

CONTENTS

Page Number

Chair's Foreword	2
Summary of Recommendations	3
Introduction/Background Information	5
Chapter 1: Parking Around Schools	11
Chapter 2: Highways	15
Chapter 3: Member Development	16
Conclusion	19
Appendix 1 - Terms of Reference	20
Appendix 2 - Witnesses	22
Appendix 3 - Timeline of Activities	23
Appendix 4 – Borough Councillors - Survey	24
Appendix 5 – Glossary	26

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FOREWORD

It gives me great pleasure to present the report of The Parking Enforcement Task Group to the Council.

Parking, and especially school parking, provide a large proportion of complaints dealt with by Councillors and our partners. This issue was originally raised at a meeting of the Audit, Governance and Standards Committee and it was suggested that this would be a suitable topic for a Task Group investigation.

All members of the group have remarked that the subject is far more complex than we first thought and that a lot has been learned throughout the process by all concerned.

The recommendations tabled within this report were all carefully considered and have been reached through input from the Police, Worcestershire County Council, Wychavon District Council and the staff at Redditch Borough Council. Members have also taken up the opportunity to accompany our Parking Enforcement Officers as they go about their duties.

I would like to thank all members of the group for their hard work in bringing forward this report and for the Officers involved for their help and guidance.



Councillor Mark Shurmer
Chair of the Parking Enforcement Task Group

SUMMARY OF RECOMMENDATIONS

CHAPTER 1: PARKING AROUND SCHOOLS

Recommendation 1

We recommend that at a meeting of Worcestershire Leaders' Board the Leader should raise the need to introduce Traffic Regulation Orders (TROs) for all zigzag road markings outside schools in the county. As part of this process the Leader should request that Worcestershire County Council write to the Secretary of State for Transport to request that additional, ring-fenced funding be provided to Worcestershire County Council that can be invested in introducing these additional TROs.

Financial Implications: There are no financial implications for Redditch Borough Council. The proposed action could result in Worcestershire County Council receiving additional funding.

Legal implications: There are no legal implications.

Recommendation 2

We recommend that, subject to the successful implementation of Recommendation 1 above, Redditch Borough Council should fund an additional Civil Enforcement Officer post dedicated to enforcement action around schools, to work term-time only.

Financial Implications: The estimated cost to the Council of an additional Civil Parking Enforcement Officer working term-time only is approximately £23,000 per annum. Members have been advised that once TROs are in place on zigzags outside schools and, given the level of complaints about problem parking outside schools, income from enforcement action undertaken by this Officer may not be sufficient to cover the total cost of the additional post. With the officer being present in the location, drivers do not tend to park illegally. Hence there is an improvement in parking but limited income.

Legal implications: There are no legal implications.

Recommendation 3

We recommend that Officers from Redditch Borough Council work with Worcestershire County Council, local schools and West Mercia Police to develop a strategy to tackle problem parking near schools.

Financial Implications: There would be the cost of Officer time.

Legal implications: There are no legal implications

CHAPTER 2: HIGHWAYS

Recommendation 4

We recommend that the need for road markings to be replaced as soon as possible after resurfacing work has been undertaken should be discussed at a forthcoming Redditch Highways Forum meeting. All Worcestershire County Councillors representing a Redditch division should be provided with a copy of the group's final report to facilitate a discussion of this subject.

Financial Implications: There will be the cost of printing copies of the group's final report for the consideration of all the County Councillors representing a Redditch division.

Legal implications: There are no legal implications

CHAPTER 3: MEMBER DEVELOPMENT

Recommendation 5

We recommend that training in respect of parking enforcement arrangements in the Borough should be provided in a single training session each municipal year as part of the member induction programme. New elected Members should be offered the opportunity to shadow a Civil Parking Enforcement Officer.

Financial Implications: There would be the cost of organising the training as well as the arrangements for Members to shadow the Civil Enforcement Officers. In addition, Members can claim an attendance allowance for travelling to attend training, which is reimbursed at 45 pence per mile. As each Councillor lives in a different location in the Borough and not all make claims the exact costs are difficult to calculate.

Legal implications: There are no legal implications

INTRODUCTION/BACKGROUND INFORMATION

Introduction

The subject of parking enforcement was raised by Members during a meeting of the Audit, Governance and Standards Committee held on 25th April 2019. During this meeting concerns were raised about problems with parking in the Borough, particularly in the town centre and around schools. The Committee requested that the Overview and Scrutiny Committee investigate this matter further.

At a meeting of the Overview and Scrutiny Committee held on 6th June 2019 Councillor Mark Shurmer, Vice Chair of the Audit, Governance and Standards Committee and a member of the Overview and Scrutiny Committee, presented a scoping document which set out proposals to review parking enforcement arrangements in the Borough, including the Council's contract to deliver a parking enforcement service on behalf of Worcestershire County Council (Appendix 1). Based on the information contained in the document Members agreed to launch the review.

Members were tasked with reviewing the following areas:

- To review the content of Redditch Borough Council's parking enforcement contract with Wychavon District Council.
- To consult with relevant Council Officers and partner organisations, including Worcestershire County Council and West Mercia Police, about parking enforcement issues in the Borough.
- To scrutinise the financial implications of the parking enforcement contract and of enforcement action in Redditch.
- To investigate action that could be taken to improve parking enforcement in the Borough.
- To review the action taken by the Council to communicate the Council's approach to parking enforcement and the powers available to the local authority in respect of dangerous and irresponsible parking.

Approach to Evidence Gathering

During the review Members gathered evidence from a range of sources. Information about parking enforcement in Redditch was obtained from the following:

- A presentation from the Head of Environmental and Housing Property Services and the Environmental Services Manager in respect of parking enforcement arrangements in the Borough.
- An interview with the Operations Manager from Wychavon District Council, with responsibility for managing the parking enforcement service on behalf of Redditch Borough Council.
- An interview with Inspector Mark Chappell of West Mercia Police regarding parking enforcement in the Borough.
- Reviewing relevant documentation relating to parking enforcement in Redditch, including information on the subject on the Council's website and a previous scrutiny report that recommended decriminalisation of civil parking enforcement.
- Consideration of written information submitted by Worcestershire County Council in response to questions about parking enforcement asked by the group.
- Reviewing the content of scrutiny reports in respect of parking enforcement and residential parking schemes undertaken by other Councils in the country. The group

considered scrutiny reports that had been published by Bromsgrove District Council in 2018, East Hertfordshire Council in 2014, Portsmouth City Council in 2019, Worcester City Council in 2012 and York City Council in 2019.

- Shadowing a Civil Enforcement Officer (CEO) during a shift at work in the Borough. Each Councillor shadowed a CEO on a different date in order to observe the service in action and to find out about the challenges impacting on the service. Members learned that CEOs often encounter resistance to their work and this can be aggressive in nature. The group wanted to be clear that they welcome the CEOs and feel that they should be supported in their work.
- Consulting with other Borough Councillors in respect of parking enforcement issues in their wards. A survey was developed to enable the group to consult with other Borough Councillors, which was circulated for Members' consideration both electronically and in a paper format (Appendix 4). A total of 18 Borough Councillors, representing both political parties on the Council and a range of wards across the Borough, submitted feedback to the group in completed surveys.

History of Parking Enforcement in Redditch and Contractual Arrangements

In September 2006 the former Environmental Overview and Scrutiny Committee established a Task and Finish Group to review the potential to introduce Civil (Decriminalised) Parking Enforcement in Redditch. At the time of this review there was one Traffic Warden operating on behalf of the police and a number of residents' parking schemes in the Borough. The Task and Finish Group concluded in 2007 by recommending that the Council should consult with the public about the potential to introduce Civil Parking Enforcement in the Borough.

Civil Parking Enforcement means that local authorities are responsible for enforcing on-street parking controls instead of the police for the majority of parking contraventions. In a two-tier authority area, the County Council is the responsible authority. Borough and District Councils can deliver this service on behalf of a County Council in accordance with a service agreement.

Worcestershire County Council discharged responsibility for civil parking enforcement to Redditch Borough Council in an agency agreement for on street enforcement of parking control in 2009. Redditch Borough Council adopted civil parking enforcement on 23rd March 2009. On this date the Council entered into a ten-year service level agreement (SLA) with Wychavon District Council to deliver the service on the authority's behalf. Under the terms of the SLA Wychavon District Council manage the Civil Enforcement Officers (CEOs) operating in the Borough, administration of the team, recovery of outstanding Penalty Charge Notices (PCNs), work on appeals, adjudication cases and warrant instructions in respect of PCNs and provide overall management of the parking enforcement service.

In 2019 the Council extended the SLA with Wychavon District Council for another three years. The end of this three-year period will coincide with the end of Bromsgrove District Council's SLA with Wychavon District Council for parking enforcement. At this stage Members have been advised that Officers are proposing to undertake a joint review of future parking enforcement needs across both the Borough and the District. Redditch Borough Council already works with Bromsgrove District Council in a shared service in respect of management arrangements for monitoring the SLA with Wychavon District Council. Members have been advised that this shared management arrangement has enabled the Council to reduce management costs for the service.

Worcestershire County Council is responsible for implementing parking restrictions while Redditch Borough Council is responsible for enforcement action. Worcestershire County Council is also responsible for ensuring that there are relevant Traffic Regulation Orders (TROs) in place to legally enable enforcement action to be taken. Any requests for additional restrictions, changes to restrictions or the background regarding the introduction of restrictions are determined by Worcestershire County Council's Highways Department.

If the Council should decide in future to cancel the agreement with Worcestershire County Council, under the terms of the contract Redditch Borough Council would need to give two years' notice of termination from the beginning of the new contractual year in March. The group are not proposing that the Council should terminate this contract.

Parking Contraventions and Enforcement Arrangements

The legal framework for enforcement authorities in England and Wales is set out in Part 6 of the Traffic Management Act 2004. Local Authorities with enforcement responsibilities must refer to a single list of parking contraventions when issuing PCNs. The list of parking contraventions is issued nationally by the Secretary of State for Transport to local Civil Enforcement Authorities to enforce. Local authorities can select which contraventions to apply in their local area of responsibility.

Redditch Borough Council enforces the following parking contraventions on the public highway where a TRO is in place:

Code	Contravention
01	Parked in a restricted street during prescribed hours.
02	Parked or loading / unloading in a restricted street while waiting and loading / unloading restrictions are in force.
16	Parked in a permit space without displaying a valid permit.
21	Parked in a suspended bay / space or part of a bay / space.
22	Re-parked in the same parking space or zone within one hour (or other specified time) after leaving.
23	Parked in a parking space or area not designated for that class of vehicle.
24	Not parked correctly within the markings of the bay or space.
25	Parked in a loading place during restricted hours without loading.
26	Vehicle parked more than 50cms from the edge of the carriageway and not within a designated parking space.
30	Parked for longer than permitted.
40	Parking in a designated disabled person's bay without clearly displaying a valid disabled person's badge.
45	Parked on a taxi rank.
47	Parked in a restricted bus stop / stand.
99	Parked on a pedestrian crossing and / or crossing area marked by a zigzag.

CEOs must be present to witness a parking contravention in order to issue a PCN. Unfortunately, this means that CEOs cannot issue PCNs in relation to parking contraventions reported by another person nor can they act retrospectively. Enforcement action can also only take place where a TRO is in place. CEOs are required to undertake an observational period before they can issue a PCN. In cases where a car is parked on double yellow lines the CEO must observe for a period of three minutes whether the vehicle is loading or unloading or simply parked on the double yellow lines before a PCN can be issued. This time is extended to ten minutes in cases

involving a van parked on double yellow lines. The CEO cannot take enforcement action if the driver is in the vehicle in the driver's seat.

The routes of CEOs are not set, and staff work a variety of shift patterns, Monday to Sunday. Busy periods are prioritised for enforcement work, though quieter areas are checked to ensure compliance with parking requirements. The route on any given day is partly governed by limited waiting bays and the need for the CEO to take initial observations and then to recheck those bays again once permitted waiting times are due to expire.

At the time of the review there were 1.8 full time equivalent (fte) CEOs operating in Redditch. Members were advised that the CEOs were not issued with targets in terms of the number of PCNs they issued to drivers. Instead, CEOs were expected to educate drivers and to only take enforcement action as a last resort where necessary.

PCNs are issued by the CEOs throughout the year, where a parking contravention is identified, and the correct enforcement procedures have been followed. The numbers issued varies from year to year in accordance with the number of contraventions that are identified. The number of PCNs issued over the five years up to 2018/19 are detailed below.

	2014-2015	2015-2016	2016 - 2017	2017 - 2018	2018 - 2019
Number of PCNs	2,132	933	1,488	1,809	1,664

The CEOs only undertake parking enforcement in relation to on street parking in the Borough. The Council does not currently charge residents and visitors to park in Council owned car parks and therefore no enforcement action is undertaken at those locations. The Council also does not provide a parking enforcement service to privately owned car parks. However, Members were advised that private car park owners may commission private parking enforcement companies to take enforcement action on their behalf. On street obstructions are still managed by the Police and the Council's CEOs cannot issue tickets in relation to these offences. On street parking obstructions include vehicles parking on the pavement in locations where there are no road markings in place and where a parked car causes obstruction on the pavement preventing a pushchair or wheelchair from passing. Members felt that this should be clarified in the report as it is important to note that not all parking enforcement action undertaken in the Borough involves the Council.

Appeals

Drivers who have been issued with a PCN can appeal against the decision. This might occur if the driver feels there were mitigating circumstances. Information about the appeal process is provided on both the PCN paperwork and on the Council's website for drivers' information. Appeals at the first stage are considered by Wychavon District Council on Redditch Borough Council's behalf. If this local appeal fails the driver can subsequently appeal to the Traffic Penalty Tribunal, which is an independent body. The Traffic Penalty Tribunal's decision in respect of an appeal is final.

The number of PCNs that have been appealed and / or cancelled in the five-year period between 2014/15 to 2018/19 are outlined in the table below:

	2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019
No. of Appeals	607	266	339	409	444
No. Cancelled	139	74	126	162	143

The group was advised that there is a low cancellation rate for PCNs in Redditch compared to other districts in the county. However, Members were informed that there tended to be a higher rate of write offs in Redditch than in other parts of the county, in terms of writing off debts from unpaid PCNs. Write offs can occur for a number of reasons including in cases where the owner of a vehicle cannot be traced.

Financial Implications

The Council agreed to enter into a contract with Worcestershire County Council to deliver Civil Parking Enforcement for on street parking in the Borough on the understanding that the service would be cost neutral. Whilst there is a cost to the Council of contracting the service out to Wychavon District Council this cost can be offset by income from issuing PCNs. The table below sets out the costs of delivering the service compared to income over a five-year period from 2014/15 to 2018/19.

	2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019
Cost	£97,109.00	£34,319.03	£44,265.87	£62,768.84	£42,296.54
Income	£18,026.00	£23,471.53	£51,149.96	£52,930.84	£53,733.24
	£79,184.76*	£10,531.85*	£6,855.09	£9,868.25*	£11,346.85

(*The total figures in bold show the net cost to the Council of providing the service that year).

The Council's agreement with Worcestershire County Council to provide a civil parking enforcement service in the Borough states that Redditch Borough Council can cover the costs of undertaking enforcement. However, any excess income from issuing PCNs must be returned to Worcestershire County Council. The County Council does not reimburse Redditch Borough Council if, at the end of a financial year, income from the service did not cover the costs of delivering the service.

The group was advised that the same contractual arrangement is in place between Worcestershire County Council and other district Councils in the county. However, Redditch Borough Council is in a different position to the other district Councils inasmuch as the authority does not have Pay and Display car parks and therefore cannot split parking enforcement costs for this with off-street parking enforcement costs. Despite this Members are not proposing that the Council should reintroduce Pay and Display car parks in the Borough.

Members considered very carefully the financial costs involved in providing the parking enforcement service in the Borough. The group was advised that there was a need for a balanced approach in terms of parking enforcement which required the authority to not only consider potential income from enforcement but also the purpose of the service. On the one hand there is the potential for the Council to receive income from PCNs which will cover the costs of providing the service in cases where drivers are found to have committed a parking contravention. However, on the other hand the service can

be viewed as successful where people have been deterred from parking inappropriately in the Borough; but this results in a loss of income.

The group concluded that it would be appropriate for the Council to continue to provide the parking enforcement service on behalf of Worcestershire County Council as this would enable the authority to work in the local community's interests. Furthermore, Members concluded that based on the evidence provided they were satisfied that the authority was receiving a good service from Wychavon District Council. However, a number of areas were identified where the group agreed improvements could be made to the parking enforcement service and these areas are the focus of the group's final recommendations.

CHAPTER 1: PARKING AROUND SCHOOLS

Recommendation 1	We recommend that at a meeting of Worcestershire Leaders' Board the Leader should raise the need to introduce Traffic Regulation Orders (TROs) for all zigzag road markings outside schools in the county. As part of this process the Leader should request that Worcestershire County Council write to the Secretary of State for Transport to request that additional, ring-fenced funding be provided to Worcestershire County Council that can be invested in introducing these additional TROs.
Financial Implications	There are no financial implications for Redditch Borough Council. The proposed action could result in Worcestershire County Council receiving additional funding.
Legal Implications	There are no legal implications.

During the review the group was informed that parking problems are frequently reported in respect of schools, especially at school drop off and collection times. All the witnesses interviewed by the group acknowledged that parking near schools could be problematic and that some drivers committed parking contraventions at school opening and closing times. For example, Members were informed that:

"Parking concerns associated with school drop off/pick up is also a common complaint across the board."

Many of the Councillors who completed the group's survey in respect of parking issues in the Borough also reported that parking around schools was a problem. In a number of cases schools within a Councillor's ward were referenced, though a decision has been taken not to name particular schools in this report as this was an issue in the majority of wards across the Borough, rather than being confined to one or two schools. Examples of more general comments included the following statements:

"Schools are a big problem."

"The junction is plagued by inconsiderate drivers dropping off/collecting schoolchildren."

"It's a large issue at school drop off times every day, with illegal and inconsiderate parking being a regular complaint."

"Residents... have complained about careless parking during school times, residents are finding that parents are blocking drives, parking on the grass kerb (and) spoiling the grass."

The group therefore quickly concluded that parking near schools was a problem in Redditch. This has been recognised by the parking enforcement team operating in the Borough. Members were advised that the CEOs have undertaken enforcement action

around schools, on occasion in conjunction with West Mercia Police. However, Members were advised that the CEOs' ability to undertake enforcement action near schools was constrained by the fact that only one TRO is in place for the zigzag lines outside a single school in Redditch. As CEOs can only undertake enforcement action in respect of parking contraventions where a TRO is in place this curtails the ability of the Officers to deter parking on zigzag lines outside most schools.

As Worcestershire County Council is responsible for issuing TROs the group consulted with representatives of the County Council about the potential for TROs to be introduced for the zigzag lines outside all schools in the Borough. Members were advised that there was limited capacity within the resources available to enable Worcestershire County Council to introduce TROs for all zigzags outside schools in the Borough. In stating this Members were informed that "*...All sites would have to be surveyed to establish such things as the length of markings, their physical condition and their compliance with regulations before the TRO process could begin.*" Therefore, this would require significant work from County Officers. Furthermore, Members were advised that the same problem, in terms of limited TROs for zigzag lines outside schools, applied to schools across the whole of the county.

The group was informed that at a meeting of the Civil Parking Enforcement Working Group in October 2019 the issue with respect to the lack of TROs on zigzag lines outside schools had been discussed by partner organisations. During this meeting it had been suggested that in each district the top five schools where complaints in respect of parking had been received should be identified and nominated for the introduction of TROs for the zigzags located outside the schools. The group welcomed news that the top five schools in Redditch had been identified by the time that this review was completed, and that Worcestershire County Council had been notified of those schools.

The group concluded that it would be difficult for Worcestershire County Council to justify fast tracking the introduction of TROs for schools in Redditch ahead of schools in other parts of the county. Members also understood the capacity issues raised by Worcestershire County Council, which they recognised as impacting on many Councils at a time when local government finances are challenging. However, Members were very concerned to learn about the lack of TROs for the zigzag lines outside the majority of schools in the Borough. In particular, the group was concerned about the community safety implications of this situation, especially for school children.

In this context the group is proposing that the Leader of Redditch Borough Council should raise the subject of school safety and TROs outside schools at a forthcoming meeting of the Worcestershire Leaders' Board. Members agreed that this would be an appropriate subject for the Board to discuss as the limited availability of TROs outside schools has safety implications across the county, not just in Redditch. The group is also requesting that at this meeting of Worcestershire Leader's Board, The Leader should ask Worcestershire County Council to write to the Secretary of State for Transport, the Rt Hon Grant Shapps MP, to request additional ring-fenced funding to pay for the introduction of TROs outside schools in the county. Should this proposal receive other Leaders' support at the Worcestershire Leaders' Board meeting this would help the County Council to demonstrate collective agreement on the need to introduce TROs for zigzags outside schools in order to enhance the safety of children in Worcestershire.

Recommendation 2	We recommend that, subject to the successful implementation of Recommendation 1 above, Redditch Borough Council should fund an additional Civil Enforcement Officer post dedicated to enforcement action around schools, to work term-time only.
Financial Implications	The estimated cost to the Council of an additional Civil Parking Enforcement Officer working term-time only is approximately £23,000 per annum. Members have been advised that once TROs are in place on zigzags outside schools and, given the level of complaints about problem parking outside schools, income from enforcement action undertaken by this Officer may not be sufficient to cover the total cost of the additional post. With the officer being present in the location, drivers do not tend to park illegally. Hence there is an improvement in parking but limited income.
Legal Implications	There are no legal implications.

During the review Members were advised that the Council considered there to be an appropriate number of CEOs providing the parking enforcement service in Redditch. However, some Members and other expert witnesses suggested that by employing more CEOs the Council could improve the enforcement service in Redditch.

As detailed in this report parking contraventions near schools have been identified as a problem by both elected Members and the expert witnesses interviewed by the group. However, without the TROs for the zigzag lines outside schools, the potential for the CEOs to undertake enforcement action outside schools was limited. Members recognise that should the TROs be introduced, demand for enforcement by the CEOs outside schools, particularly during school opening and closing times, will increase. Members were also in agreement that drivers will only be deterred from committing parking contraventions near schools if enforcement action is seen to be taken. Therefore, the group is suggesting that an additional CEO should be employed dedicated to providing a parking enforcement service near schools.

The group has been advised that an additional CEO would cost the Council £23,000 per annum, if they were employed to work on a term-time only basis. The group is suggesting that the officer is recruited to work term-time only as this will be the time when demand for enforcement action to address parking contraventions committed near schools will be highest. Members were aware that the Council agreed to deliver the Civil Parking Enforcement service on behalf of Worcestershire County Council on the understanding that the service would be cost neutral. Whilst Members recognise that there is a cost to employing the additional CEO, income from enforcement action undertaken by this Officer may not be sufficient to cover the total cost of the additional post. With the officer being present in the location, drivers do not tend to park illegally. Hence there is an improvement in parking but limited income.

Recommendation 3	We recommend that Officers from Redditch Borough Council work with Worcestershire County Council, local schools and West Mercia Police to develop a strategy to tackle problem parking near schools.
Financial Implications	There would be the cost of Officer time.
Legal Implications	There are no legal implications.

The group noted that the CEOs are not able to resolve parking issues alone and cannot be in more than one place at any one time. If the Council employed significantly more CEOs across the Borough, they might be able to deter problem parking close to more schools. However, the employment of more CEOs would significantly increase the costs of providing the service and this would result in the service operating at a cost to the Council. Furthermore, a significant increase in the number of CEOs might be counterproductive inasmuch as it could impact on the reputation of the Council by presenting the service as punitive and focused on income generation rather than on educating the public about how to park safely and in accordance with the law.

Members recognise that many parents need to drop off and collect their children from school using their vehicles, rather than by walking or using public transport. In Redditch there is a three-tier system of education and parents may need to travel quickly between schools, if they have children of different ages, as school opening and closing times may be similar. Furthermore, Members have noted there will always be drivers who commit parking contraventions near schools. This could be for a range of reasons including people being late for work, a lack of awareness of parking contraventions and limited availability of parking spaces for parents and guardians to use near schools. However, Members feel that parents and guardians should be able to travel between schools and park without jeopardising the safety of their and other people's children.

In this context the group has concluded that an overarching strategy needs to be developed in respect of parking close to schools. Members have concluded that problems with parking near schools can only be tackled effectively if the Council works in partnership with other organisations that can influence the behaviour of drivers. This could include working with the police, schools and Worcestershire County Council to develop a joint strategy.

Members have been advised that this collaboration with partner organisations could be instigated in a variety of different ways by the Council. One option suggested to Members was that the Redditch Community Safety Tasking Group should take a lead on developing the strategy. An alternative option that has been suggested would be for the former School Safety Group, that worked to resolve parking issues at Ipsley RSA Academy a few years ago, to be reestablished to review arrangements at all schools in the Borough. Members did not have a specific view about which body should initiate this work on behalf of the Council as they felt this was an operational matter. Should this recommendation be approved by the Executive Committee, Members are proposing that Officers should determine how this strategy should be developed in collaboration with partner organisations.

CHAPTER 2: HIGHWAYS

Recommendation 4	We recommend that the need for road markings to be replaced as soon as possible after resurfacing work has been undertaken should be discussed at a forthcoming Redditch Highways Forum meeting. All Worcestershire County Councillors representing a Redditch division should be provided with a copy of the group's final report to facilitate a discussion of this subject.
Financial Implications	There will be the cost of printing copies of the group's final report for the consideration of all the County Councillors representing a Redditch division.
Legal Implications	There are no legal implications.

During the review Members shadowed one of the CEOs during shifts working in the Borough. Whilst shadowing the CEO Members observed that there were some roads where enforcement action legally could not be taken as the road markings on the highway had not been replaced since the road was resurfaced. This included instances where the CEO was aware that usually vehicles would not be permitted to park in a particular location because road marking such as double yellow lines would usually prevent a person from parking on that street. Members were concerned that this could endanger public safety and concluded that road markings should be replaced as soon as possible after resurfacing work has taken place.

In Worcestershire the County Council's Highways Department is responsible for maintaining the public highway, including repainting road surfaces and installing replacement signs. Redditch Borough Council works closely with Worcestershire County Council and reports any remedial works needed on the public highway. Officers at Redditch Borough Council, who were consulted about this recommendation, reported that they were in full agreement with the proposal.

The Highways Department at Worcestershire County Council works closely with County Councillors. There is a Highways Forum in Redditch, meetings of which are attended by Officers from the Highways Department and County Councillors, where issues impacting on the public highways are discussed. The group has concluded that their findings would be of interest to the County Councillors, particularly with respect to replacing road markings on roads in Redditch after resurfacing works have been carried out. Members therefore urge all County Councillors representing Redditch to read through the group's findings and to raise the matter at a forthcoming meeting of the Highways Forum.

The group is proposing that all County Councillors representing Redditch should be provided with a paper copy of this report to enable them to assess parking enforcement issues and the need for road markings to be updated in a timely manner. There is a cost to printing paper copies of the report for the consideration of the eight County Councillors who represent Redditch. To minimize the printing costs the reports will be printed in black and white, as colour printing is more expensive.

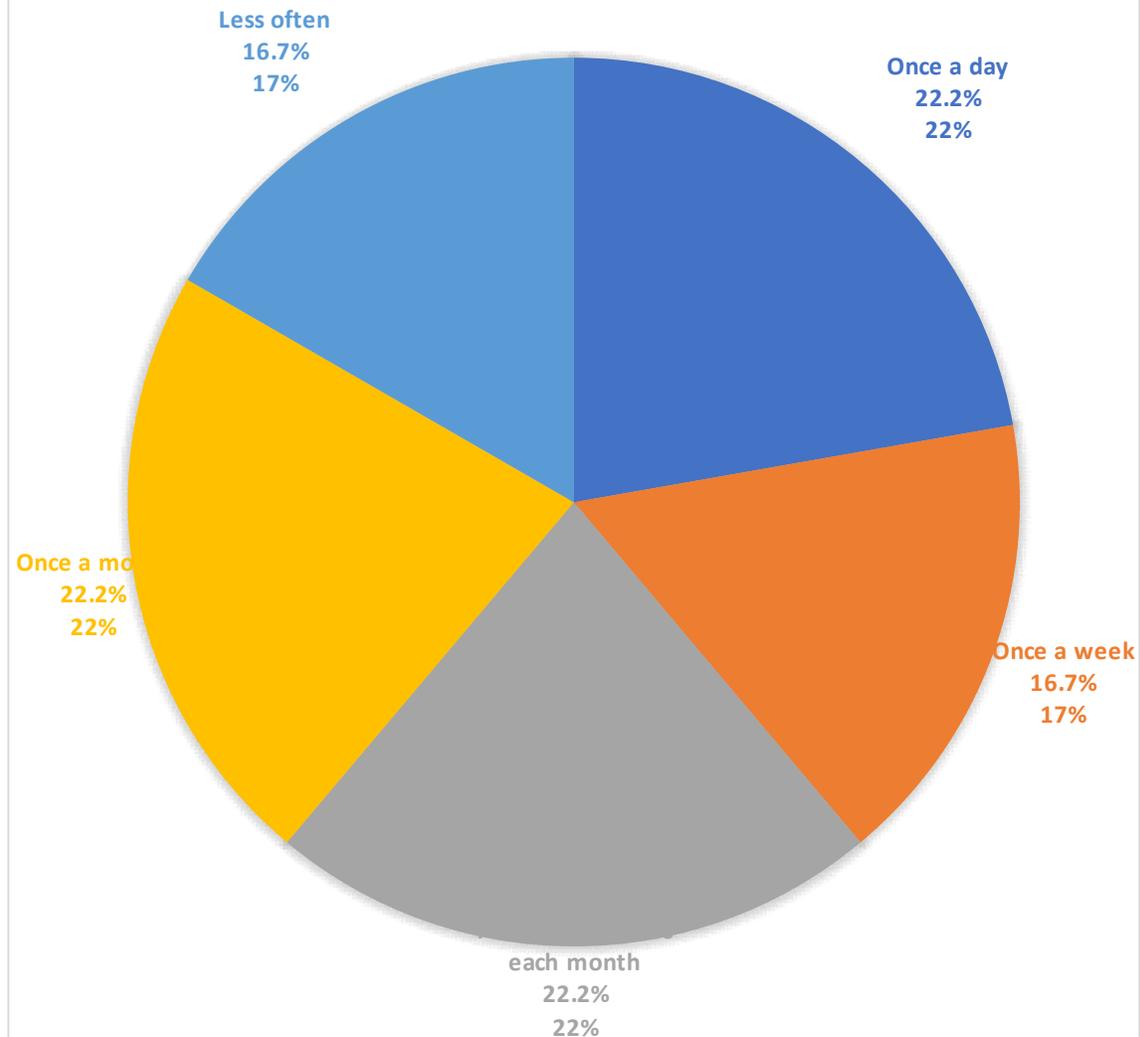
CHAPTER 3: MEMBER DEVELOPMENT

Recommendation 5	We recommend that training in respect of parking enforcement arrangements in the Borough should be provided in a single training session each municipal year as part of the member induction programme. New elected Members should be offered the opportunity to shadow a Civil Parking Enforcement Officer.
Financial Implications	There would be the cost of organising the training as well as the arrangements for Members to shadow the Civil Enforcement Officers. In addition, Members can claim an attendance allowance for travelling to attend training, which is reimbursed at 45 pence per mile. As each Councillor lives in a different location in the Borough and not all make claims the exact costs are difficult to calculate.
Legal Implications	There are no legal implications.

At the start of the review the group agreed that it would be important to consult with other elected Borough Councillors about the parking issues impacting on residents and businesses in their wards. Members recognised that it was likely that there would be issues that other Councillors would want to report as this subject had been raised as a matter of concern by Members not serving on the Task Group at a meeting of the Audit, Governance and Standards Committee in April 2019. The group also felt Councillors, as the elected representatives of their wards, could act as the voice for their communities in respect of any parking problems that were raised for their attention by local residents.

Completed copies of the survey were returned for the group's consideration by 18 Councillors, representing 62 per cent of all Councillors at the authority. Members have been advised that this is a good response rate for scrutiny Task Groups in Redditch. Members concluded that there was a high response rate for this survey due to a significant level of interest in the subject amongst Members and their residents. Indeed, in response to one of the group's questions about the frequency with which problems with parking were reported for Members' consideration, 39 per cent of Councillors reported that they were contacted by residents about parking issues either every day or once a week, 22 per cent reported that they were contacted a couple of times a month about parking matters and 22 per cent were contacted once a month. Only 17 per cent of Councillors reported that they were contacted by residents about parking matters less than once a month.

HOW FREQUENTLY DO RESIDENTS IN YOUR WARD REPORT PROBLEMS WITH PARKING FOR YOUR CONSIDERATION?



Given the frequency with which Members reported that they were contacted by residents regarding parking matters the group concluded that it was important that Members were informed about the parking enforcement service in Redditch. As part of this Members need to be informed about the circumstances in which CEOs might not be able to undertake enforcement action, such as in relation to on street obstructions which the police would enforce or in cases where no TROs are in place.

In this context the group is proposing that a training session should be available for all Members to attend each year as part of the Member Induction Programme. There would be financial implications to this proposal arising from Officer time involved in organising and delivering the training, though Members would expect this training to be delivered in house as it relates to a Council service.

In addition, Members concluded that it would be helpful if new Members could be offered an opportunity to shadow a CEO early in their term of office. Concerns have been raised by Officers that there might not be capacity within the parking enforcement team to enable every Member to shadow a CEO. However, Members noted that in Redditch there is a system of elections by thirds, whereby a maximum of ten Councillors are elected in three out of every four years. Each year it is likely that some existing Members would be re-elected and some of the new Councillors might not be able to participate for personal reasons. Therefore, the group concluded that in any given year it was unlikely that more than five new Members would want to take up the opportunity to shadow a CEO. As all four members of the Task Group shadowed a CEO on different occasions in 2019 the group concluded that it would be reasonable to arrange for five new Members to shadow a CEO each year.

CONCLUSION

The Parking Enforcement Task Group have undertaken an extensive review of parking enforcement arrangements in the Borough over the past nine months.

Members discovered that the work of the parking enforcement team was shaped by legislation and that there were many instances in which CEOs could not take action to address parking contraventions. In particular, the group was concerned to learn about problems with parking around schools in the Borough and the implications that this has for the safety of school children. It is for this reason that many of the group's recommendations focus on action that could be taken to improve parking near schools.

The group's recommendations have been informed by the evidence that they gathered during the review. Members urge the Executive Committee to approve their recommendations.

APPENDIX 1

Scrutiny Proposal Form

(This form should be completed by sponsoring Member(s), Officers and / or members of the public when proposing an item for Scrutiny).

Note: The matters detailed below have not yet received any detailed consideration. The Overview and Scrutiny Committee reserves the right to reject suggestions for scrutiny that fall outside the Borough Council's remit.

Proposer's name and designation	Councillor Mark Shurmer	Date of referral	13 May 2019
Proposed topic title	Review of Parking Enforcement Contract		
Link to local priorities including the strategic purposes	Keep my place safe and looking good. - Child protection issues around parking.		
Background to the issue	<p>Numerous complaints have been received by Members from residents from across the Borough over several years regarding dangerous and irresponsible parking. There is a need to ensure that support is provided to the Police in enforcement of parking problems, particularly at school sites in the morning and afternoons.</p> <p>This problem was raised during a meeting of the Audit, Governance and Standards Committee in April 2019. During the meeting members agreed that this subject would be suitable for further scrutiny and the intention of this scoping document is to raise the issue for the consideration of the Overview and Scrutiny committee.</p> <p>A range of partners have roles in respect of parking enforcement including Wychavon District Council, which delivers a parking enforcement service on behalf of Redditch Borough Council, West Mercia Police and Worcestershire County Council, as the local highways authority. A proper review of this subject would require consultation with partner organisations.</p>		
Key Objectives Please keep to SMART objectives (Specific, Measurable, Achievable, Relevant and Timely)	<ol style="list-style-type: none">1) To review the content of Redditch Borough Council's civil parking enforcement contract with Wychavon District Council.2) To consult with relevant Council Officers and partner organisations about parking enforcement issues in the Borough.		

	<p>3) To scrutinise the financial implications of the parking enforcement contract and of enforcement action to Redditch Borough Council.</p> <p>4) To investigate action that could be taken to improve parking enforcement in the Borough.</p> <p>5) To review the action taken by the Council to communicate the Council's approach to parking enforcement and the powers available to the local authority in respect of dangerous and irresponsible parking.</p>
<p>How long do you think is needed to complete this exercise? (Where possible please estimate the number of weeks, months and meetings required)</p>	<p>This review should take 4 – 5 months.</p>

Please return this form to: Jess Bayley, Jo Gresham or Amanda Scarce, Democratic Services Officers, Redditch Borough Council, Town Hall, Walter Stranz Square, Redditch, B98 8AH

Email: jess.bayley@bromsgroveandredditch.gov.uk /

jo.gresham@bromsgroveandredditch.gov.uk /

a.scarce@bromsgroveandredditch.gov.uk

APPENDIX 2

Acknowledgements

Members would like to thank the following people for providing evidence during their review:

- Inspector Mark Chappell, West Mercia Police Force
- Stephen Forshaw, Contracts Supervisor, Wychavon District Council
- Kelly Griffin, Operations Manager, Wychavon District Council
- Kevin Hiron, Environmental Services Manager, Redditch Borough Council
- Guy Revans, Head of Environmental and Housing Property Services
- Gary Williams, Worcestershire County Council

The group would also like to thank the 18 Councillors who completed a copy of their survey. The information provided in these completed surveys helped to inform the group's final recommendations.

Finally Members would like to thank the CEO, Carys ?, who Members shadowed to learn more about the parking enforcement service.

APPENDIX 3
Timeline of Activities

Date	Task Group Activity
11/07/19	Initial meeting to discuss the scope of the review and evidence gathering.
25/07/20	Presentation from the Head of Environmental and Housing Property Services and the Environmental Services Manager in respect of parking enforcement arrangements in Redditch.
08/08/19	Consideration of the content of the report by the previous scrutiny group focusing on the introduction of civil parking enforcement in Redditch as well as information about the authority's parking enforcement arrangements published on the Council's website. Also, consideration of scrutiny reports by other Councils focusing on parking enforcement and parking zones.
09/09/19	Interview with Inspector Mark Chappell, West Mercia Police
02/10/20	Interview with the Operations Manager at Wychavon District Council. In addition, consideration of the Worcestershire local Transport Plan, Worcestershire Residents' Parking Policy and the Parking Policy in England briefing paper, published by the House of Commons Library in August 2018.
16/10/19	Councillor Jenny Wheeler shadowed a CEO during a shift in Redditch.
02/11/19 (am)	Councillor Salman Akbar shadowed a CEO during a shift in Redditch.
02/11/19 (pm)	Councillor Mark Shurmer shadowed a CEO during a shift in Redditch.
11/11/19	Councillor Joanne Beecham shadowed a CEO during a shift in Redditch.
06/02/20	Consideration of written evidence submitted in response to the group's questions by Worcestershire County Council as well as written feedback received from elected Members in completed surveys. Members also proposed a list of draft recommendations at this meeting.
25/02/20	Consideration of feedback from Council Officers in respect of the group's draft recommendations and agreement of final recommendations.

APPENDIX 4
Redditch Borough Councillors – Parking Survey

Parking Enforcement Task Group Questionnaire

The Parking Enforcement Task Group was recently established to review parking enforcement arrangements in the town. The group is keen to hear from other Members about the issues with parking enforcement that residents may have raised, current parking enforcement arrangements and any suggestions about improvements that could be made to parking enforcement arrangements in the Borough.

- 1) To what extent is parking a problem in your ward? (Please name your ward)

- 2) How frequently do residents in your ward report problems with parking for your consideration?

- 3) What type of parking problems do residents report for your consideration as ward Councillor?

- 4) Where are parking issues occurring in your ward?

- 5) What parking enforcement measures currently in place in the Borough do you think work well?

- 6) What additional action do you think needs to be taken in respect of parking enforcement in the town and / or your ward?

- 7) Is there anything else that you would like to add for our consideration?

Thank you for taking the time to complete this questionnaire.
Please could you return this document to Jess Bayley by 10.00am on Wednesday 25th September 2019.

Paper copies of this questionnaire can be returned to:

Jess Bayley
Democratic Services,
Redditch Borough Council,
Redditch Town Hall,
Walter Stranz Square,
Redditch
B98 8AH.

An electronic version of this survey will also be circulated for Members' consideration.



APPENDIX 5: GLOSSARY

CEO – Civil Enforcement Officer

PCN – Penalty Charge Notice

SLA – Service Level Agreement

TRO – Traffic Regulation Order