduce the amount of congestion and improve road safety and improve air quality.*
- *An additional benefit is to the shops and businesses that rely on a turnover of spaces near their shops and properties.*
- *Patrols of roads where Residents Parking schemes are operational, Perry Lane and The Crescent area.*
- *Undertake school patrols on both a regular and random basis.*

### **4. The extent to which parking problems were greater in parts of the district outside Bromsgrove. Members noted that parking problems were especially acute in some of the other towns in the district and within the vicinity of local schools.**

*Patrols to other towns and locations are undertaken on both a regular and ad hoc basis subject to staffing. When we do Rubery we normally send two CEO's due to the nature of the area however we still need to have a third CEO working the Bromsgrove area to cope with any unexpected situations that arise. Other areas such as Alvechurch, Hagley and Belbroughton can be patrolled by one CEO.*

*School patrols are done as required/requested and when staffing available to visit and patrol. We respond to calls regarding problem areas. Visits to schools are none productive in respect of ticket issuing but act as a deterrent.*

*Calls can be reported by the public, Council Officers, Councillors, police.*

*A large number of calls are received for areas that do not have traffic regulations and we cannot take any action.*

### **5. The number of Parking Enforcement Officers in the district and the extent to which this was sufficient to meet local needs.**

*When the team is fully staffed 8 but this includes 1.8 FT for Redditch.*

**6. The areas in which the Parking Enforcement Officers were deployed and the frequency with which they visited different areas within the district.**

*These are a sample of some patrol logs in 2016/2017*

<i>Park Road, Hagley</i>	-	<i>165 patrols/35 PCN's issued</i>
<i>The Square, Alvechurch</i>	-	<i>152 patrols/22 PCN's issued</i>
<i>Worcester Road, Hagley</i>	-	<i>246 patrols/100 PCN's issued</i>
<i>Fiery Hill Road, Barnt Green</i>	-	<i>166 patrols/36 PCN's issued</i>
<i>Hewell Road, Barnt Green</i>	-	<i>210 patrols/86 PCN's issued</i>
<i>Nash Lane, Belbroughton</i>	-	<i>11 patrols/1 PCN issued</i>
<i>Lydiate Ash Road, Lydiate Ash</i>	-	<i>11 patrols/1 PCN issued</i>
<i>St Godwalds Road, Aston Fields</i>	-	<i>74 Patrols/13 PCN's issued</i>
<i>Hanover St, Bromsgrove</i>	-	<i>318 patrols/1 PCN issued</i>
<i>Birmingham Rd, Bromsgrove</i>	-	<i>515 patrols/38 PCN's issued</i>
<i>The Strand, Bromsgrove</i>	-	<i>2704 patrols/177 PCN's issued</i>
<i>Church Lane, Bromsgrove</i>	-	<i>486 patrols/12 PCN's issued</i>

*In all over 47,000 patrol log locations have been logged in this period.*

**7. The time taken by Parking Enforcement Officers to respond to reports about parking violations.**

*This can be immediate within Bromsgrove if we have an officer in the area. However this may differ if the complaints are for outlying areas as staffing can restrict the response.*

**8. The extent to which Parking Enforcement Officers focused on patrolling hot spots.**

Considerable time and resources have been put in with regard to parking issues around Lickey 1<sup>st</sup> School.

*All areas are patrolled subject to the amount of general usage, areas with limited waiting bays will see more patrols than those without. Overall a fair spread is given to On & Off-Street areas.*

*Car parks may seem to be logged to a greater extent due to the amount of time needed to check that the machines are working.*

**9. The potential for a Task Group to investigate the safeguarding implications of parking around schools and whether this should more appropriately be addressed by ward Councillors.**

*There is a constant demand for patrols around schools from parents, schools, Councillors, police and others. CEO's will attend where possible and find in most cases that vehicles are moved by the driver prior to the issue of a notice.*

*Currently CEO's are not able to enforce the majority of school zig zag markings as there is no legal order to do so.*

*We work closely with the schools and other officers from the Council to encourage sensible parking practices. Unfortunately, this is not always successful every September another intake of children arrive complete with parents who needs to be educated with regard to parking.*

**10. The extent to which drivers were flouting existing Parking Enforcement Regulations and the action that could be taken to address this.**

**During the period 1/4/16 to 31/3/2017**

*1534 Pcn's were issued On-Street (highway offences)  
2054 Pcn's were issued Off-Street  
Giving a total of 3588 Pcn's, 43% On Street and 57% Off Street*

**During the previous 12 months 1/4/15 to 31/3/2016**

*1328 Pcn's were issued On-Street (highway offences)  
2076 Pcn's were issued Off-Street (P&D + POF offences)*

*Giving a total of 3404 Pcn's, 39% On Street and 60% Off Street*

***From the above you will note that there has been an increase of Pcn's issued On-Street in 2016/17.***

**11. The impact of the introduction of new double yellow lines on parking problems in surrounding areas.**

*This is a question for Worcestershire County Council.*

*Introduction of new regulations will impact on users as this will either assist with traffic flow or result in displacement, causing vehicles to park elsewhere which could have an impact in residential areas. Subsequently we will need more resources if enforcement is needed.*

**12. The extent to which parking problems were taken into account by the County Highways Department when considering planning applications for new housing developments.**

*This is a question for Worcestershire County Council*

**13. The challenges created by the urban design of many of the streets within the district in respect of parking.**

*This is a question that should be directed to the Planning Department and Worcestershire County Council.*

**14. The problems residents reported with cars parking on pavements.**

*The Pavement Parking Bill was withdrawn from Parliament in December 2015. Currently LA's outside London do not have the power to issue a PCN to a vehicle that is parked on a pavement unless there are yellow lines in place or there is a TRO and signs in situ. If a vehicle is parked on a pavement and is causing an obstruction, the complainant should contact the Police on their non-emergency number.*

**15. The role of the Police in terms of parking enforcement.**

*They are able to book vehicles parked on zig zag lines which attracts a fine and penalty points. Also they have the ability to book where an obstruction has been proven.*

*The police appear to have a lack of understanding of their role with regard to their responsibilities.*

**Kevin Hirons -  
Environmental Services Manager**