



Committee and date  
Development Services  
Scrutiny Committee

26<sup>th</sup> January 2010

5pm

Paper

**10**

## SHROPSHIRE PARKING SERVICES – PROGRESS REPORT

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### Summary

This report considers the progress made in implementation of the recommendations approved by the Implementation Executive on 3 December 2008 in relation to the Shropshire Parking Service (formerly Parkright).

### Recommendations

- A That the Committee note the progress made to date by Shropshire Parking Services in implementing a more tolerant approach to parking enforcement across Shropshire, and provide any comments to the Corporate Director.

### Background

1. Decriminalised Parking Enforcement was introduced in Shropshire in 2006 under a partnership agreement and covered all on street and off street parking enforcement for the Borough, District and County Councils.
2. Following public consultation in 2008, Shropshire's Parking Service arrangements were reviewed and many of the recommendations implemented part way through the year 2008/09 in line with the transition arrangement for the Unitary Authority.
3. Three separate civil enforcement teams were created, one for North, Central and South, to provide a more focussed local enforcement presence targeting 'hot spots'.

4. The review also propagated a customer focussed approach. Enforcement staff positioned themselves as Council 'ambassadors' , supported by local press they are seeking to change the perception of the service from one of 'draconian enforcers' to friendly approachable eyes and ears of Shropshire Council by joining up 'access to services' across all Street Scene and Highways Services. The Service also provides help for tourists and residents and this is supported by policy changes including longer observation periods for contraventions and more lenient consideration for first time offenders.

### Service Changes

5. Table 1 sets out the progress made in implementing the changes within the Parking Service as agreed by the Implementation Executive in December 2008.

**Table 1**

Service Objective	Agreed Service Change	Progress
<b>High Priority</b>		
Improve traffic management and traffic flows	Give priority to enforcement of double yellow lines and appropriate loading bans on key traffic routes at peak times.	Currently 22.5% of PCN's issued for yellow lines and loading ban contraventions; compared to 18.4% previously.
Improve access to shops, services and businesses	<p>Extend the observation period to ascertain if loading and unloading is taking place to 10 minutes and look at ways to increase the use of warnings rather than PCN's for first offence, unless the vehicle is dangerously parked or causing an obstruction.</p> <p>Base Parking Attendants locally so they can work with local businesses to ensure the safe and efficient operation of both the public highway and local businesses.</p> <p>Give priority to enforcement of disabled bays in town centres.</p>	<p>Our new parking policy reflects the increased observation periods given to vehicles.</p> <p>The officers have been divided into three locally based teams.</p> <p>The number of PCN's issued in a Disabled bay has increased to 7.6% from 4.92%.</p>

Service Objective	Agreed Service Change	Progress
Reduce traffic congestion and aid public transport.	Give priority to enforcement of double yellow lines and appropriate loading bans on key traffic at peak times and enforcement of double yellow lines on bus routes and enforcement of bus stops.	Currently 22.5% of PCN's issued are for yellow line and loading ban contraventions; compared to 18.4% previously. The issue of PCN's for parking in a bus stop has decreased from 2.1% to 1.72%
<b>Medium Priority</b>		
Reduce the risk of road accident and injuries	Give priority to enforcement of double yellow lines at junctions and bends and zigzag markings at pedestrian crossings.	As parking on zig-zag markings is a criminal offence; which can be enforced by the police – the CEOs will issue a PCN instantly to any vehicle parked on zig-zags.
Improve the local economy	Enforcement of pay and display and limited waiting bays, but increase the observation period for those who have over stayed to 10 minutes, unless the vehicle is dangerously parked or causing an obstruction. Base Parking Attendants locally so they can work with local businesses to ensure the safe and efficient operation of both the public highway and local businesses.	Our new parking policy reflects the increased observation periods given to vehicles.  The officers have been divided into three locally based teams.
Improve the operation and efficiency of parking schemes.	Enforcement of pay and display and limited waiting bays, but increase the observation period for those over time to 10 minutes before issuing a PCN and look at ways to increase the use of warnings rather than PCN's for first offence.	Our new parking policy reflects the increased observation periods given to vehicles.  Increase of verbal warning – PCN Warnings not issued
Service Objective	Agreed Service Change	Progress
<b>Low Priority</b>		

Reduce the impact of vehicles in residential areas	Enforcement of non use of permits in areas with residents parking.	Following the implementation of the new permit system the enforcement service will have more control over misuse of this area. Up to date data is not available at this time due to the permit review.
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### Different enforcement style

6. The service has implemented a more lenient approach to enforcement.
7. The observation times given to vehicles have been extended; as outlined in our current policy. Although it was suggested that more warning notices should be issued this has not been implemented. Through the extra observation times given it was felt that this was not necessary.
8. One of the main challenges that the service has faced has been to improve its customer profile. The CEOs now undertake a multifunctional role working with colleagues across the Environmental Maintenance services.

### Financial Implications

9. Due to the lenient approach and reduction in numbers of enforcement staff, it is an inevitable outcome that the service will receive less income. The table below compares the income received in the first two quarters of 2008 and 2009.

	Q1&Q2 2008/09	% of total 2008/09	Q1&Q2 2009/10	% of total 2009/10
Amount PCN Income Paid	£479,854.04		£156,274.59	
Number paid at Discount amount	10529	80.78%	3615	69.98%
Number paid at Full Rate	1192	9.15%	397	7.68%
Number paid at surcharge rate*	201	1.54%	86	1.66%

\* Surcharge rate is the higher rate prior to transfer to the Debt Recovery Agent

10. For 2009/10 if the trend of PCNs issued and payments made continues in Q3 and Q4, then we should expect a total PCN income of around £310,000 for 2009/10. (This does not include refunds). Also the projected income will include PCNs that were issued in previous years and therefore will not be a guaranteed reflection of payments for PCNs issued this financial year. Taking this into account, it is

expected that the income will be above the budget forecast figure for 2009/10 of £221,000.

### Future Developments

11. All our Civil Enforcement Officers have been included in the training programme, for the issuing of Fixed Penalty Notices relating to environmental crime. This will be subject to authorization by a future Cabinet, but will allow them to tackle littering, dog fouling, fly-posting and fly-tipping. They have also started to undertake a role dealing with highway obstructions, such as "A" boards. The CEOs are therefore becoming the uniformed Enforcement arm of the Environmental Maintenance Service. They will continue to act as ambassadors for the council but also develop a wider impact in improving and controlling the public realm.
12. The Parking Service has prepared a County wide approach to the issuing of parking permits, which will be rolled out over the coming months. This covers staff permits, residents parking permits and permits for public car parks. This will provide consistency across the County for validating the issue and renewal of permits in line with the Traffic Regulation Orders.

<p><b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b></p>
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<p>Previous reports exempt</p>
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<p><b>Human Rights Act Appraisal</b></p>
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<p>The recommendations contained in this report are compatible with the provisions of the Human Rights act 1998.</p>
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<p><b>Environmental Appraisal</b></p>
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<p>There are no environmental issues arising from this progress report.</p>
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<p><b>Risk Management Appraisal</b></p>
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<p>There are no risks arising from this progress report.</p>
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<p><b>Community / Consultations Appraisal</b></p>
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<p>There is no specific consultation associated with this progress report.</p>
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<p><b>Cabinet Member:</b></p>
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<p>Martin Taylor Smith</p>
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<p><b>Local Member</b></p>
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<p>All</p>
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<p><b>Appendix</b></p>
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None