



**Democratic and Member Support**

Chief Executive's Department  
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## **SELECT COMMITTEE REVIEW**

Wednesday 18 January 2017  
3.00 pm  
Warspite Room, Council House

**Members:**

Councillor Bowie, Chair

Councillors Mrs Aspinall, Bowie, Cook, Sam Davey, Kelly and Smith, Conservative Vacancies (2)  
UKIP Vacancy (1) .

Members are invited to attend the above meeting to consider the items of business overleaf.

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**Tracey Lee**

Chief Executive

# Select Committee Review

## Agenda

### 1. **APOLOGIES**

To receive apologies for non-attendance submitted by Members.

### 2. **DECLARATIONS OF INTEREST**

Members will be asked to make any declarations of interest in respect of items on this agenda.

### 3. **CHAIR'S URGENT BUSINESS**

To receive reports on business, which in the opinion of the Chair, should be brought forward for urgent consideration.

### 4. **Parking Modernisation:**

I.1. Cabinet Report **(Pages 1 - 14)**

I.1. Witness Submissions

I.1. Additional Information **(Pages 15 - 20)**

**PLYMOUTH CITY COUNCIL**

<b>Subject:</b>	Parking Modernisation Plan
<b>Committee:</b>	Cabinet
<b>Date:</b>	6 December 2016
<b>Cabinet Member:</b>	Councillor Ricketts
<b>CMT Member:</b>	Anthony Payne (Strategic Director for Place)
<b>Author:</b>	Mike Artherton, Parking & Marine Service Manager
<b>Contact details</b>	e-mail: <a href="mailto:mike.artherton@plymouth.gov.uk">mike.artherton@plymouth.gov.uk</a> Tel: 01752 305582
<b>Key Decision:</b>	N/A
<b>Part:</b>	I

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**Purpose of the report:**

As part of the Council's ongoing modernisation and improvement agenda, this report presents a number of changes to parking services. The Parking Modernisation Plan includes a package of measures and new features covering business and hotelier permits; Blue Badge tariffs; the standardisation of on-street parking charging periods; simplification of off-street parking tariffs; and the revision of parking charges. This Plan follows on from previous work to modernise the service and is expected to generate an additional net income of £655,000 in 2017/18.

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**The Corporate Plan 2016 - 19:**

The Parking Modernisation Plan supports the Council in achieving the Corporate Plan objectives of a **Growing** and a **Pioneering Plymouth**. The proposals include the adoption of innovative technology to improve service delivery and customer experience, providing modern, efficient services that support businesses and residents.

In 2016 the Service won an award in recognition of support for people with Dementia by introducing 'dementia friendly parking bays' and carrying out training for front-line staff in Dementia awareness. This demonstrates the Service commitment to the Council's objective of being a **Caring Plymouth**.

The Plan supports the Council's values, and is **Democratic** as it will enable a responsive service to meet the needs of residents, businesses and visitors.

It is **Responsible**, in that the impact of the changes will be carefully considered and clearly communicated.

It demonstrates Plymouth City Council's commitment as a **Partner** through working with Plymouth Chamber of Commerce, Plymouth Waterfront Partnership, Plymouth City Centre Company, Association of Barbican Businesses, Plymouth Hospitality Association, and PADAN (Plymouth Area Disability Action Network) and others to develop and deliver the changes in the Plan.

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**Implications for Medium Term Financial Plan and Resource Implications:  
Including finance, human, IT and land:**

The changes described in the Plan are expected to cost £25,000 to implement as a one-off cost in the first year, to replace signage and prepare Traffic Regulation Orders, and will generate an additional net income of £655,000 in 2017/18.

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**Other Implications: e.g. Child Poverty, Community Safety, Health and Safety and Risk Management:**

Any measures introduced will fully comply with health and safety and risk management procedures.

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**Equality and Diversity**

Has an Equality Impact Assessment been undertaken? Yes - attached

**Summary of Equalities Impact Assessments**

Groups that are likely to be impacted by these changes will be directly involved as part of the Council's ongoing engagement and consultation, over and above the required statutory consultation.

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**Recommendations and Reasons for recommended action:**

Cabinet agrees –

1. to undertake 21 day consultation beginning January 2017 on proposals for change as set out in the Parking Modernisation Plan;
  2. That following consultation and consideration at scrutiny, final recommendations will be considered by Cabinet for decision in February 2017.
- 

**Alternative options considered and rejected:**

The Parking Modernisation Plan comprises a carefully balanced package of measure that are designed to simplify and standardise the Council's parking offer. Failure to agree the proposals will mean that the service will not keep pace with customer expectations, and opportunities to update processes with the introduction of new technology will be missed.

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**Published work / information:**

List (and include a hyper link) to published work / information used to prepare the report

**Background papers:**

Title	Part I	Part II	Exemption Section Number						
			1	2	3	4	5	6	7

None										
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**Sign off:** comment must be sought from those whose area of responsibility may be affected by the decision, as follows (insert references of Finance, Legal and Monitoring Officer reps, and of HR, Corporate Property, IT and Strat. Proc. as appropriate):

Fin	djn16 17.48	Leg	LS/2 6954 /JP/ Nov 16	Mon Off	DV S 26 96 6	HR		Assets		IT		Strat Proc	
Originating SMT Member Lou Hayward, Assistant Director – Street Services													
Has the Cabinet Member(s) agreed the contents of the report? Yes													

# The Parking Modernisation Plan

## 1. Executive Summary

As part of the Council's on-going modernisation and improvement agenda, a number of changes are being introduced to make parking services clearer, simpler and more convenient for customers. The parking service has already undergone significant modernisation over the last seven years, including a £1.3million investment in systems and technology for items such as online permits and payments, and CCTV. The next phase of service improvements includes measures such as standardising and simplifying charging periods, issuing parking permits online, and providing greater flexibility for customers to select the best parking options for their needs.

On street and off street parking charges have remained static since 2011. The proposal includes increasing charges by just 10 pence per hour, but this is coupled with far greater flexibility through the introduction of new features such as transferrable tickets, a clearer pricing structure, and the ability to 'over-pay' and extend parking stays incrementally to suit individual circumstances at less cost. All of these measures will result in a fairer, more transparent, modern and convenient service for motorists living and working in, or visiting the City.

The modest increase in charges is projected to generate additional income equivalent to £655,000 net, with an initial one-off implementation cost of £25,000. (See Appendix A for the breakdown of income).

## 2. Plymouth Plan

The Plymouth Plan sets out the overarching long term vision for the city to 2034 and beyond. The City's ambition is for the population to grow from the current level of 262,172 to over 300,000 by 2034, and for the number of households to rise from 117,432 to circa 132,926 over the same period. The on-going modernisation of parking services supports the objectives of the Plymouth Plan by ensuring that the City prepares for growth in a sustainable way, supporting access to businesses and services, and encouraging visitors, whilst reducing congestion and providing safe, affordable parking.

## 3. Corporate Plan

The Parking Modernisation Plan supports the Council in achieving the Corporate Plan objectives of a **Growing** and a **Pioneering Plymouth**. The proposals include the adoption of innovative technology to improve service delivery and customer experience, providing modern, efficient services that support businesses and residents.

In 2016 the Service won an award in recognition of support for people with Dementia by introducing 'dementia friendly parking bays' and carrying out training for front-line staff in Dementia awareness. This demonstrates the Service commitment to the Council's objective of being a **Caring Plymouth**.

The Plan supports the Council's values, and is **Democratic** as it will enable a responsive service to meet the needs of residents, businesses and visitors.

It is **Responsible**, in that the impact of the changes will be carefully considered and clearly communicated.

It demonstrates Plymouth City Council's commitment as a **Partner** through working with Plymouth Chamber of Commerce, Plymouth Waterfront Partnership, Plymouth City Centre Company,

Association of Barbican Businesses, Plymouth Hospitality Association and PADAN (Plymouth Area Disability Action Network) and others to develop and deliver changes in the Plan.

#### 4. Plymouth’s Current Parking Services

The Councils’ Parking Service provides parking for 5,800 vehicles across 47 car parks, and 15 city centre sites, including 4 multi-storey car parks, and a further 32 outer and district locations.

The Service also manages over 1,500 on street pay and display spaces and disabled bays and 55 Controlled Parking Schemes, as well as issuing permits for residents, business and visitors, and administering the Blue Badge Scheme and disabled driver parking spaces. Last year the Service processed over 25,000 parking permits and 5,000 Blue Badge applications, and issued 65,000 fines.

#### 5. The approach to modernising the service

The changes to the service cover a number of areas:

- a. Business Permits
- b. Hotelier Permits
- c. On-Street Tariffs
- d. Blue Badge Tariffs
- e. Parking Charges

##### a. Business Permits

The Council provides various concessionary parking permits to support local businesses, the costs of which have not increased since 2007/8. As part of the ongoing service improvements, a number of changes are being introduced that will make the permitting system faster, simpler and more flexible.

In future, business permits will be processed and registered online, in the same way as DVLA vehicle tax discs. This avoids the need to visit the council offices to make applications, and means that the process is faster with permits being valid as soon as the payment is received. It also means that permits don’t have to be displayed in the vehicle, and the system will issue an automatic renewal reminder.

In addition, the choice of permits will be reduced from four to two, as shown below, and a new business visitor permit will be available, providing up to 2 hours parking within the zone of the registered business which can be used for pick-up and drop-off of goods, or by visiting tradesmen for example.

<b>Business Permit (Short Stay)</b>	<b>Business Permit (Long Stay)</b>
2 Hours Max Stay 2 hours no return	No Maximum stay outside zone of registered business. 5 Hours Max Stay, no return 2 hours, within Zone of Business
£150 per Permit (Annual) £40 per Permit (Weekly)	£300 per Permit (Annual) £75 per Permit (Weekly)

### **b. Hotelier Permits**

*The Council provides hotels and guest houses with concessionary parking permits known as a Daily Visitor Permits (DVTs) which they can issue to their guests. The cost of visitor permits has not increased since 1994 and currently stands at £2 per day, which is significantly cheaper than the full day parking rate of £14.*

*A recent review found that there was a lot of inconsistency across the City, with some hoteliers selling permits on for more than the original price. In the future, hotelier permits will also be issued online, making it much fairer, faster, simpler and more convenient. The new permits will be valid until 10am instead of the current 8am, allowing guests more time to check out of their hotel or guesthouse, and the cost will be standardised at £5.*

### **c. On-Street Tariffs**

The hourly rate for on street parking is consistent across the city, however there are eleven different variations of the hours when charges apply. These variations can cause confusion, with charging times varying from one street to another, and even along different parts of the same street. Every variation requires separate signage which can be misleading for the public, and costly for the Council to maintain.

In order to standardise hours, on street parking charges will apply between 8am and 6pm, and a flat rate of £2 for evening/overnight parking will apply between 6pm and 8am. The exception to this will be areas around the waterfront along Hoe Road and Madeira Road, which will remain free to allow people to take advantage of access to the foreshore.

A further enhancement will be to introduce 'transferrable tickets'. A ticket purchased in one location will be valid for parking in another location if there is time left on it, and as long as it doesn't exceed the maximum stay rules for that location.

A final new feature will be the introduction of 'smart meters' to enable customers to extend their stay to exactly match their requirements by 'over-paying' for parts of an hour. Instead of motorists paying for up to the nearest hour, they will be able to top up incrementally to increase their length of stay.

### **d. Blue Badge Tariffs**

Plymouth City Council currently provides free parking to Blue Badge holders within all pay and display car parks, which is at odds with council practices elsewhere in the South West, and with private car parks in Plymouth. The exceptions to this are in the Theatre Royal, Regent Street, Mayflower East and Western Approach car parks where charges currently apply. Feedback from PADAN has suggested that Blue Badge holders would be prepared to pay for parking, or for an annual permit, providing that the Council supports disabled access to essential services such as doctors' surgeries and pharmacies.

In future, car park charges will apply to all Blue Badge holders but motorists will be allowed extra time, up to an hour after the expiry of the purchased ticket, by way of a 'reasonable adjustment'. In addition, residents who are eligible to receive a Blue Badge and who live with the Plymouth City boundary will be able to buy a permit that will allow free parking in all the Council's pay and display car parks for just £40 per year. The permit will be registered to a specific vehicle.



## e. Parking charges

Council parking charges have not increased since March 2011, and these will now increase by just 10p per hour, and will be accompanied by some adjustments to provide a more tailored offer in a number of the City's car parks.

The one hour tariff in the City's long stay car parks will be removed (affecting Theatre Royal, Regent Street, Western Approach, Mayflower West, Mayflower East, Derry's Cross, Elphinstone and North Hill car parks) as these car parks are not intended for short stay parking which is catered for in other car parks or on-street.

The increase in charges will mean that the cost of parking in the Guildhall, Colin Campbell Court, Mayflower Court, and Woolworths East car parks will rise to £1.30 per hour, up to a maximum of £3.30 for a three hour stay.

For all long-stay City centre car parks, including the 'premium' car parks, Regent Street and Theatre Royal, the costs will range from £2.40 for the minimum 2 hour stay, to £3.30 for 3 hours. For Mayflower West, Mayflower East, Derry's Cross, Elphinstone and North Hill long-stay car parks, the cost of the maximum stay of 'up to 6 hours' will be reduced from £4 to £3.50

## 6. Communications and engagement

**The changes in this Parking Modernisation Plan** will be subject to statutory consultation under the Road Traffic Act. Details of the proposed changes will be published in the local media and at the specific locations affected (i.e. On Street and within car parks), setting out what the Council is proposing to do, why, and how to make comments on any of the proposals during the 21-day consultation period.

However, alongside the statutory consultation the Council will also carry out effective and meaningful engagement with residents, the public, businesses and other stakeholders to help ensure the successful implementation of the Parking Modernisation Plan, which includes a wide range of proposals.

In order to convey the key messages and ensure effective engagement, meetings will be arranged with key stakeholder groups including, but not limited to: -

- Plymouth City Centre Company
- Plymouth Chamber of Commerce
- Plymouth Waterfront Partnership
- Plymouth Hotelier Association
- PADAN (Plymouth Area Disability Action Network)
- Association of Barbican Businesses
- Plymouth Hospitality Association
- Destination Plymouth
- Bed and Breakfast Association.

Front line Parking Services staff will act as 'communications champions' to provide help and advice on the proposals. Staff and Member briefings, and good engagement will be key to the successful implementation of these changes.

### **3. Conclusion**

The changes introduced by this Plan will ensure that the Council's Parking Services keep pace with changing demands and make best use of modern technology so that they are convenient, responsive and cost effective for customers. The changes provide greater clarity and fairness, and despite the modest increase in charges, the Council still provides an extremely good value for money and competitive service.

**Appendix A**

Breakdown of expected increased income resulting from the changes in the Parking Modernisation Plan

<b>Measure</b>	<b>Projected additional income</b>
Business Permits	£120k
Hotelier permits	£40k
On-street Tariffs	£50,000
Blue Badge	£270,000
Parking charges:	
On street	£30,000
Off street	£170,000
<b>Total income</b>	<b>£680,000</b>
<b>One-off year 1 costs</b>	<b>£25,000</b>
<b>Total net income</b>	<b>£655,000</b>

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# EQUALITY IMPACT ASSESSMENT



## STAGE 1: What is being assessed and by whom?

What is being assessed - including a brief description of aims and objectives?	The Parking Modernisation Plan
Responsible Officer	Mike Artherton
Department and Service	Place, Street Services
Date of Assessment	24 <sup>th</sup> November 2016

## STAGE 2: Evidence and Impact

Protected Characteristics (Equality Act)	Evidence and information (e.g. data and feedback)	Any adverse impact?	Actions	Timescale and who is responsible?
Age	None	None	Proposals are subject to a consultation process under the Road Traffic Act where information on all the proposals will be made available. Consultation will be	The Council will consult for a period of 21 days, through publication of these proposals and consultation with stakeholders, inviting all to submit representations to all/any of the proposals.
Disability	A total of 31,164 people (from 28.5% of households) declared themselves as having a long-term health problem or disability (national	The proposals do not impact on the current provision and accessibility of disabled parking. The proposal do		

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
	<p>figure 25.7% of households).</p> <p>10% of our population have their day-to-day activities limited significantly by a long-term health problem or disability.</p> <p>Self-assessment of health yields percentages of fair, bad, and very bad health of 13.9%, 5.1% and 1.4% respectively.</p> <p>1,224 adults registered with a GP in Plymouth have some form of learning disability (2010/11).</p> <p>17.5 per 1,000 children in Plymouth have a learning difficulty reported by schools.</p>	<p>financially impact on blue badge holders through expanding the number of car parks where charges will apply to blue badge holders.</p>	<p>undertaken with the Plymouth Area Disability Action Network (PADAN) in relation to proposals around disability.</p>	
Faith, Religion or Belief	None	None		
Gender - including marriage, pregnancy and maternity	None	None		

<b>STAGE 2: Evidence and Impact</b>				
<b>Protected Characteristics (Equality Act)</b>	<b>Evidence and information (e.g. data and feedback)</b>	<b>Any adverse impact?</b>	<b>Actions</b>	<b>Timescale and who is responsible?</b>
Gender Reassignment	None	None		
Race	None	None		
Sexual Orientation -including Civil Partnership	None	None		

<b>STAGE 3: Are there any implications for the following? If so, please record 'Actions' to be taken</b>		
<b>Local Priorities</b>	<b>Implications</b>	<b>Timescale and who is responsible?</b>
Reduce the inequality gap, particularly in health between communities.	No implications	None
Good relations between different communities (community cohesion).	No implications	None
Human Rights	No implications	None

**STAGE 4: Publication**

Director, Assistant Director/Head of Service approving EIA.

Date

24<sup>th</sup> November 2016



Provided at request of Councillor Mrs Aspinall – Prepared by the Lead Officer

LA	Blue Badge Fee	Parking Costs / Restrictions
Southampton	£10 fee (3 years, £10 for replacement)	Varied tariff with Blue Badge holders subject to charges in some council owned car parks
Derby	£10 fee (3 years, £10 for replacement)	Charges now apply to disabled blue badge holders in all Council owned car parks.  20% off season tickets for Council car parks is available (£810 - £1000 - 12 months)
Portsmouth	£10 fee (3 years, £10 for replacement)	Charges do not apply to blue badge holders
Redcar & Cleveland	Unable to source information	Unable to source information
Bristol		Varied tariff with Blue Badge holders subject to charges in some council owned car parks.
Stockton-On-Tees	£10 fee (3 years, £10 for replacement)	Charges applicable for registered Blue Badge holders parking off-street in any Stockton Borough Council managed car park, where charges apply.
Darlington	£10 fee (3 years, £10 for replacement)	Varied tariff with Blue Badge holders subject to charges in a number of council owned car parks.
North East Lincolnshire	£10 fee (3 years, £10 for replacement)	Charges do not apply to blue badge holders
Medway	£10 fee (3 years, £10 for replacement)	Charges do not apply to blue badge holders
Stoke-on-Trent	Unable to source information	Varied tariff with Blue Badge holders subject to charges in a number of council owned car parks.
Southend-on-Sea	£10 fee (3 years, £10 for replacement)	Varied tariff with Blue Badge holders subject to charges in some council owned car parks.
Swindon	£10 fee (3 years, £10 for replacement)	Unable to source information
Telford & Wrekin	£10 fee (3 years, £10 for replacement)	Unable to source information

<sup>1</sup> <http://www.cipfastats.net/resources/nearestneighbours/profile.asp?view=results&dataset=england>

Warrington	£10 fee (3 years; £10 for replacement)	Charges do not apply to blue badge holders
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Statistical Neighbours based on -

- Population
- Population aged 0 to 17
- Population aged 75 to 84
- Population aged 85 plus
- Output Area Density
- Output Area Based sparsity
- Tax base per head of population
- % Unemployment
- % of properties in Bands E to H
- Retail premises per 1,000 population
- Housing benefit caseload (Percentage of population in recipient)
- % of people born outside UK and Ireland
- % of households with less than 4 rooms
- % of households in social rented accommodation
- Area cost adjustment
- Standardised morbidity ratio for all persons
- Authorities with a coast
- Non-Domestic rateable value per head of population
- % of properties in Bands A to D
- % of persons in lower NS-SEC (Social groups)

Valid Blue Badges Held and Population Measures – Department of Transport

Thousands/percentage

Region	Local Authority	Number of individual valid Blue Badges held at 31 March <sup>3</sup>	Retired population <sup>2</sup>	Ratio of retired people / badge holders	Badge holders as a percentage of the population	Retired people as a percentage of the population	Total population
<b>NORTH EAST</b>							
	Darlington	6.2	21.9	3.6 : 1	5.8	20.8	105
	Northumberland	16.5	77.9	4.7 : 1	5.2	24.7	315
	Redcar and Cleveland	7.8	31.1	4.0 : 1	5.8	23.0	135
	Stockton-on-Tees	11.0	36.3	3.3 : 1	5.6	18.6	195
<b>NORTH WEST</b>							
	Warrington	9.9	39.4	4.0 : 1	4.8	19.0	208
<b>YORKSHIRE AND THE HUMBER</b>							
	North East Lincolnshire	6.6	33.2	5.0 : 1	4.1	20.8	160
<b>EAST MIDLANDS</b>							
	Derby	12.4	43.4	3.5 : 1	4.9	17.1	254
<b>WEST MIDLANDS</b>							
	Stoke-on-Trent	12.8	45.2	3.5 : 1	5.1	18.0	252
	Telford and Wrekin	7.8	30.2	3.9 : 1	4.6	17.6	171
<b>EAST</b>							
	Southend-on-Sea	6.1	36.1	5.9 : 1	3.4	20.2	179
<b>SOUTH EAST</b>							
	Medway	11.4	45.6	4.0 : 1	4.1	16.5	276
	Portsmouth	6.9	31.5	4.6 : 1	3.3	14.9	212
	Reading	4.2	20.7	5.0 : 1	2.6	12.8	162
	Southampton	8.3	35.2	4.2 : 1	3.3	14.1	250
<b>SOUTH WEST</b>							
	Bristol, City of	16.4	63.3	3.9 : 1	3.7	14.1	449
	Plymouth	12.3	49.5	4.0 : 1	4.7	18.9	263
	Swindon	10.0	35.4	3.5 : 1	4.6	16.3	217 <sup>1</sup>

<sup>1 1</sup> <https://www.gov.uk/government/statistical-data-sets/dis01-valid-blue-badges-issued-and-held>

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Local Authority	Valid Blue Badges held without further assessment	Of which on Higher Rate Mobility/Moving around PIP <sup>2</sup>	Other category <sup>3</sup>	Valid Blue Badges held subject to further assessment	Of which people with permanent and substantial disability (walking) <sup>6</sup>	Valid Blue Badges held by organisations	Total valid Blue Badges held by organisations and individuals
<b>NORTH EAST</b>							
Darlington	2,429	2,257	172	3,728	3,695	65	6,226
Redcar and Cleveland	3,593	3,413	180	4,222	4,209	60	7,875
Stockton-on-Tees	4,389	4,167	222	6,612	6,592	50	11,052
<b>NORTH WEST</b>							
Warrington	4,784	4,608	176	5,087	5,081	22	9,894
<b>YORKSHIRE AND THE HUMBER</b>							
North East Lincolnshire	2,949	2,815	134	3,635	3,626	82	6,668
<b>EAST MIDLANDS</b>							
Derby	4,932	4,631	301	7,440	7,411	45	12,417
<b>WEST MIDLANDS</b>							
Stoke-on-Trent	7,783	7,576	207	4,972	4,942	156	12,913
Telford and Wrekin	4,449	4,251	198	3,354	3,342	64	7,867
<b>EAST</b>							
Southend-on-Sea	2,633	2,496	137	3,462	3,448	49	6,144
<b>SOUTH EAST</b>							
Medway	5,408	5,180	228	6,012	5,998	112	11,532
Portsmouth	3,301	3,053	248	3,582	3,573	58	6,941
Reading	1,681	1,494	187	2,492	2,470	129	4,302
Southampton	4,259	4,006	253	4,027	4,011	49	8,335
<b>SOUTH WEST</b>							
Bristol, City of	7,528	7,157	371	8,879	8,861	147	16,554
Plymouth	7,179	6,663	516	5,117	5,101	161	12,459
Swindon	3,177	2,928	249	6,810	6,796	105	10,092

<sup>1</sup> <https://www.gov.uk/government/statistical-data-sets/dis01-valid-blue-badges-issued-and-held>

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