

**Report of: Service Manager Environmental Services**

**Report to: Outer North West Community Committee**

**Report author: Mark Jefford, Service Manager**

**Date: 15<sup>th</sup> November 2021**

**To note**

**Title: Parking Services Update 2021**

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## **Purpose of report**

1. To provide the Outer North West Community Committee with a verbal update in relation to Parking Enforcement in Outer North West.

## **Main issues**

2. Parking enforcement is organised on a beat system with a defined area for the Civil Enforcement Officer (CEO) to cover in each district. This will include all the known hotspots but does not cover all the parking restrictions in an area. Areas with fewer offences are covered less often. A CEO is trained on each area and has a degree of autonomy in planning their route with the understanding that the priority areas are to be covered. Any location referred to the service either by Members or the general public is specifically included in the CEO instructions for the patrol which are communicated at the start of each shift.
3. In addition, each district patrol is also given a school to cover. There has been a significant increase in demand for school visits since covid and we have over 100 sites on the priority list meaning that we have had at least one complaint in the last few months. As each school has issues at the same time, we can only cover a small number of sites each day. With travelling time etc this can make district enforcement more difficult, for example if there is a 2 hour limited waiting areas, but the CEO cannot get there till 10am, there is de facto free parking until midday. School enforcement is resource intensive and unlike other areas it does not generate enough revenue to cover costs, most drivers are with the vehicle so drive off when the officer comes into view.

Covid has had an ongoing impact on the number of patrols that have been offered as staff attendance has been severely impacted. As well as the absence itself, financial constraints mean that that overtime has to be strictly controlled. The effect is that the number of patrols each day has been below the desired number. In addition, we did not recruit any new starters to cover people that had left until the business case for doing so could be established in the post covid environment. Each CEO post has to be self-financing which equates to an average of about 8 penalties per shift when all costs are considered. So whilst patrols have continued, and all requests for enforcement have been covered, there has been a reduced level of service in the districts. As an example, we issued 176 penalties for limited waiting in the ONW area between April – Sept 2021 as opposed to 221 in the same period 2019.

4. The service has now recruited 5 additional CEOs and sickness absence has returned to usual levels which represents a significant increase in capacity and will allow a better level of patrols.
5. There will be an opportunity for elected members to ask questions.

## **Recommendations**

6. The Outer North West Community Committee is asked to note the contents of the verbal update