

# Overview and Scrutiny Committee



Forest Heath  
District Council

<b>Title of Report:</b>	<b>Car Parking Update</b>	
<b>Report No:</b>	<b>OAS/SE/19/003</b>	
<b>Report to and date/s:</b>	<b>Overview and Scrutiny Committee</b>	10 January 2019
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<b>Purpose of report:</b>	To update Members on the current status of the council's off street parking and associated work priorities	
<b>Recommendation:</b>	Overview and Scrutiny Committee:  <b>Members are asked to <u>note</u> the report.</b>	
<b>Key Decision:</b>  <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>	<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	
<b>Consultation:</b>	Engagement with customers and external partners have taken place across the past year that has informed this report	

<b>Alternative option(s):</b>		N/A	
<b>Implications:</b>			
Are there any <b>financial</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>staffing</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>ICT</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>legal and/or policy</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>equality</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
Car parking tariffs are set incorrectly resulting in sub-optimal performance	Medium	Regular consultation should be carried out to provide clear rationale for proposed changes	Low
Town centres adversely affected by tariff changes	Low	Feedback from customers/ Stakeholders and benchmarking information	Low
<b>Ward(s) affected:</b>		All	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		None	
<b>Documents attached:</b>		None	

## 1. Key issues

1.1 This report provides an update of the car parking service from January to November 2018, identifying use by customers and projects undertaken across the year.

### Usage

1.2 A total of 671,513 car parking events were recorded during this period across all car parks in Newmarket. This figure shows a rise of 1% against the same period in 2017 and represents approximately an additional 6,000 visitors.

1.3 Some car parks have performed better than others in the overall mix of increases and decreases: Rous Road short stay has continued to attract more visitors with a strong increase of 6.7% against the same period last year, again most likely to be the continuing attraction of the adjoining Home Of Horse Racing.

1.4 Other notable increases were seen at St Marys (+5.5%) and Market Square (+7.8%). Market Square usage has benefitted from the relocation of the market from September on Tuesdays and Saturdays which has seen this popular town centre car park available to the customer throughout the week.

1.5 Grosvenor Yard has seen a decrease of 12%. This car park has seen a lot of continuous disruption from construction which has likely proved a deterrent to customers. Planned maintenance at the site has been deferred due to the ongoing building works and planned works by Anglian Water. The car park has also been used to accommodate market trader vehicles since the recent relocation of the market to the High Street.

1.6 Weekly tickets offering discounts in four long stay car parks have continued to attract customers over the period. Grosvenor Yard has seen purchases decrease significantly due to reasons given above whilst the offer has grown at All Saints.

Car Park	2017	2018	%
All Saints	280	386	+38
Grosvenor Yard	1393	602	-57
Guineas	2611	2604	-0.2
St Marys	168	144	-14

### 1.7 Car Park Table

Car Park	2017	2018	%
All Saints	62646	60449	-3.5
Grosvenor Yard	46983	41313	-12
Market Place	73170	78893	+7.8
Guineas MSCP	281121	275801	-1.9
St Marys	20479	21621	+5.5
Rous Road	181269	193436	+6.7

- 1.8 Despite more car parking transactions, income fell by £26,311 (-4.7%) to £529,568 between 1 January 2018 to 30 November 2018 compared to the year previous. This is a trend apparent across all car parks in West Suffolk and nationally, with users choosing to pay a lower shorter stay tariff.

**Issue of Fines**

- 1.9 A total of 1,490 parking fines were issued in the car parks during this period in 2018 which represents a 4.5% reduction against the same period in 2017. The car parking service continues to develop an ambassadorial, customer focused approach to service delivery and these figures indicate that customers are aware of the regulations in car parks and overwhelmingly comply. Members may wish to note that issued fines issued represent only 0.2% of all parking transactions.

**Pocket Car Parks**

- 1.10 The District Council owns six pocket car parks in Newmarket providing 68 spaces which are available for lease to local residents. The number of leased spaces has increased by two spaces compared to last year and are set out below:

<b>Pocket Car Park</b>	<b>Let Spaces</b>
All Saints	16/16 spaces Full
Queen Street	13/13 Full
Queen Street (garage area)	3/3 Full
Granby Street (small)	5/8 spaces let
Granby Street (Friendship House)	14/16 spaces let (1 withdrawn for rubble storage)
Rous Road	7/7 Full

**RingGo and cashless payment**

- 1.11 RingGo cashless payments are available in all car parks as an alternative to using coins in the pay machines. The adoption of this alternative payment method has seen continuous growth since first being introduced in 2016. In the period covered by this report, RingGo payments have increased by 41% to £39,000 compared to the previous period. In July 2018, credit/debit card payments became possible through enabled pay machines for the first time and although comparison periods are not possible, it should be noted that close to 11,000 credit card payments have been accepted since July.

**Park Mark**

- 1.12 As in previous years, the Council’s pay and display car parks have been independently inspected by the police and parking specialists. The inspection considers the level of safety, cleanliness, quality of signage, frequency of patrols by uniformed attendants, and maintenance within our car parks. The council’s car parks have again been recognised for their high quality of management with a Park Mark award. Due to the reported issues at Grosvenor Yard, the award has been suspended until improvements are made.

## **Disabled Parking Accreditation**

- 1.13 This accreditation is a new initiative by the charity Disabled Motoring UK (DMUK) and is managed by the British Parking Association (BPA). Car parks that achieve the DPA demonstrate to their customers that they are committed to creating high quality parking facilities for disabled people. All Newmarket car parks (with the exception of Grosvenor Yard) were assessed in 2017 and do not need to be re-assessed until late 2019.

## **Civil Parking Enforcement**

- 1.14 In February 2017 Cabinet agreed a business model for the potential transition of on-street parking enforcement in Suffolk from the Police to Local Authorities. Such a change is known as Civil Parking Enforcement (CPE). An outline application has been submitted by Suffolk County Council to the Department of Transport with a view to implementing the new enforcement regime from April 2019. We await confirmation from the Department of Transport (DfT) that the processing and legislative timeline is acceptable given the commitment of resources to Brexit. Despite the most recent re-application being made in September 2017 there is still no definitive go-live date indicated by the DfT.

## **2.0 Conclusion, future work streams and recommendation**

- 2.1 The reported period of 2018 has shown a modest increase in transactions which set against last year's rise and in the context of the national trend is very positive. The recovery of Market Square car park has made an additional two days each week of valuable town centre car parking available and has been widely taken-up and contributed to the reported additional parking activity over the period.
- 2.2 Priority work streams for the next 12 months include:
- a) Urgent improvements to Grosvenor Yard (in conjunction with impending planned works by Anglian Water and in liaison with Suffolk County Council who are responsible for the highway dividing the site);
  - b) As a pilot we are supporting Suffolk County Council on the development of a Newmarket Parking Plan that will consider on street parking across the town with a view to identifying further capacity and reviewing parking restrictions. This will be completed in time for strategic review of Off Street parking across the district due to commence in June 2019; and
  - c) New Electric Charging Points under consideration at All Saints car park

## **3. Recommendation**

- 3.1 Members are asked to note the report.