

# Brighton & Hove City Council

## Environment, Transport & Sustainability Committee

## Agenda Item 69

**Subject:** Parking Annual Report 2021-22

**Date of meeting:** 17 January 2023

**Report of:** Executive Director Economy, Environment & Culture

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**Ward(s) affected:** All

### For general release

#### 1. Purpose of the report and policy context

1.1 To note and approve the publication of the Parking Annual Report April 2021 to March 2022 on the performance of Parking Services for general publication under the provisions of the Traffic Management Act 2004.

#### 2. Recommendations

2.1 That Committee endorses the publication of the Parking Annual Report for 2021/22 under the provisions of the Traffic Management Act 2004

2.2 That Committee authorises the Head of Parking Services to produce and publish the report, which will be made available on the Council's website.

#### 3. Context and background information

3.1 All Parking Annual Reports are available to view on the council website. This report contains a review on what has happened within the City Council's Parking Services over the past financial year and includes an overview of the financial accounts in accordance with legislation.

3.2 The 2021/22 report includes headline information such as;

- Over the reported year the number of parking Penalty Charge Notices issued increased from 101,244 in 2020-21 to 142,320 in 2021-22. The increase of 41,076 Penalty Charge Notices was mainly due to the recovery following the pandemic with increased visitors to the city.
- The number of Bus Lane Penalty Charge Notices has increased from 60,004 in 2020/21 to 137,927. The increase is again mainly due to the significant increase in visitors to the city following the pandemic.

- The council submitted a successful bid for part funding of an additional 50 lamp post chargers in March 2022 with the remaining funding provided by the city's charge point operator.
- Almost all applications for residents' permits are now on the new system linked to MyAccount. As of 1st July 2022, there were 40,456 residents permits on issue compared to 37,784 the previous year. (Annual Reports have to extract data for the previous financial year on 1<sup>st</sup> July following that financial year according to the guidance).
- Two new parking schemes were introduced during the financial year 2021/22:  
Zone 10 (Surrenden area)  
Zone P extension (Hazledean Meads & The Beeches)

3.3 Income and expenditure information is provided in the table below

<b>Income by source</b>	<b>2020/21</b>	<b>2021/22</b>
On-Street Parking Charges	£7,108,666	£11,583,900
Parking Permit Income	£8,743,901	£11,054,778
Penalty Charge Notices (inclusive of bad debt provision)	£4,268,051	£8,416,604
Covid funding from central government	£5,136,520	£460,055
Other Income	£74,615	£149,354
<b>Total</b>	<b>£25,331,753</b>	<b>£31,664,690</b>
Percentage change	-7.76%	25.00%
<b>Direct cost of Civil Parking Enforcement</b>	<b>2020/21</b>	<b>2021/22</b>
Enforcement	£4,501,734	£5,108,365
Admin, appeals, debt recovery & maintenance	£3,258,156	£4,014,366
Scheme review / new schemes	£1,150,022	£1,239,732
Capital Charges	£1,267,822	£734,931
<b>Total</b>	<b>£10,177,734</b>	<b>£11,097,394</b>
Percentage change	-7.16%	9.04%
<b>Surplus after direct Costs</b>	<b>£15,154,019</b>	<b>£20,567,296</b>
Percentage change	-8.16%	35.72%
<b>Spending supported by civil parking enforcement income surplus</b>	<b>2020/21</b>	<b>2021/22</b>
Concessionary fares	£10,535,684	£10,655,014
Capital investment borrowing costs	£1,854,964	£1,648,580
Supported bus services and other public transport services	£1,499,372	£1,452,756
Contribution to eligible transport related expenditure	£1,263,998	£6,810,946
<b>Total</b>	<b>£15,154,018</b>	<b>£20,567,296</b>

Location	Expenditure (£)	Income (£)	Income - COVID Compensation (£)	Net Income (£)
London Road	£391,905	£852,135	£19,646	£479,876
Regency Square	£936,603	£1,882,818	£12,942	£959,157
The Lanes	£638,610	£2,157,179	£1,038	£1,519,607
Trafalgar	£649,090	£1,319,116	£26,825	£696,851
Oxford Court*	£0	£0	£0	£0
High Street*	£75,577	£50,068	£0	-£25,509
Other Off-Street	£198,057	£915,399	£4,799	£722,141
Total	£2,889,842	£7,176,715	£65,250	£4,352,123

#### 4. Analysis and consideration of alternative options

- 4.1 No alternatives considered. It is a statutory requirement to produce a Parking Annual Report.

#### 5. Community engagement and consultation

- 5.1 The publication of the Parking Annual Report 2021-22 is being used as an opportunity to inform and engage with the public and stakeholders on a range of parking issues.

##### *The Year Ahead in Parking Services*

- 5.2 To improve knowledge and understanding of the services within Parking Services this year we are also adding a summary of the year area. This includes improvements, initiatives as well as potential challenges. Overall Parking has seen significant modernisation and expansion over the last year to ensure it meets the demands, needs and requirements of the customer, Councillors the wider Council and service groups. This change will only increase in the coming year as we seek to modernisation further, safeguard income and futureproof the service for new initiatives, improved technology and the challenges ahead.
- 5.3 **Electric Vehicle Update** – A report presented separately at this meeting updates this Committee on progress in expanding the electric vehicle charging infrastructure, and successful new bids for funding undertaken by the Parking Strategy & Contracts team. Over 300 electric vehicle charge points have been installed to date with a further 50 lamp post chargers and 3 rapid chargers due to be installed over the winter. Work is underway to covert over 100 parking bays for the use of permit holders and electric charging to improve access to chargers for residents over the next year. Proposals for the second phase of charge point procurement to encourage large scale investment in more public charger points are also due to be considered at this January’s ETS Committee.
- 5.4 **Parking scheme Update** – The Parking Design & Implementation team have completed the following parking scheme consultations below since 1<sup>st</sup> April 2022. Any of these new schemes taken forward and agreed at this Committee will be implemented in 23/24 and the progress for some of these

are outlined in the separate report being presented to this Committee meeting.

- Top Triangle Review (Now aligned with fees & charges proposal)
- Zone X (South Portslade) Review
- Zone U (Coombe Road Area) Review
- Roedean Area – Not progressed
- Withdean Area
- Hallyburton Road Area
- Hollingdean Area.

- 5.5 **Customer Service update** - Delivering excellent customer service will remain a focus in 2023. We will continue reviewing the service to ensure we remain agile to change and we have the skills needed to deliver a digital service whilst remaining accessible to all. Supporting objectives for equality and accessibility through protecting the public purse by making sure only those entitled to concessions receive them, will take a priority.
- 5.6 A separate report to this meeting in March will update committee on the progress of the Systems Improvement Project within Parking Services. It outlines the challenges, the reasons behind our approach, the plan for next year and beyond, and to make some key recommendations for committee to consider.
- 5.7 **Parking Income** – The underachievement of resident permits and reduced forecasts within on-street parking as reported recently at Policy & Resource Committee is likely to be as a result of the significant estimated loss of income against budget of £0.979m as a result of the loss of permit and paid parking spaces due to active travel measures (e.g. Madeira Drive changes , Old Town, A259 – eastern section) introduced over the last 2 years. These needed to be introduced quickly to ensure we met the requirements of the funding available.
- 5.8 Since these active travel proposals officers in Parking Services have been working with officers in the wider Transport group to look at ways to mitigate new initiatives and proposals. This has allowed us to mitigate income loss from the first two phases of the Cycle Hangar project and upcoming cycle lane on the A259 (western section), the introduction of Electric Vehicle bays and the Communal bin project.
- 5.9 However, there are further upcoming potential reductions in parking spaces to consider over the next year and beyond for the following proposals;
- A23 Bus priority / Cycle lane
  - Low traffic neighbourhood scheme in the Hanover & Tarner area
  - School streets,
  - Valley Gardens phase 3,
  - Madeira Terraces Project
  - Black Rock Development
  - Liveable City Centre
  - Phases 3 & 4 of the cycle hangars programme
  - Marine Parade cycle lane

- Mini-Holland scheme in Wish / Westbourne Ward

- 5.10 Officers in parking Services will continue to work with colleagues across departments to mitigate parking income and reduce the loss of parking spaces where possible. This is also being discussed at regular monthly TBM review meetings with finance meetings and at Transport Senior Leadership meetings.
- 5.11 **Fees & Charges 23/24** – Officers have been working hard to put forward fees & charges proposals for 24/24. This has taken into consideration the current situation particularly with resident permit and on-street paid parking income. The focus had been on identifying high demand areas rather than focusing on a % increase across the board. These proposals are included in the Fees & charges 23/24 report which is also being presented to this Committee in January.
- 5.12 **Blue badge enforcement** - The Blue Badge & Concessionary Travel Team will be maintaining our level of Blue Badge enforcement across the city and investigating reports of possible misuse and fraud. They will be continuing to educate people on how a Blue Badge should be used to ensure genuine Blue Badge holders are able to access the goods and services that they need. This will include looking at possible new ways of spreading the message. Our working partnership with Sussex Police will also continue with regular joint action days throughout the city, wherever possible on a weekly basis.
- 5.13 The team are also currently working with the Brighton & Hove bus company to look at ways that we can combat the misuse of concessionary travel passes within the city. We are looking to undertake an advertising campaign to educate people about concessionary travel bus passes, their benefit and the consequences of misusing them. The aim is to develop a robust scheme for concessionary travel misuse like we currently have for Blue Badges.
- 5.14 **Enforcement contract** - The parking enforcement contract was recently relet and awarded to Marston's our current Service Provider (NSL manage parking enforcement within the company) following a competitive tender. Under the new contract which starts early next year they have committed to reduce their carbon footprint by 50% in the first two years and will be carbon neutral from year one by offsetting the remaining amount. The Service Provider has also committed to a number of Social Value initiatives including schemes to employ veterans and the homeless. We will be working with Marston's to review efficient parking enforcement alongside new initiatives.
- 5.15 **Communication** - In response to the staff survey results a project to improve communications in the service is underway. The objective is to contribute to staff feeling more valued by the organisation. After an engagement piece it was evident that clear communication and clarity on service direction is key. A series of workshop style training for all line managers in the service is planned to ensure staff have the skills needed to run efficient Team meetings, Personal Development Plans and 121's. This will include coaching techniques to improve engagement with staff in team meeting and 121 settings.
- 5.16 **Strategy** - This project has led to an opportunity for the service to review its approach to strategy. Applying the Brighton & Hove City Council's business

planning framework for continuous improvement allows the service to be less reactive and move towards a more proactive approach to strategy. A review of all meetings in the service will take place to ensure assessment of the services performance towards objectives set out in the service plan will take place which will include financial objectives.

- 5.17 **Parking Strategy & Contracts Restructure** - A restructure of the Parking Strategy & Contracts team took place in 2022. The core objective of the restructure was to maximise efficiencies in the service and safeguard income. Parking Services is rapidly expanding due to ongoing political demands including the carbon neutrality programme, fees & charges changes (A separate fees & charges 23/24 report is being presented to this Committee Meeting) and to enforcement and service modernisation to improve the customer experience and continued growth in the city. The restructure allows for adequate performance and contract management to support the expanding service and the increasing number and complexity of contracts to be managed such as electric vehicle charging and PayByPhone.
- 5.18 **Transport Control Centre update** - The Transport Control Centre has undertaken a restructure over the last year to futureproof the service for new opportunities within the Transport Group alongside safeguarding income. Over the coming year the centre will be developing asset management and maintenance plans for car parks. Alongside this they will be reviewing all services ensuring best value and excellent customer service standards are achieved. Facilitating the increased use of electric vehicle charging points across the city to ensure the cities investment in the network of electric vehicle charging points is accessible to all users is also a priority as the Electric Vehicle infrastructure expands. The restructure has also allowed the centre to improve and continue to provide 24/7 control, monitoring and effective enforcement of the transport network through emerging technologies and legislation to ensure the network runs efficiently.
- 5.19 **Penalty Charge Notice (PCN) Service Update** – The PCN Appeals & Bailiff team continue to operate on a day's turnaround for our appeal responses. Around 90 % of these communications are carried out by email which has proven to be a more efficient and secure way of managing the process due to the legal requirements of the process. We have also procured new software to manage our appeal's procedure and fully expect this to bring about improvements in our service including the ability for drivers to obtain information about the status of their appeal online and streamlining how we handle lease and hire vehicles. The new system will also improve our available contact data so that we can reduce the need for escalated enforcement and increase earlier engagement in the process.
- 5.20 **Projects** – A number of projects are being taken forward within the Parking Projects team which include the enforcement of Cycle lanes through CCTV and the introduction of red routes linked to our traffic management objectives for the City.

## 6. Conclusion

- 6.1 The Report provides the public and stakeholders with information on the performance and aims and objectives of Parking Services and to meet the Council's legal obligations under the Traffic Management Act 2004.
- 6.2 The report also provides a summary on the way forward for Parking Services over the next year and beyond as we look to modernize the service further and bring forward new initiatives.

## **7. Financial implications**

- 7.1 The costs associated with the production and publication of the Parking Annual Report are funded from existing revenue budgets within the city's Transport service. Financial information relating to the council's parking services are included within the Parking Annual Report

Name of finance officer consulted: John Lack    Date consulted: 02/12/22

## **8. Legal implications**

- 8.1 The Council is required by statutory guidance issued by the Department for Transport under Section 87 of the Traffic Management Act 2004 to produce and publish an annual report detailing financial and statistical information on its civil parking enforcement regime
- 8.2 Under Section 55 of the Road Traffic Regulation Act 1984 (Section 55) a local authority may only apply surplus income received from parking charges and penalty charges to specific purposes. The surplus income has to be applied first to the provision of off-street parking facilities and repayments of deficits to central funding. Once those requirements have been met, the use of surplus income is confined to the provision of public passenger transport services, highway or road maintenance, safety and improvement projects, environmental improvements or other purposes for which a prescribed authority may lawfully incur expenditure.

Name of lawyer consulted: Katie Kam    Date consulted 17/11/2022

## **9. Equalities implications**

- 9.1 None identified.

## **10. Sustainability implications**

- 10.1 The report highlights successful bids for electric vehicle chargepoints and other initiatives to reduce carbon emissions and improve air quality.

## **Supporting Documentation**

### **1. Appendices**

1. Parking Annual Report 2021-22

