

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Scrutiny Committee

3rd March 2016

Report of the Head of Engineering & Transport

D. W. Griffiths

Matter for Monitoring

Wards Affected: All

Environment and Transport – Parking Services Report Card

Purpose of Report

- 1 To present for Scrutiny the Report Card for the Parking Services Unit.

Executive Summary

- 2 The Environment and Highways Cabinet Board on the 9th June 2015 approved the Divisional Business Plan for Engineering and Transport.
- 3 Each Business Unit within the division is required to complete a Report Card for each financial year, outlining the following:-
- 4 Performance against last year's Action Plan and Targets.
The challenges and opportunities faced in the short and medium term.
The actions and targets for the 12 months from April 2015 to March 2016.
- 5 The Report Card, set out in Appendix A, summarises the service priorities, key measures and key actions for the Parking Services Unit.

Consultation Outcome

- 6 Employees within the individual services and external customers where relevant have been consulted in the development of the Report Card.

Financial Impact

- 7 These are covered in the appended report card.

Equality Impact Assessment

8 Not applicable.

Workforce Impacts

9 These are covered in the appended report card.

Legal Impacts

10 Not applicable.

Risk Management

11 A Risk Matrix for the Directorate has been prepared which incorporates the risk within this service area.

Recommendation

12 This item is for monitoring purposes.

Reasons for Proposed Decision

13 Not applicable.

Implementation of Decision

14 Not applicable.

Sustainability Appraisal

15 The activities of the Environment Directorate have an impact on all themes in the Single Integrated Plan. Operational Business Plans contribute to service improvement by setting out service specific priorities for the next 12 months and how they will be met. Managers are required to consider Corporate policies such as equalities and health when determining how they meet their service priorities.

Appendices

16 Appendix 1 Parking Services Report Card.

List of Background Papers

- 17 Engineering & Transport Business Plan - Environment and Highways
Cabinet Board – 9th June 2015.

Officer Contact

- 18 Steve Cook - Parking Manager
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PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

Brief description of the service

Parking services are responsible for the enforcement of all on-street traffic orders together with the enforcement of the authority controlled off-street car parks.

The service also deals with appeals against the issue of individual penalty charge notices and the preparation of documents for submission to the independent Traffic Penalty tribunal.

In addition to the above parking services administer the authority's permit parking schemes.

Parking Services now operate from Tregelles Court, Neath Abbey and employs 17 members of staff. Enforcement is operational seven days a week from 07:45- 19:45, except Bank Holidays. Seven beats cover the Borough, based on levels of enforcement required i.e. three in Neath, one in Port Talbot, one in Skewen, one in Pontardawe and one mobile patrol covering the rural areas.

Progress on our priorities April 2015 – February 2016 (Service Performance)

Key Priorities for 2015/16 (see *Head of Service Business Plan*)

- Introduction Permit System – Neath Town Centre.

This will assist retailers with loading and unloading in Neath Town Centre Pedestrian Zone and will help with the enforcement of the pedestrianized zone. This was completed in October 2015.

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

- Undertake Management Responsibility for the New Neath Multi-storey car park.

Parking Services will take responsibility for management and running of the new car park. Commenced October 2015.

- Introduction New Tariff Structure

The proposed tariff changes will make a revenue contribution to the Council's Financial Plan in 2015/16. This was completed in January 2016

- Introduction of Transferable Pay and Display Tickets.

The transfer of pay and display tickets will help the cost for some members of the public when shopping in different centres when parking in the same band of car park i.e. short/long stay. This was completed in May 2015

- Feasibility in to the introduction of a Cashless Parking system.

This will allow members of the public to pay in the authority's pay and display car parks via mobile technology. This is ongoing.

- Cash Collection by Parking Services.

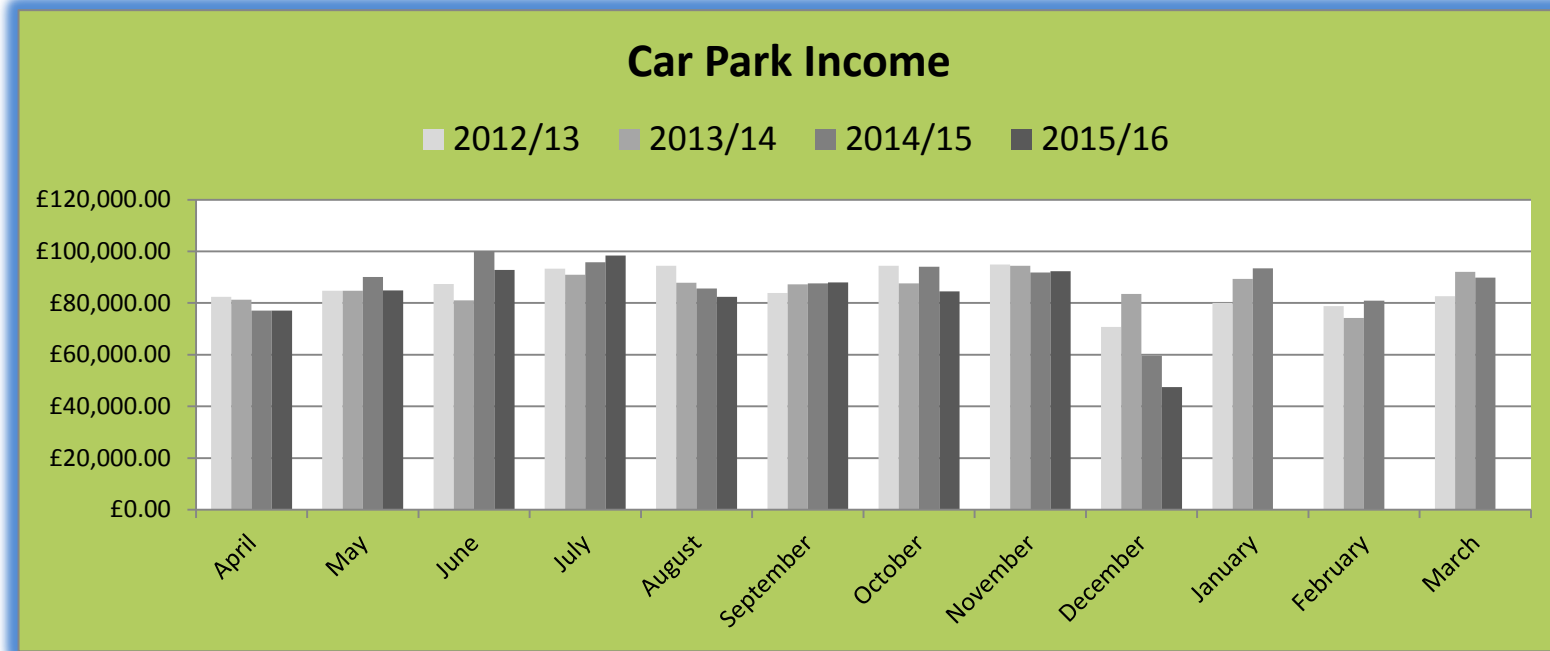
Budget savings if the cash collection is undertaken by parking services. This was achieved November 2015

Financial

- For the financial year parking services has achieved a balanced budget and met its forward financial plan obligations.

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016



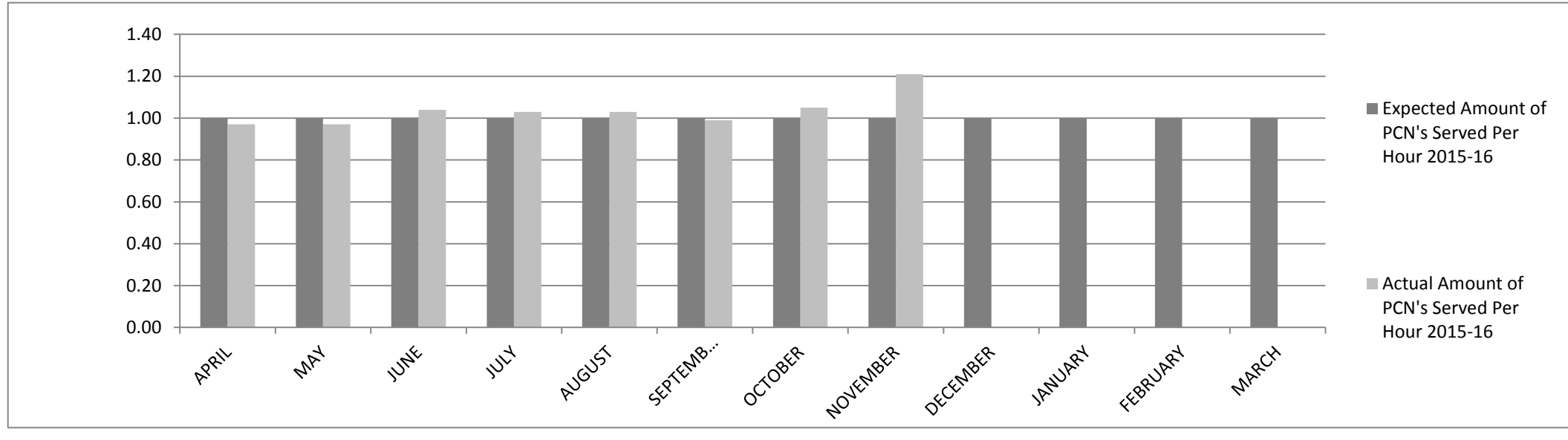
The chart above shows the income taken by month for the pay and display car parks in the county borough.

Employee/Staffing

PARKING SERVICES SERVICE REPORT CARD

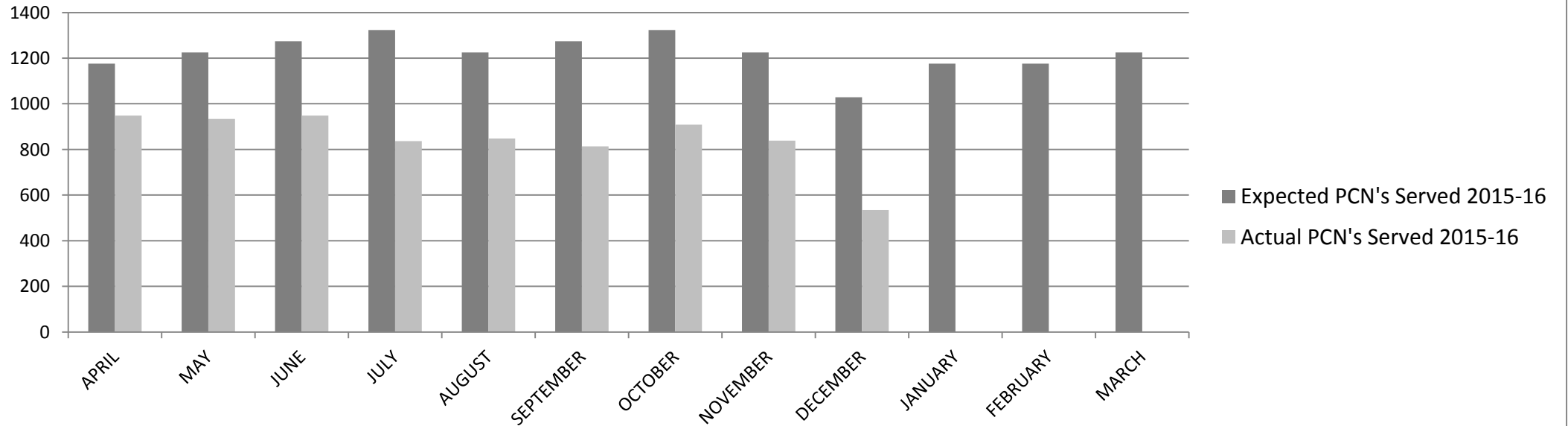
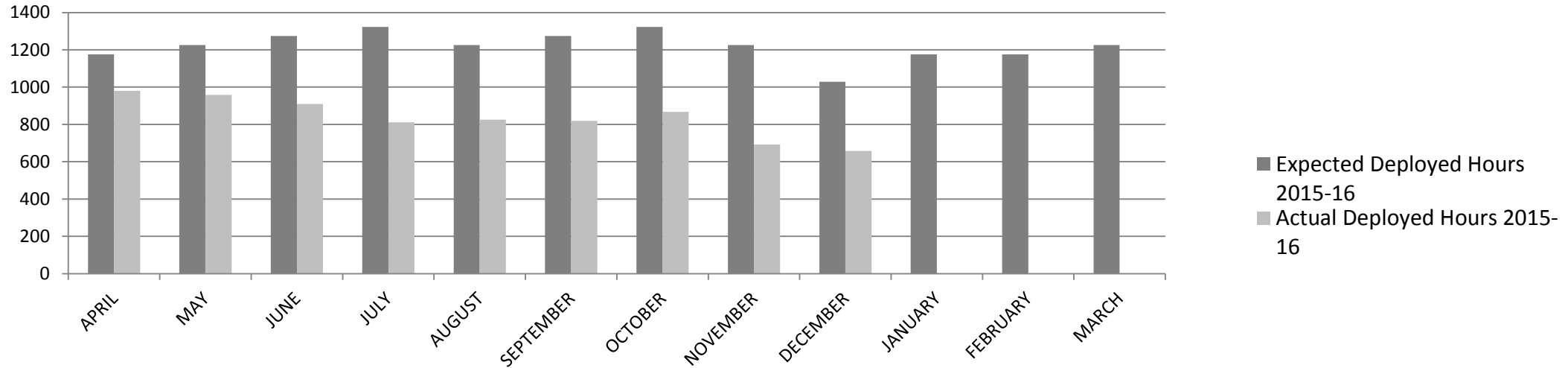
April 2015- February 2016

- Shown below are the service performance measures for 2015/16 against the previous year.



PARKING SERVICES SERVICE REPORT CARD

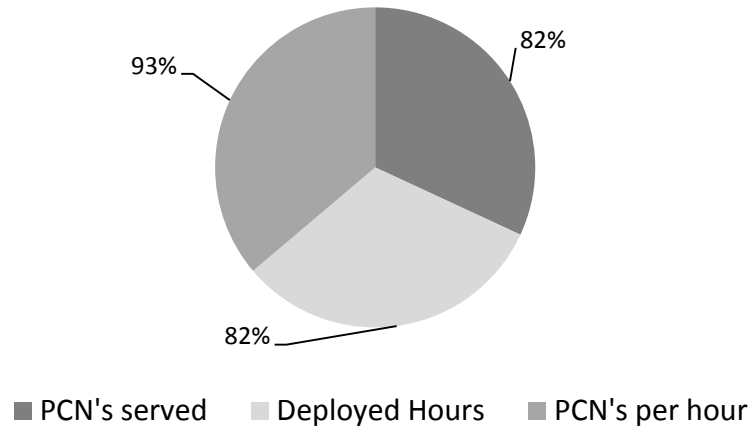
April 2015- February 2016



PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

Percentage of expected Level Achieved



Number of Penalty Charge Notices issued -	9265
Number of Penalty Charge Numbers Paid	5583
Number of Penalty Charge Notices Cancelled Following an Appeal	1331
Number of Penalty Charge Notices Cancelled for Other Reasons	207
Number of Penalty Charge Notices still Progressing in System	2144

- The expected deployed hours are based on 42 beats being patrolled for seven hours per week.

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

- The expected deployed hours were not achieved for 2015/16 due to vacant posts, combined with staff sickness.
- The expected amount of PCN's is based on 7 PCN's served per officer per shift.
- The expected amount of PCN's was not achieved for 2015/16 due vacant posts, combined with staff sickness.
- The expected amount of 1 PCN served per deployed hour has been reduced from 1.14 per hour in line with our business plan to increase compliance and reduce the amount of PCN's issued.
- The actual amount of PCN's served per enforcement hour for the year 2015/16 was 1.07 below the expected level of 1.14.

Measure	2014/15 Actual (Full Year)	14/15 Qtr. 3 (cumulative)	15/16 Qtr. 3 (cumulative)
Corporate Measure: Average FTE working days lost due to sickness absence			
Service: Parking Management	11.7	4.8	11.2
Directorate: Environment	9.8	7.0	7.3
Council	9.4	6.7	6.8

Shown below is the sickness information for Parking Management.

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PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

Key Actions for 2016/2017

What	Who	By When
<ul style="list-style-type: none">Relocate to the Quays	SC	September 2016
<ul style="list-style-type: none">Appoint a new Senior Civil Enforcement Officer in line with Management of Change (to replace post holder who has been medically redeployed)	IR	June 2016
<ul style="list-style-type: none">Recruit and train four new Civil Enforcement Officers to fill vacant posts in order to achieve expected service measures	IR	August 2016
<ul style="list-style-type: none">Introduce a cashless payment system for off-street parking	SC	July 2016
<ul style="list-style-type: none">Introduction virtual permit system	SC	April 2016

- Staff morale (staff survey developed by Corp Strategy) - to be completed during 2016/17
- 100% of staff training and development needs met.

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

- 100 % of staff received PDR's in last 12 months

Customer

During the year 2015/16 parking services received 0 complaints and received 3 compliments.

It is envisaged that a customer satisfaction survey will be undertaken in 2016/17