



WATFORD
BOROUGH COUNCIL

Parking Service

Annual Parking Enforcement Report

2014/15



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Foreword

Welcome to Watford Borough Council's annual parking enforcement report for 2014/15.

As you will see, we are doing lots of good work in Watford to make sure parking is safe, easy and fair for our residents, businesses and visitors.

Our controlled parking zones help to improve the quality of life for local residents in areas where there is little or no on-street parking, giving people a greater chance of finding a parking space close to their home. We continue to be responsive to requests for changes and additions to parking controls across the town. Over the last year we have carried out various consultations with groups of residents about parking in their area. In deciding whether or not to introduce on-street parking controls we are guided by the views of residents most closely affected.

We have carried out improvements to the operation of controlled parking. Our residents can now order and renew their parking permits online; and we hope to digitise more of our parking services as the year continues.

As you will read, the aim of the Parking Service is to be self-financing, and we continue to be successful in achieving this. That means we don't need to use council tax money to fund the service.

We are always keen to hear what you think; join the conversation on Twitter @WatfordCouncil, email us: watfordcouncil@watford.parkinguk.org or you can write to me directly here at the Town Hall, Watford, WD17 3EX.

Cllr Iain Sharpe,
Cabinet Member for Regeneration & Development

Introduction

This report seeks to explain what we are doing to meet our parking policy objectives, detailing the key operational and financial information of the service.

There are huge and ever increasing demands on the limited road space within Watford, which are more comparable with London Local Authorities, as opposed to a town compacted into an area of just 21-square kilometres.

Watford is home to more than 34,000 households and 90,000 inhabitants, an expanding regional shopping centre attracting in excess of 400,000 visitors each week, a Premier League football club with a home capacity of 21,000 seats and an award winning park, Cassiobury, which receives over 1.2m visits a year. Additionally, the town centre has a vibrant night time economy including a restaurant met quarter, Palace Theatre and Colosseum entertainment venue all bringing in a regular influx of visitors.

Businesses are equally important to the sustainability, economy and appeal of Watford and their ability to receive goods and deliveries is often essential to their operations. Similarly, residents expect to be able to park within a reasonable distance to their homes, particularly with off-street parking being at a premium in many areas throughout the town.

Inevitably, competition amongst the various groups of road users is high and their reasons for parking will often be conflicting.

The Council Parking Service bears responsibility for balancing the demands and desires of the various groups against the management of the limited degree of road space available as best as possible, in order to maximise parking opportunities and improve compliance to existing parking regulations.

In accordance with the Traffic Management Act 2004, local authorities that carry out Civil Parking Enforcement (CPE) are expected to be accountable and transparent and as such are required to publish an annual report every financial year.

Further information regarding the Traffic Management Act 2004 and the Department for Transport Operational Guidance to local authorities can be viewed on the website www.gov.uk/government or via the following link:

<https://www.gov.uk/government/publications/operational-guidance-to-local-authorities-parking-policy-and-enforcement>

Background

In respect of on-street parking enforcement, Watford Borough Council acts on behalf of Hertfordshire County Council (the highway authority) under the terms of a parking agency agreement between the two authorities. As the parking authority Watford Borough Council is responsible for the enforcement of its own off-street car parks.

Watford Borough Council works in partnership with Three Rivers District Council and Dacorum Borough Council with Watford Borough Council hosting a parking enforcement contract with an external parking enforcement contractor, Indigo (formerly known as Vinci Park UK Ltd). This contract provides parking enforcement officers, operation of parking shops, back office functions, pay and display maintenance, permit issue etc.

Three Rivers and Dacorum will each produce their own annual reports. This report covers only the activity of Watford Borough Council for the period April 2014 - March 2015.



The purpose of Civil Parking Enforcement (CPE)

“CPE is a means of achieving transport policy objectives...but raising revenue should not be an objective of CPE, nor should authorities set targets for revenue or the number of Penalty Charge Notices they issue”

*(Department for Transport Traffic Management Act 2004
Operational Guidance to Local Authorities)*

The primary purpose of CPE, as identified in the statutory guidance, is to support local authorities (county and district) in their delivery of their overall transport objectives in areas such as those detailed below.

- Managing the traffic network to ensure free movement of traffic, (including pedestrians and cyclists), as required under the TMA Network Management Duty.
- Improving road safety.
- Improving the local environment.
- Improving the quality and accessibility of public transport.
- Meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car.
- Managing and reconciling the competing demands for kerb space.

It is not always easy to prove that CPE has a positive effect. Driving along a free-flowing road or walking along a footway without being blocked by parked cars is rarely noted or associated with CPE. Likewise, finding space in a clean, safe, well lit car park is taken for granted. It is often noted, however, when these essential benefits are not available.

CPE in Watford is undertaken by Indigo (formerly known as Vinci Park UK Ltd) on behalf of the Council under a contract that will expire in April 2018. The provision of this contract includes the following:

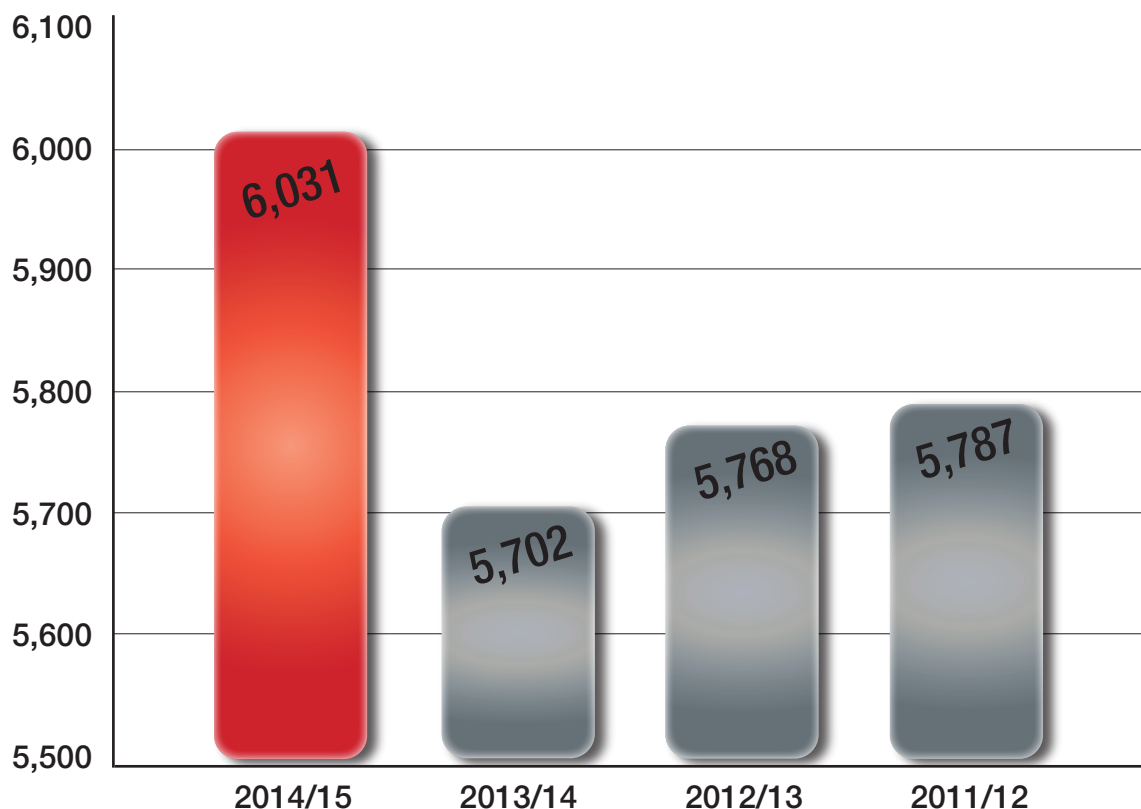
- 21 Civil Enforcement Officers (Watford only)
- Parking Shop and Notice Processing staff
- Maintenance and cash collection of Pay and Display machines
- IT hardware/software and support services
- Enforcement vehicles
- Suspension services
- Stationery
- Cleaning

Controlled Parking Zones

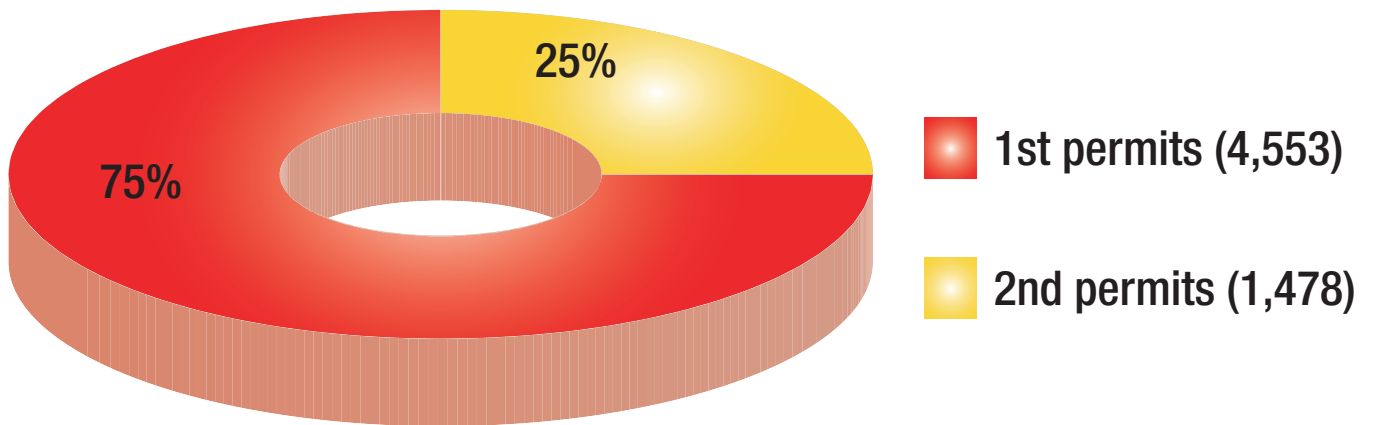
In order to fulfil our obligation to manage kerb side space effectively, Watford Borough Council has introduced a number of Controlled Parking Zones which effectively restrict all on-street space within its boundaries to particular users. There are 16 Controlled Parking Zones in Watford requiring varying hours of enforcement between 8am and 10pm, Monday to Sunday, including Bank Holidays.

Permits

During 2014/15 the following residents' parking permits were issued across the Controlled Parking Zone scheme:



Of the 6,031 residents' permits issued during 2014/15, the following were issued as **first and second permits**:

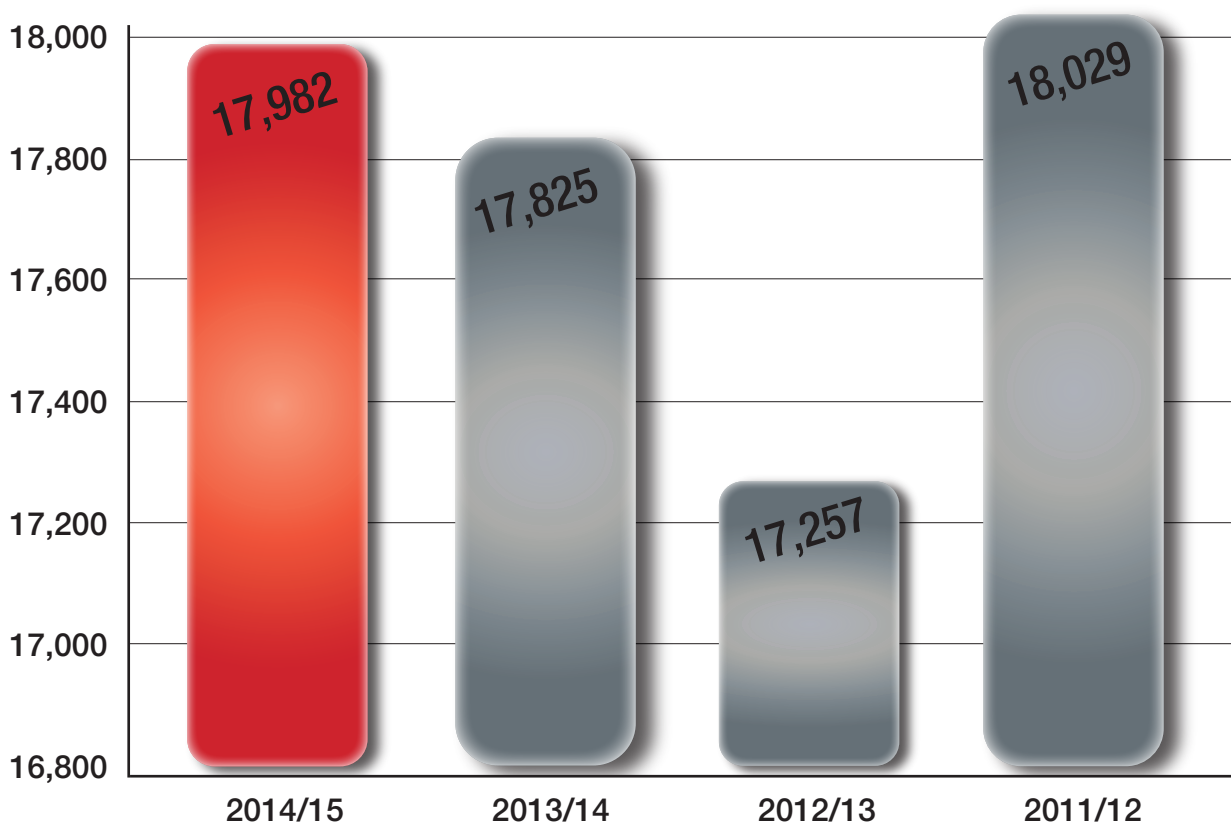


The cost of permits is £25 for the first permit in the household and £55 for the second permit, limited to one per person.

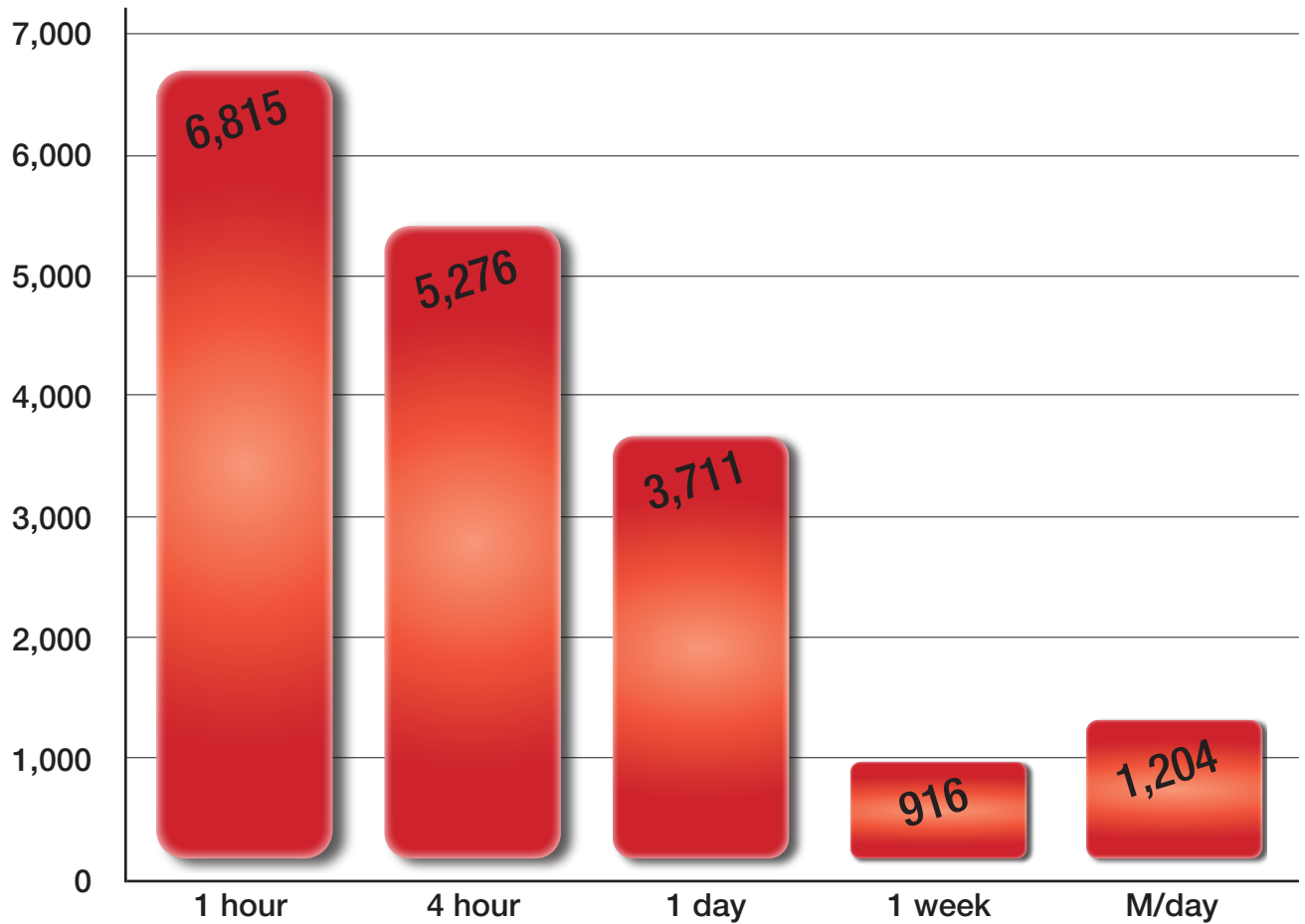
Within the Match Day zone (M/N), where permits are only required on first team match days of Watford Football Club, the cost of permits is £6 for the first permit in the household and £12 for the second permit in the household, limited to one per person.

Visitor Vouchers

During 2014/15 the following residents' visitor vouchers were issued across the Controlled Parking Zone scheme:



Of the 18,021 residents' visitors vouchers issued during 2014/15, the following were issued as 1-hour, 4-hour, 1-day, 1-week and match day vouchers:



Further information regarding the Controlled Parking Zone scheme, including a map of the zones throughout Watford, can be found on parking pages of the Council website at www.watford.gov.uk or via the following link:

<http://www.watford.gov.uk/ccm/navigation/transport-and-streets/parking/parking-permits>

Pay and Display & Car Parks

Pay and Display

Pay and display machines are situated throughout the Controlled Parking Zones and close to shopping facilities and local amenities. Permitted durations of stay are generally limited to 1, 2 or 4 hours and on-street charges are commonly £1 per hour (20p for 12-minutes) or £1.50 per hour (30p for 12-minutes).

Those located in the Controlled Parking Zones are highlighted on the zone map, which can be viewed on the parking pages of the Council website at www.watford.gov.uk or via the following link:

<http://www.watford.gov.uk/ccm/content/parking/watford-controlled-parking-zones-map.en>

- There are a total of 76 on-street pay and display machines
- 341,076 on-street transactions during 2014/15

Car Parks

There are 8 off-street pay and display machines situated within the Council operated car parks. These are detailed below:

- The Avenue (x3)
- The Town Hall (x2)
- Town Hall Visitors (x1)
- Longspring (x1)
- Central Leisure Centre (x1) (No charges apply)

A further machine is located within the Harebreaks on-street car park.

- 438,380 off-street transactions took place during 2014/15

Pay and display and off-street income is shown under “Financial Information” (see page 24)

Enforcement

“The Secretary of State considers that the exercise of discretion should, in the main, rest with back office staff as part of considering challenges against penalty charges and representations that are made to the local authority. This is to protect civil enforcement officers from allegations of inconsistency, favouritism or suspicion of bribery. It also gives greater consistency in the enforcement of traffic regulations.”

(Secretary of State’s Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions)

The Council and Indigo (formerly known as Vinci Park UK Ltd) have entered into a partnership using the British Parking Association model contract, which encourages best practice by ensuring that performance is measured on the quality of the service delivered. All Civil Enforcement Officers are salaried staff and do not work on any form of commission or ticket quota basis. Civil Enforcement Officers are not afforded discretion to ignore a vehicle parked in contravention. The initial objective of a Civil Enforcement Officer is to encourage compliance to the parking regulations or to move a vehicle on and a penalty charge will only be issued where it is evident that no alternative form of action can be taken.

During 2014/15 the following level of enforcement was carried out:

- 32,255 enforcement hours
Average of 2,688 hours per month
- 501,225 visited locations
Average of 41,769 visits per month

This enforcement included coverage of over 500 roads, 16 Controlled Parking Zone’s, 44 schools, 7 car parks and 22 match days, including bank holidays, Sundays and evenings.

“Enforcement authorities should aim to increase compliance with parking restrictions through clear, well designed, legal and enforced parking controls.”

(Secretary of State’s Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions)

An intensive lining and signing program is maintained in Watford, in line with the requirements of the Traffic Signs Regulations and General Directions 2002, to ensure that restrictions are communicated to motorists as clearly and concisely as possible so that the receipt of Penalty Charge Notices can be avoided, further achieving the objectives of the CPE regime.

Penalty Charge Notices

“The purpose of penalty charges is to dissuade motorists from breaking compliance...the objective of CPE should be for 100 per cent compliance, with no penalty charges.”

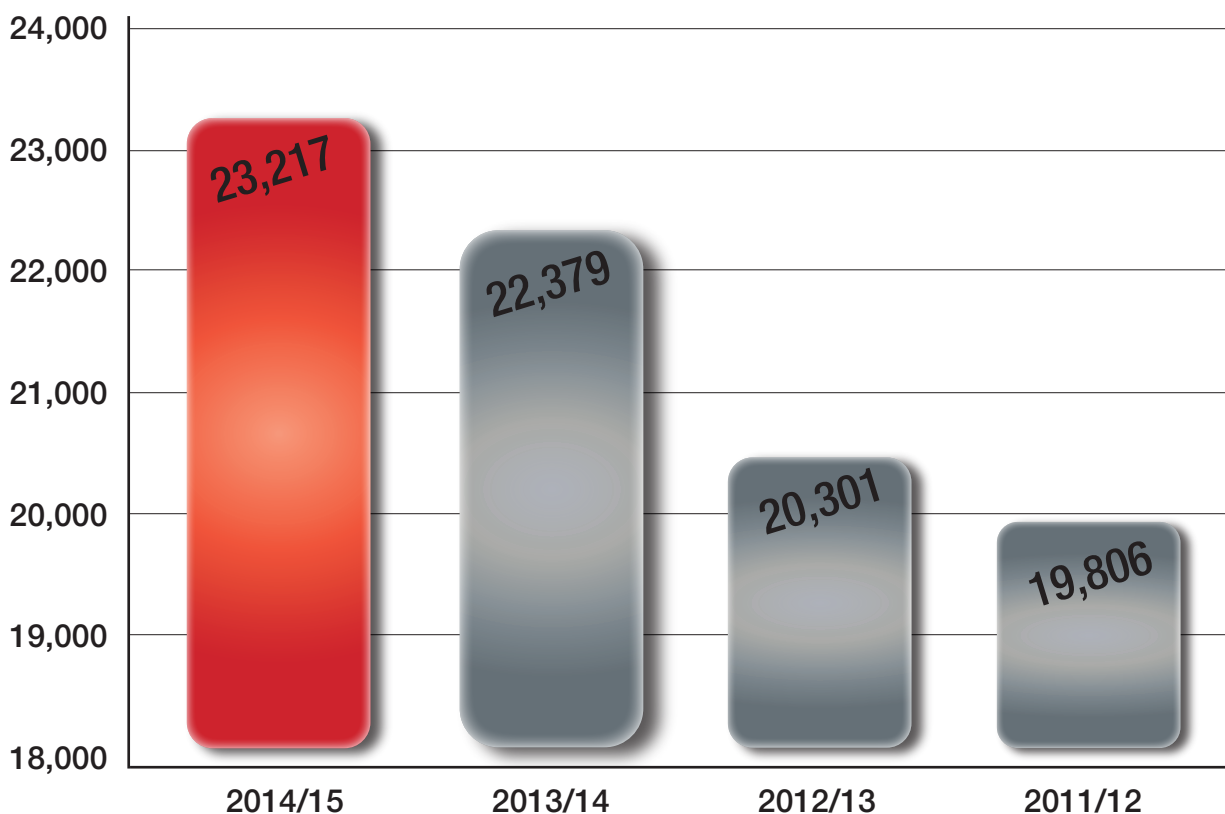
*(Department for Transport Traffic Management Act 2004
Operational Guidance to Local Authorities)*

The Traffic Management Act 2004 became operational in April 2008 and introduced differential penalty charges. The intention being to create a perception of fairness through proportionally applying a lower (£50) or higher (£70) charge according to the perceived seriousness of the contravention i.e. parking on a double yellow line or within a disabled bay (without the required blue badge) attracts a higher penalty than overstaying paid for time in a pay and display bay.

Details of parking contraventions enforced in Watford during 2014/15 and their associated penalty charge are detailed in The Penalty Charge Notice Cancellation and Guidance Policy, which can be found on the parking pages of the Council website at www.watford.gov.uk or via the following link:

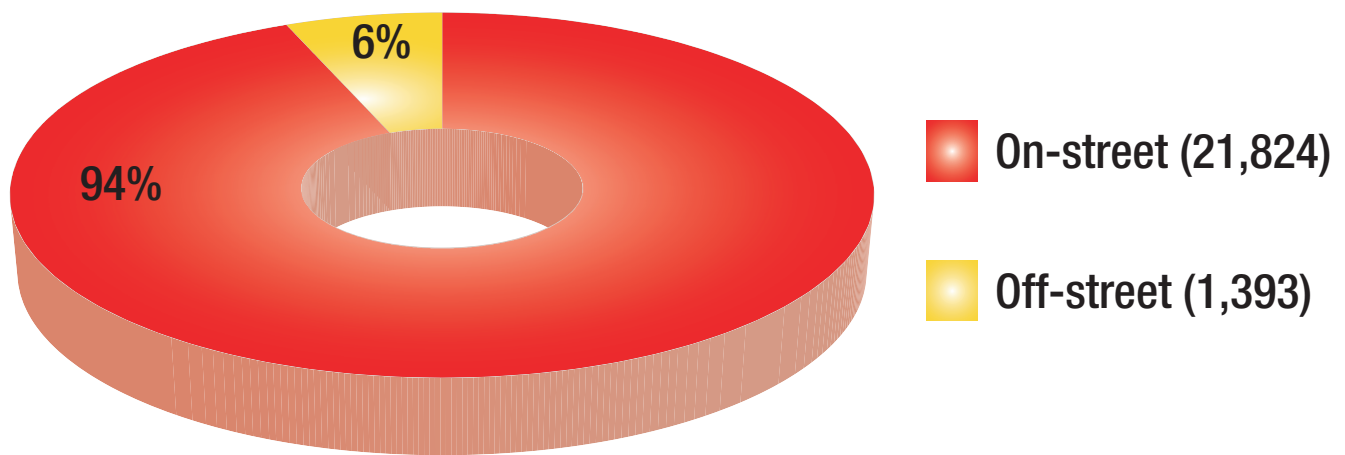
<http://www.watford.gov.uk/ccm/content/parking/penalty-charge-notice-guidance-and-cancellation-policy-document.en>

During 2014/15 the following Penalty Charge Notices were issued:

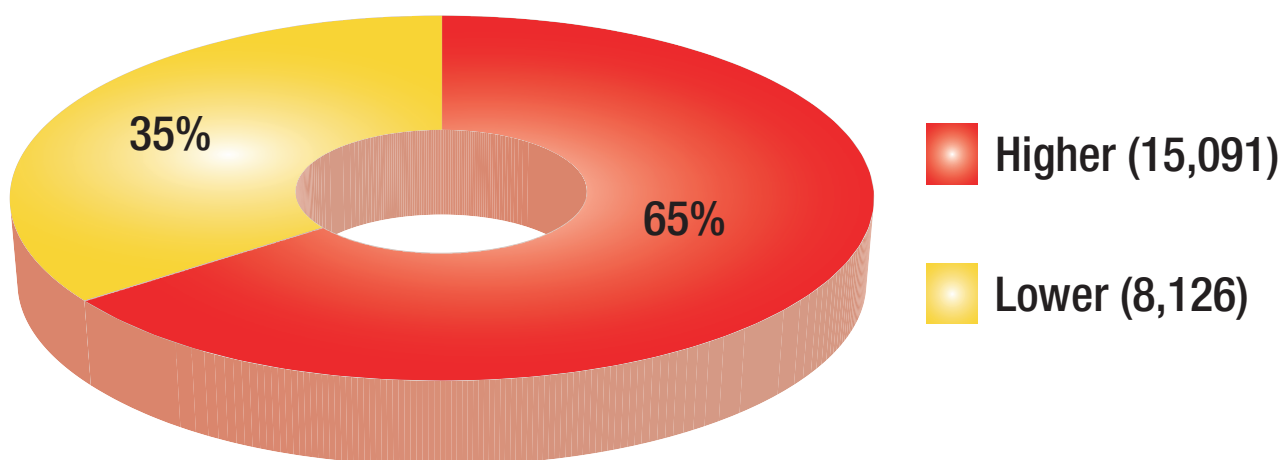


The volume of penalties issued each year has been fairly consistent at around 20,000 as motorists have recognised that parking enforcement is in place and the compliance level grows. Increases to this trend will commonly occur following the introduction of new schemes or extended hours of enforcement, such as Sunday enforcement around the Cassiobury Park area and daily evening enforcement of the met quarter in King Street, which has continued to take place in 2014/15, further to the introduction of two new zones and a zone extension.

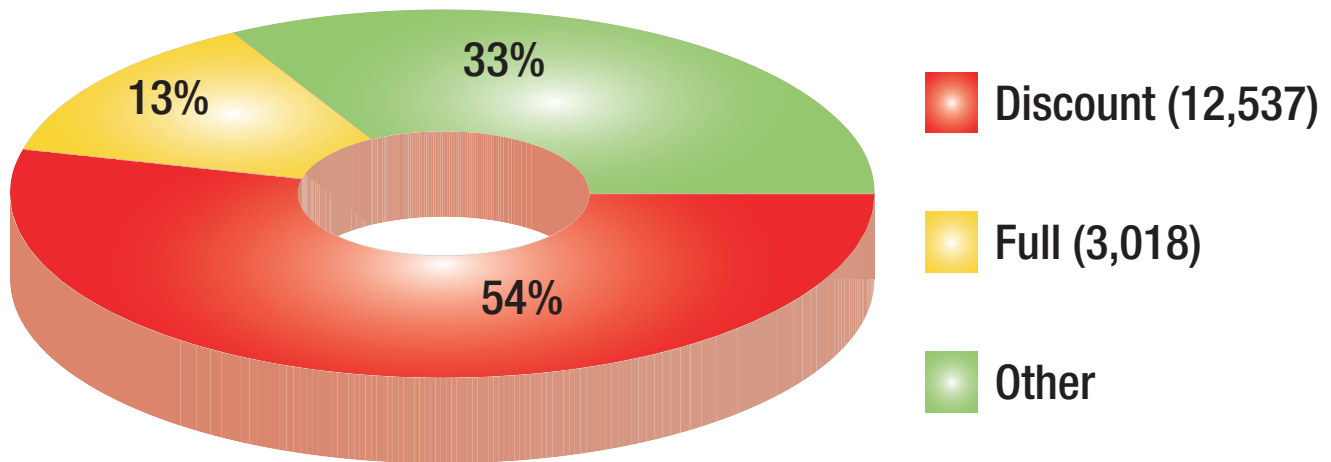
Of the 23,217 penalties issued during 2014/15, the following were issued on and off-street:



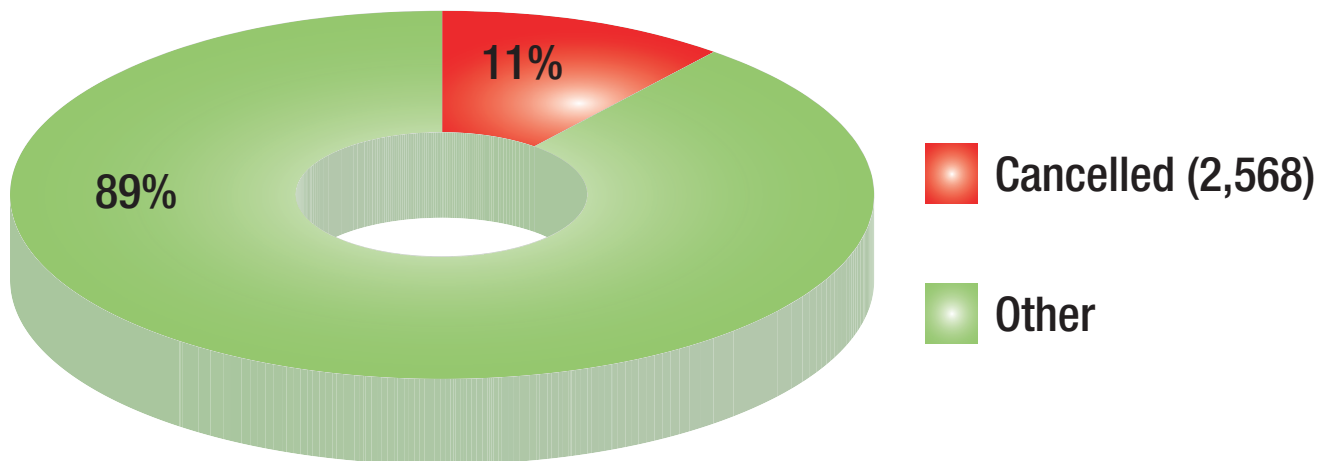
Of the 23,217 penalties issued during 2014/15, the following were issued as lower or higher charge contraventions:



Of the 23,217 penalties issued during 2014/15, the following were paid at the discounted or the full charge:



Of the 23,217 penalties issued during 2014/15, the following were cancelled:



Penalty charge levels are set by a specific Order outlined by regulation for inside and outside of London. Watford has adopted the Band 2 level.

PCN levels outside of London from 31 March 2008		
Band	Higher level penalty	Lower level penalty
1	£60	£40
2	£70	£50

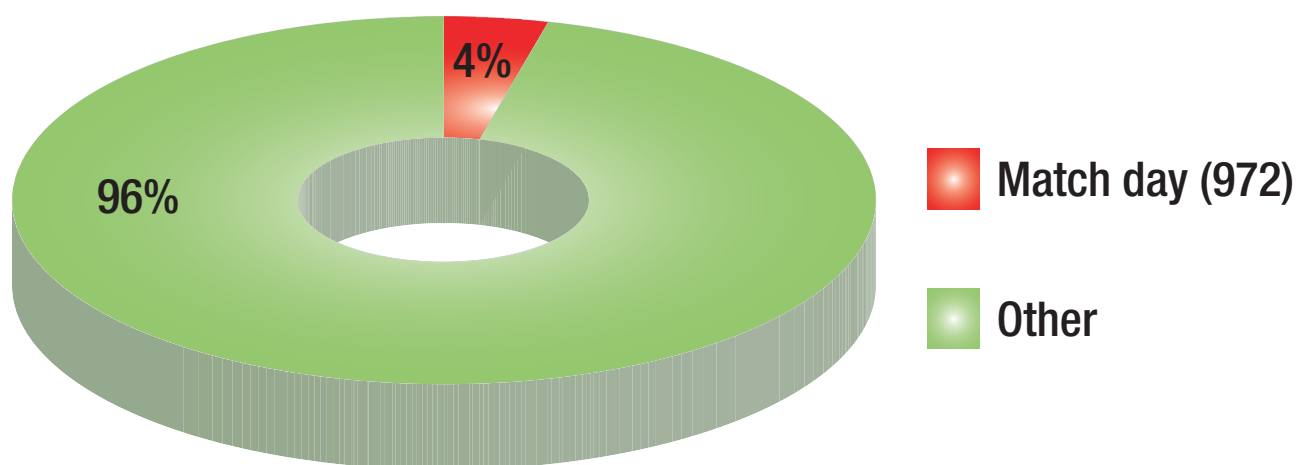
PCN levels in London from July 2007		
Band	Higher level penalty	Lower level penalty
1	£120	£80
2	£100	£60
3	£80	£40

Match Days

A number of zones are subject to match day restrictions when first team Watford FC matches are played at the Vicarage Road Stadium. These games may take place on Saturdays, weekday evenings, Sundays or bank holidays.

The number of home fixtures requiring enforcement will vary from season to season depending upon the clubs success in cup competitions or the league that they are in. Fewer fixtures apply in the Premier League because there are fewer teams.

Of the 23,217 penalties issued during 2014/15, the following were issued on match days:



A total of **22** fixtures were subject to match enforcement during 2014/15 and **972** penalties were issued. This information relates to the football season taking place between August 2014 and May 2105.

4,822 Watford Football Club fixtures were hand-delivered to Controlled Parking Zone residents.

83 Controlled Parking Zone entry match day sign plates were changed regularly throughout the year to inform motorists when fixtures were being played and match day restrictions applied.

Penalties Issued by Contravention

The number of PCN's issued during 2014/15 for the main on-street and off-street parking contraventions is shown opposite;

On street contraventions & codes	Number
01 - Parked in a restricted street (yellow lines)	7,018
02 - Parked where loading/unloading is not permitted	1,436
05 - Parked after expiry of pay and display ticket.	957
06 - Parked without a valid pay and display ticket/voucher	1,700
12 – Parked in a permit/shared use bay without permit/voucher/ticket	4,662
19 - Parked in permit/shared use bay with an invalid permit/voucher/ticket	4,082
25 - Parked in a loading place without loading.	935
27 - Parked adjacent to a dropped kerb	182
30 - Parked for longer than permitted	202
40 - Parked in a disabled bay/space without valid blue badge	682
47 - Parked at a bus stop or stand	119

Off street contraventions & codes	Number
82 - Parked after expiry of paid for time	161
83 - Parked in a car park without a valid ticket/voucher	687
84 - Parked with additional payment to extend stay (meter feeding)	27
85 - Parked in a permit bay without displaying valid permit	33
86 - Parked beyond bay markings	150
87 - Parked in a disabled bay without a valid blue badge	120
91 - Parked in area not designated for that class of vehicle	61

Challenges, Representations and Appeals

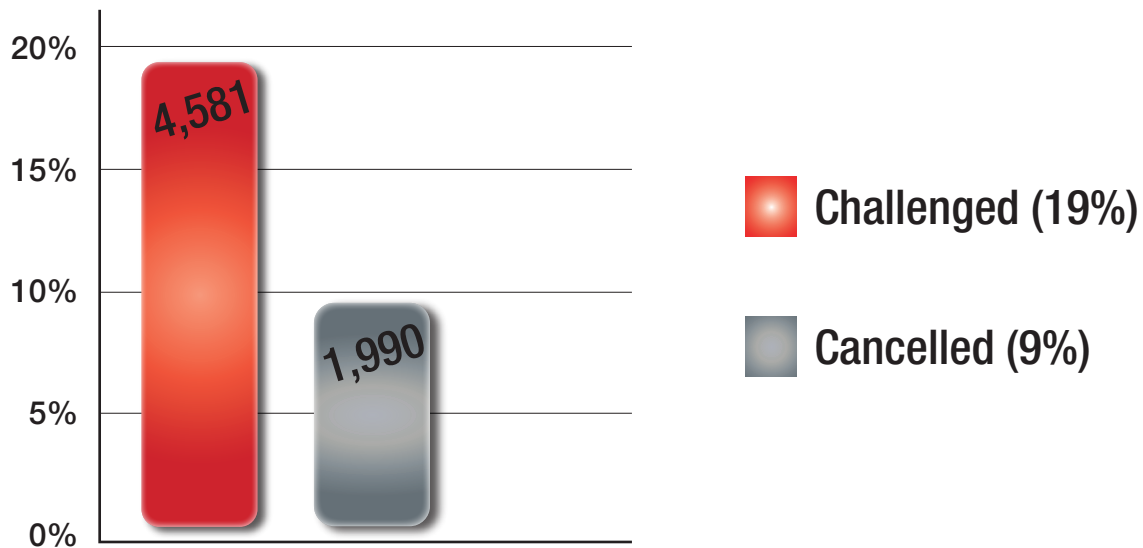
“The process of considering challenges, representations and defence of appeals is a legal process that requires officers dealing with these aspects to be trained in the relevant legislation and how to apply it.”

*(Department for Transport Traffic Management Act 2004
Operational Guidance to Local Authorities)*

Informal Challenge

Written correspondence received following the initial issue of the penalty, usually within the first 14 days, is regarded as an “informal” challenge.

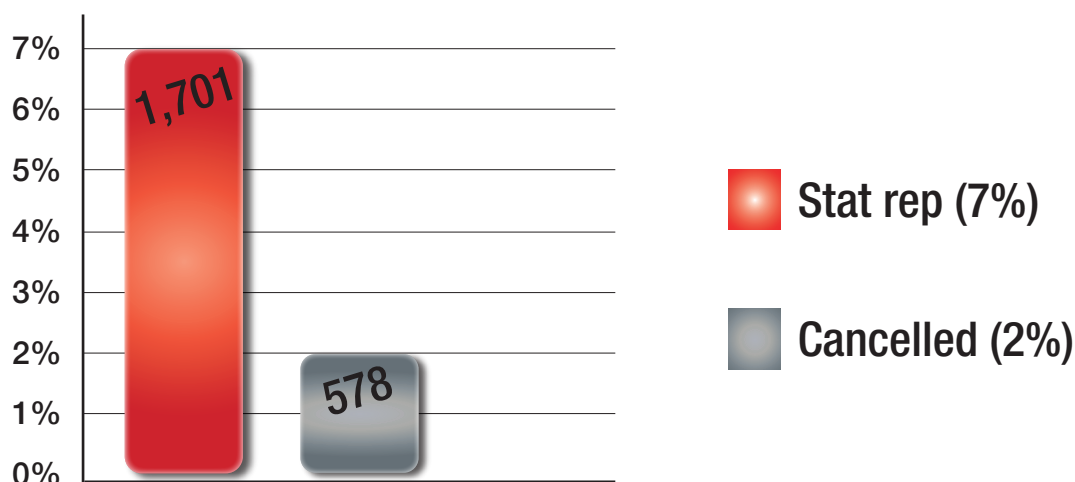
Of the 23,217 penalties issued during 2014/15, the following were subject to informal challenge and cancellation:



Statutory Representation

Motorists are served with a Notice to Owner document if the initial penalty charge is not paid or challenged. This document allows “formal” representations to be made against the issue of the penalty on a number of statutory grounds, or where other mitigating circumstances may apply.

Of the 23,217 penalties issued during 2014/15, the following were subject to statutory representation and cancellation:



Traffic Penalty Tribunal Appeals

Motorists are issued with a statutory Notice of Rejection when formal representations made to the Council are not accepted. The Notice is accompanied with a form allowing them to refer their case to the Traffic Penalty Tribunal in order to appeal against the Council's decision. A final binding decision will be made by an independent adjudicator.

The Traffic Penalty Tribunal may allow or dismiss an appeal and recognises that local authorities may not contest appeals on occasion, primarily when additional evidence comes to light during the appeals process.

Appeals 2014/15	No. of appeals	Rate of appeal per PCN	Not contested by council	Allowed by Adjudicator	Allowed by Adjudicator inc. not contested	Refused by Adjudicator (Council win)	Awaiting decision
Watford	117	0.50%	9%	23%	32%	57%	1%
Three Rivers	9	0.23%	12%	12%	24%	78%	0%
Dacorum	28	0.19%	25%	21%	46%	54%	0%
East Herts	34	0.14%	3%	12%	15%	85%	0%
North Herts	23	0.14%	60%	10%	70%	30%	0%
Stevenage	39	0.44%	5%	34%	39%	58%	3%
Welwyn/Hatfield	23	0.26%	19%	38%	57%	38%	5%
Hertsmere	24	0.14%	50%	8%	58%	38%	4%

Appeals 2013/14	No. of appeals	Rate of appeal per PCN	Not contested by council	Allowed by Adjudicator	Allowed by Adjudicator inc. not contested	Refused by Adjudicator (Council win)	Awaiting decision
Watford	83	0.37%	29%	18%	47%	52%	1%
Three Rivers	9	0.24%	0%	44%	44%	56%	0%
Dacorum	21	0.15%	19%	10%	29%	71%	0%
East Herts	43	0.18%	5%	21%	26%	72%	2%
North Herts	23	0.14%	60%	10%	70%	30%	0%
Stevenage	38	0.44%	5%	34%	39%	58%	0%
Welwyn/Hatfield	21	0.26%	19%	38%	57%	38%	5%

Cancellation by Reason

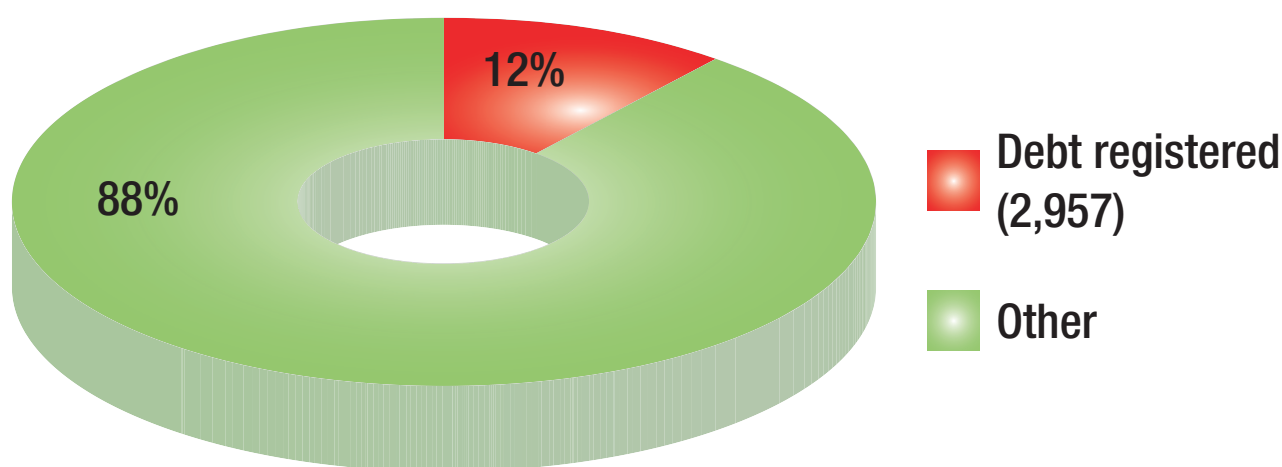
Principle reasons for cancellation of Penalty Charge Notices during 2014/15 are shown below:

Reason for Cancellation	Number of penalties cancelled
Disabled badge - first contravention	655
Council decision	68
Valid Pay and Display ticket produced	454
CEO error	135
Valid permit/season ticket produced	278
Processing errors	11
Loading evidence provided	99
Other evidence provided	656
Signs and lines defects	5

Debt Recovery & Bailiffs

If a penalty is not paid or successfully challenged the statutory process allows for the case to become registered as a debt at the Traffic Enforcement Centre (Northampton County Court). The motorist is served an Order for Recovery and is liable for full payment of the outstanding penalty and the additional court registration fee. Alternatively, a witness statement may be filed only if one of the four outlined grounds is applicable.

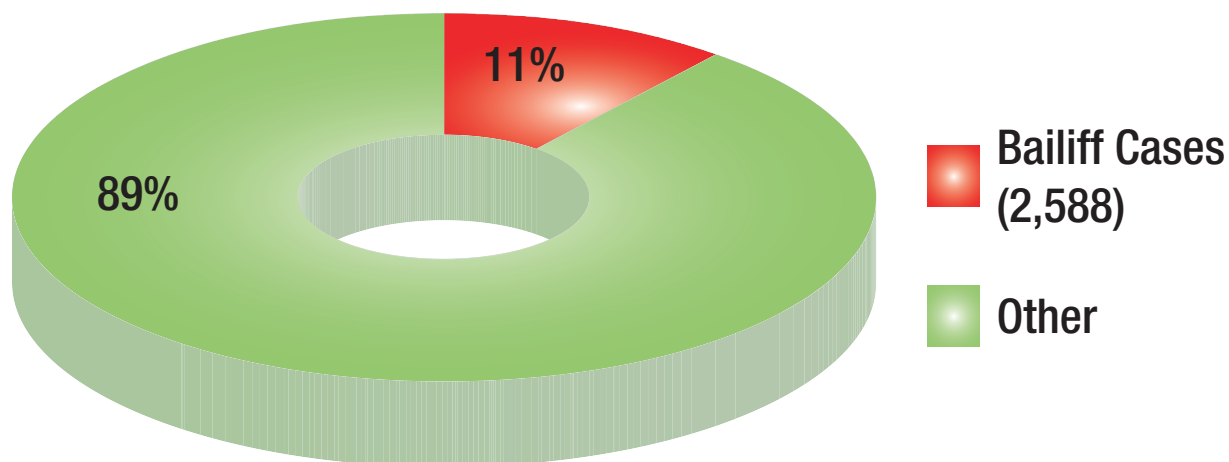
Of the 23,217 penalties issued during 2014/15, the following were registered as a debt:



The final stage of the Traffic Management Act 2004 statutory process allows Local Authorities to apply to the Traffic Enforcement Centre for the authorisation of a warrant to enable Enforcement Agents (formerly bailiffs) to recover the debt. By the time that a case is passed to an Enforcement Agents the following statutory notices will have been served to the motorist:

- Penalty Charge Notice (14/28 days to respond)
- Notice to Owner (28 days to respond)
- Notice of Rejection (28 days to refer case to independent Traffic Penalty Tribunal)
- Charge Certificate (14 days to respond)
- Order for Recovery/Witness Statement (21 days to respond)

Of the 23,217 penalties issued during 2014/15, the following were referred to Enforcement Agents (formerly bailiffs):

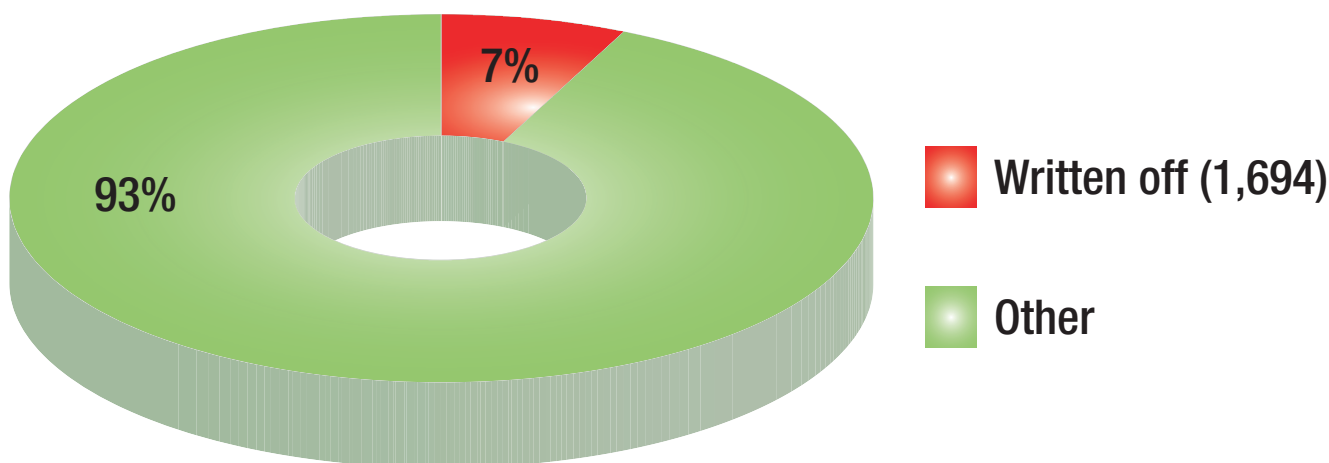


A total of £60,824 has been recovered through Enforcement Agent action in 2014/15.

At the stage that a case is passed to the Enforcement Agent for recovery the motorist becomes additionally liable for the payment of their fees, which are set and capped by statute (Taking Control of Goods (Fees) Regulations 2014), as outlined below:

- Compliance stage - £75
- Enforcement stage - £235
- Removal stage - £110

Of the 23,217 penalties issued during 2014/15, the following were written off:



It is generally expected that 30% of cases subject to Enforcement Agent action will be recovered. The recovery rate in Watford during 2014/15 was 35%.

From January 2015, Watford has added Newlyn PLC to our contract of instructed Enforcement Agents, which continues to include Marston Group and Equita PLC.

Further information regarding the governing requirements applicable to enforcement agents can be found at the following websites and links:

www.gov.uk (Bailiff and Enforcement Agents: National Standards 2014)

<https://www.gov.uk/government/publications/bailiffs-and-enforcement-agents-national-standards>

www.legislation.gov.uk (Taking Control of Goods (Fees) Regulations 2014)

<http://www.legislation.gov.uk/uksi/2014/1/contents/made>

Financial Information

“CPE is a means of achieving transport policy objectives...but raising revenue should not be an objective of CPE, nor should authorities set targets for revenue or the number of Penalty Charge Notices they issue”

*(Department for Transport Traffic Management Act 2004
Operational Guidance to Local Authorities)*

The income from on-street charging, which includes all Controlled Parking Zone scheme permits and vouchers etc. and all on and off-street Penalty Charge Notices is ring-fenced and must only be used in accordance with the provisions of section 55 of the Road Traffic Regulation Act 1984 (as amended). This restricts the use of any surplus generated strictly to re-investment in the service or other transport related purposes, which commonly includes the improvement, extension and maintenance of the existing parking schemes, car parks and infrastructure as well as funding new parking restrictions that are requested by residents, members and the emergency services.

The aim of the Parking Service is to ensure that it is self-financing and sustained by the revenue that it raises so that it does not seek support from local taxpayers. However, it is intended that the charges remain proportionate and are not set at unreasonable levels.

On-Street

Year	Contract costs - (net of income recovered from TRDC and Dacorun)	Staffing, supplies & other costs	PCN income	Permit Income	Pay & Display income On Street	(Surplus) / Deficit
2006/07	677,984	386,765	(602,007)	(214,197)	(416,633)	(168,088)
2007/08	681,459	444,684	(592,963)	(199,699)	(473,335)	(139,854)
2008/09	672,341	442,956	(625,518)	(209,322)	(482,494)	(202,037)
2009/10	683,393	605,736	(773,374)	(214,943)	(470,230)	(169,417)
2010/11	686,486	564,079	(559,381)	(213,127)	(446,739)	31,318
2011/12	696,052	459,509	(544,471)	(221,034)	(461,413)	(71,357)
2012/13	758,432	521,468	(558,314)	(244,982)	(482,471)	(5,867)
2013/14	751,926	603,780	(627,455)	(261,920)	(499,914)	(33,583)
2014/15	815,158	508,522	(673,969)	(272,858)	(282,673)	94,180

Off-Street

Year	Contract costs	Staffing, supplies & other costs	PCN income	Three Rivers & Dacorum	Pay & Display income Off Street	(Surplus) / Deficit
2009/10	152,324	33,007	(67,250)	(92,898)	incl in on street	25,183
2010/11	256,359	29,756	(48,642)	(196,665)	incl in on street	40,808
2011/12	183,370	23,669	(47,346)	(122,843)	incl in on street	36,850
2012/13	167,175	24,658	(48,549)	(101,224)	incl in on street	42,060
2013/14	164,534	23,365	(40,050)	(116,538)	incl in on street	31,311
2014/15	146,549	21,372	(43,019)	(94,518)	(260,318)	(229,934)

It is a commonly held belief that parking enforcement is a purely revenue raising exercise; however it will be seen that (in common with many smaller local authorities) Watford Borough Council does not break even on its enforcement activities, alone.

However, the above deficit is effectively made good from the income from off-street pay and display parking, permit charges and management fees from Dacorum Council and Three Rivers Council for hosting and managing the parking contract.

Future Plans & Summary

During 2014/15 the Council commenced implementation of the outcome of the strategic review of CPZ operations which were decided by the Council in 2013/14. Consultation on the introduction of revised hours of operation for controlled parking zone M/N commenced. Significant levels of concern were raised by businesses in the area and as a consequence additional consultation was commissioned which has delayed implementation of changes until 2015/16. Consultation on the introduction of a small residents' permit scheme in The Larches in Oxhey commenced in early 2015 with the Statutory Consultation of the proposal programmed for summer 2015.

In early 2015, the Council commenced a review of operational policies and practices in relation to the Controlled Parking Zones as a follow-on to the strategic review referred to above. A Task Group of Councillors and Officers reviewed a range of operational policies and practices to determine whether any changes were necessary or appropriate. A preliminary report on the findings of the Group was reported to Cabinet in February 2015 and a full report with recommendations was considered by Cabinet in March 2015 where a range of operational policies and procedures were agreed. Full details of the agreed changes can be viewed on the Council's web site using the following link:

<http://watford.moderngov.co.uk/ieListDocuments.aspx?CIId=121&MIId=1365>

The outcome of the parking study in Callowland and Leggatts Wards was reported to the Council's Cabinet in July 2014. The Permit Scheme that formed the basis of the consultation did not have community support and has therefore not been progressed. A range of minor amendments have been identified by Cabinet for further investigation however and this work is likely to take place during 2015/16. The key element of this work will be a review of short stay parking along the St Albans Road corridor in consultation with businesses to determine whether changes can be made to support those businesses.

Work on developing parking controls on the Radlett Road Estate in Central Ward has been on-going but has been delayed by commitments on other projects. Further consultation has identified a parking management scheme to address commuter parking based on one-hour 'commuter ban' yellow lines. The two major social landlords on the Estate have confirmed that they do not wish to extend parking management controls to their privately controlled car parks at this time. Statutory consultation on a scheme reflecting the preferred option is due to take place during 2015.

Consultation on minor changes to the arrangement of parking controls on the Cassiobury Estate in zone V along with proposals for extension of the zone to 3 additional roads on the Estate commenced informal consultation during the year. Statutory consultation of proposals is expected early in 2015/16 with implementation of any agreed changes expected during summer 2015. The Borough Council has continued to work with the Highway Authority, Hertfordshire County Council to amend the layout of the roundabout in the zone adjacent to the neighbourhood shopping centre to improve road safety and pedestrian facilities and discourage commuter parking. Diversion of utilities delayed full completion however work was finally completed in spring 2015.

Towards the end of 2014/15, representations were made to the Portfolio Holder for a consultation to be undertaken in to the principle of some form of residents permit scheme being introduced in the Cassiobury Triangle adjacent to Cassiobury Park. The request has been brought forward following concerns raised by residents that the major refurbishment of the adjacent Park funded through the Heritage Lottery Fund will lead to significant increases in general parking congestion in the area. Subject to the agreement of the Portfolio Holder, a consultation will take place during 2015/16.

In Nascot, work to introduce parking controls in Grandfield Avenue and Bellamy Close to address obstructive parking was completed. The scheme, which was aimed at addressing obstructive commuter parking consists of a small residents' parking scheme and some commuter parking bans and went live in September 2014.

During 2014/15 the Council processed requests for changes and additions to parking controls at various sites across the Borough. A similar process of minor amendments to the controls within the Controlled Parking Zones was also undertaken. Further sites will be addressed through this process during 2015/16. Of particular note was the introduction of dedicated electric vehicle charging bays within Council controlled car parks. An on-street bay is also proposed for introduction during 2015/16

Looking further ahead major developments and infrastructure schemes in the Borough, in particular the Hospital Campus Development and the Croxley Rail Link are likely to be the stimulus for revisions to parking controls in the affected areas to reflect the changing demands brought about by those schemes.

The implementation of new technology intended to ease service access and the availability of information to customers has also been the focus of work during 2014/15. This has included the introduction of online modules allowing controlled parking zone residents to purchase or renew their parking permits online and recipients of a Penalty Charge Notice to submit a challenge electronically and view all relevant information associated to the contravention. Regrettably, our software supplier was unable to deliver on their commitment to facilitate the purchase of visitor vouchers within the permit module but alternative services continue to be explored. These services were introduced too late for the collected data to be meaningful for the purposes of this document but it will feature in 2015/16 report.

In line with the above, improvement has also been made to the Parking Service web pages on the Council website to make salient information easier to identify.

At the time of writing this report, arrangements are being made for the upgrade of pay and display machines within The Avenue Car Park to enable the payment of daily rates by credit/debit card, as an alternative option to the cash facility, which will remain. Following a period of assessment, consideration will also be given to the implementation of a web application as a further payment method allowing motorists to pay for their stay from their phone, PC or tablet etc.

4 outdated pay and display machines have been replaced with newer and more reliable, secure models during 2014/15 with another soon to be installed in the remodelled Timberlake Car Park, which is due to be formalised in 2015/16.

Additionally, 2 separate audits were carried out in respect of the parking enforcement service in 2014/15 specifically concerning management of the enforcement contract and the contractual payments, which both concluded substantial assurance of sound systems of control.

In conclusion, it is hoped that this report has served to provide a transparent insight into the objectives and performance of the Parking Service, in line with the expectations of our residents, customers and requirements of the governing legislation.

“Once authorities have finalised their parking enforcement policies, they should publish and promote them openly.”

*(Secretary of State's Statutory Guidance to Local Authorities
on the Civil Enforcement of Parking Contraventions)*



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