

**Executive**  
Committee

## **Appendix 3**

22 July 2009

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**Redditch Borough Council**

### **OFF - STREET PARKING POLICY**

**June 2009**

## **SCOPE OF THE POLICY**

The Policy is described in detail under the following headings:

### **1. PROVISION AND MANAGEMENT OF CAR PARKS**

- 1.1 Strategy
- 1.2 Aims
- 1.3 Service delivery
- 1.4 Provision and location

### **2. OPERATION OF CAR PARKS**

- 2.1 How the Services are provided
- 2.2 Equality and access
- 2.3 Charging
- 2.4 Special parking arrangements
- 2.5 Blue Badge holder parking
- 2.6 Customer care
- 2.7 Opening hours, accessibility and enforcement
- 2.8 Cash collection
- 2.9 Security/CCTV

### **3. MAINTENANCE OF CAR PARKS**

- 3.1 Structural and surfacing
- 3.2 Environment
- 3.3 Lighting and other equipment
- 3.4 Vandalism

## **1. PROVISION AND MANAGEMENT OF CAR PARKS**

### **1.1.1 Strategy**

Until June 2009, all surface car parks within the ownership of the Borough Council have been free to all users. This situation is mainly due to the fact that the Council have never operated a Parking Management and Enforcement Service. With the introduction of Civil Parking Enforcement in March of this year, this has changed. An Order under the Road Traffic Regulation Act 1984 will be made by this Council, to enable the Council to operate and regulate Pay and Display car parks.

### **1.2 Aims**

The Council's aim in adopting this Policy is to ensure that the car parks are used correctly by residents and visitors to the Borough, whilst at the same time ensuring that such facilities maximise potential revenue income for the Council.

### **1.3 Service delivery**

As of 31 March 2009, Redditch Borough Council became responsible for Civil Parking Enforcement within the Borough, acting as Agent for Worcestershire County Council. Wychavon District Council operates the service on behalf of Redditch, under a Service Level Agreement.

### **1.4 Provision and location**

Car parks are sited at various locations within the Borough. They are provided primarily for motorists who are resident in, or visitors to, the Borough, for personal, business and recreational purposes. They are not intended for use by medium or large commercial vehicles. It is anticipated that the sites will be brought into a Pay and Display mode in various stages, according to Council requirements.

The first stage (anticipated to be operational in Autumn 2009) includes two car parks. These are the Town Hall and Trescott Road car parks, both of which are Council staff car parks, and they will therefore only be operational at weekends.

## **2. OPERATION OF CAR PARKS**

### **2.1.1 How the Services are provided**

The Council's off-street car parks are managed primarily by Wychavon District Council, in conjunction with the Redditch Borough Council's Designated Officer. Civil Enforcement Officers undertake regular enforcement patrols, and will assist motorists where appropriate.

### **2.2 Equality and access**

The Council aims to provide car parks which are accessible to all. The requisite number of defined disabled parking spaces will be provided within each car park. These will assist users with mobility impairments.

### **2.3.1 Charging**

Fees will be levied in the car parks at a level set by the Council each year. The pricing structure will be set with the aim of both encouraging users and maximising potential revenue income, whilst taking into consideration fee levels set by other car park providers. The fees will be collected by means of Pay and Display operating systems.

### **2.3.2 Special parking arrangements (Town Hall car park)**

The Town Hall car park may be closed at the discretion of the appropriate Officers, to allow certain events/functions to be held within the Town Hall Civic Suite.

If Council Officers are required to work weekends, a pass will be issued for the Town Hall car park, for that day only. Such passes shall be issued to Officers on the preceding Friday only. Council Officers will be required to display the relevant pass to be permitted to park, free of charge.

### **2.5 Blue Badge holder parking**

Suitably designated disabled spaces will be provided in the Council's car parks, convenient to suitable access points, for the use of motorists with mobility impairment, and who are Blue Badge holders. The use of the spaces will be monitored by the Civil Enforcement Officers. The provision of these bays will be reviewed annually, and increased, depending on demand and usage in each car park, in accordance with the national guideline level of space provision.

Vehicles displaying the approved Blue Badge, will be permitted to park in all the pay and display car parks, free of charge.

## **2.6 Customer Care**

The care of customers will primarily be the responsibility of the Civil Enforcement Officers. They will provide assistance to the public, as applicable, in terms of access/egress/movement and circulation within the car parks, and ensure that all regulations are complied with. To ensure the efficiency of the Service, the Council's Designated Officer will, in conjunction with Wychavon District Council, determine the frequency of visits to each car park by the Civil Enforcement Officers.

The Council will endeavour to apprise motorists of car park location, by providing such information through the Council's web site and other information aides.

## **2.7 Opening hours, accessibility and enforcement**

The Council's car parks will be open at all times (except Town Hall and Trescott Road car parks, which will be open only at weekends). A Penalty Charge Notice will be issued for contravention of any of the following codes and conditions:

- 81 Parked in a restricted area in a car park;
- 82 Parked after the expiry of time paid for in a pay and display car park;
- 83 Parked in a pay and display car park without clearly displaying a valid pay and display ticket;
- 86 Parked beyond the bay markings;
- 87 Parked in a disabled persons' parking space without clearly displaying a valid disabled persons' badge;
- 91 Parked in an area not designated for that class of vehicle;
- 92 Parked causing an obstruction;

93 Parked in car park when closed.

## 2.8 Cash collection

Cash from pay and display machines will be collected by Redditch Borough Council's existing cash security company. This will only apply to Trescott Road car park in the first instance, as cash from the Town Hall car park, will be collected in accordance with arrangements made with the Council's Head of Financial, Revenues and Benefits Service.

## 2.9 Security/CCTV

The Council will aim to provide secure car parks. This will include adequate lighting and CCTV, where Capital funds permit. The Town Hall car park already benefits from CCTV.

## 3. **MAINTENANCE OF CAR PARKS**

### 3.1.1 Structural and surfacing

The car parks will be maintained to a safe and satisfactory standard by the Borough Council. The surface and structure will be inspected on a regular basis. Any necessary remedial works will be undertaken in order to prolong the life of the car parks, in the interests of economy and safety. To meet the requirements of both Health and Safety and insurance obligations, any faults that are considered to be a danger to users will be rectified without any undue delay.

### 3.1.2 Environment

The car parks will be kept in a clean and tidy condition. Shrub beds will be maintained and litter picked up regularly.

### 3.1.3 Lighting and other equipment

The lights will be inspected regularly and maintained in a good and safe working order.

### **3.1.4 Vandalism**

Incidences of criminal damage or vandalism identified by Civil Enforcement Officers or by CCTV (where available), will be reported to West Mercia Police. Should multiple or repeated incidents occur in car parks, these will be considered with the Community Safety Team, to identify any trends, and the best approach to resolving such issues.