

PARKING SERVICE

Annual Report
2017/18



**WATFORD
BOROUGH
COUNCIL**



Contents

Foreword	3
Introduction	4
Background	5
The Purpose of Civil Parking Enforcement (CPE)	6
Controlled Parking Zones	7
Permits	
Visitor Vouchers	
Pay and Display & Car Parks	10
Pay and Display	
Car Parks	
Enforcement	11
Penalty Charge Notices	12
Match days	
Penalties Issued by Contravention	
Challenges, Representations & Appeals	18
Informal Challenges	
Statutory Representations	
Traffic Penalty Tribunal Appeals	
Cancellation by Reason	
Debt Recovery & Bailiffs	21
Financial Information	24
Future Plans & Summary	26



Foreword

Welcome to Watford Borough Council's annual parking enforcement report for 2017/18.

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 [gov.uk/government](https://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

Watford Borough Council adopted Decriminalised Parking Enforcement (DPE) powers in October 1997. 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.

Following the introduction of the Traffic Management Act 2004, DPE was amended to Civil Parking Enforcement (CPE) and has been operated in Watford since the legislation came into force in April 2008.

The enforcement function is contracted out to NSL Ltd and managed by Watford Borough Council, operating in accordance with policy objectives agreed by the Council. Subsequent processing of Penalty Charge Notices (PCN) is undertaken by the Council, as directed by the regulations; once issued, all processing of PCNs, including the investigation of challenges, representations and appeals, is dealt with by Watford Borough Council officers, working in accordance with statute, regulations, guidance and Council policy.

The Council Parking Service is also responsible for the operation and maintenance of all on and off-street pay display machines, lining and signage across the town and administration of the Controlled Parking Zone scheme and match day parking arrangements, which have been in place since 1997.





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 in partnership with NSL Ltd on behalf of the council under a contract that commenced in April 2018 and will expire in April 2027. NSL Ltd has extensive experience in the delivery of enforcement services and is the largest local authority partner in the sector with over 50 such contracts. The provision of this contract includes:

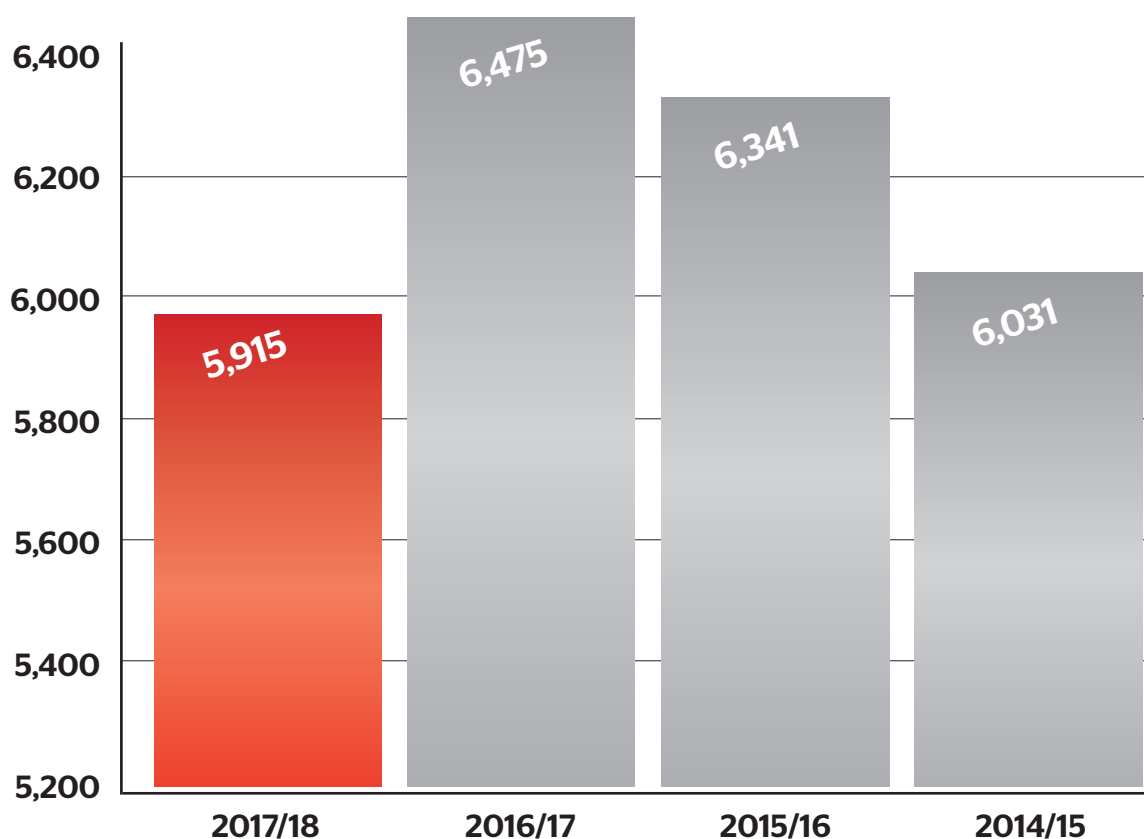
- 15 Civil Enforcement Officers
- Notice Processing staff
- Uniforms and equipment
- Maintenance and cash collection of Pay and Display machines
- Enforcement vehicles/cycles
- Suspension services
- Removal and pound services
- Stationery

Controlled Parking Zones

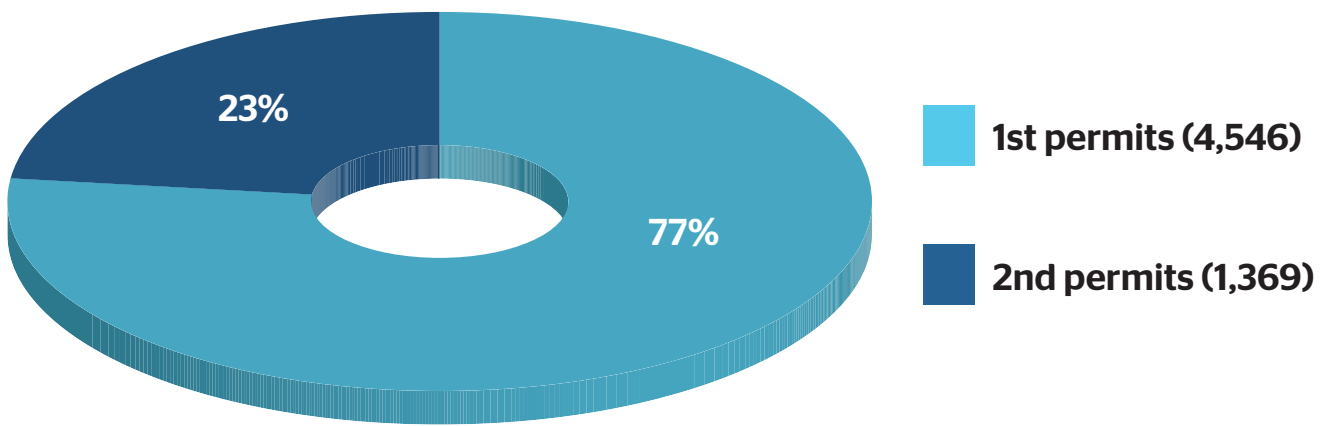
In order to fulfil our obligation to manage kerb side space effectively, Watford Borough Council has introduced a number of Controlled Parking Zones which effectively restrict all on-street space within its boundaries to particular users. There are 16 Controlled Parking Zones in Watford requiring varying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

Permits

During 2017/18 the following residents' parking permits were issued across the Controlled Parking Zone scheme:



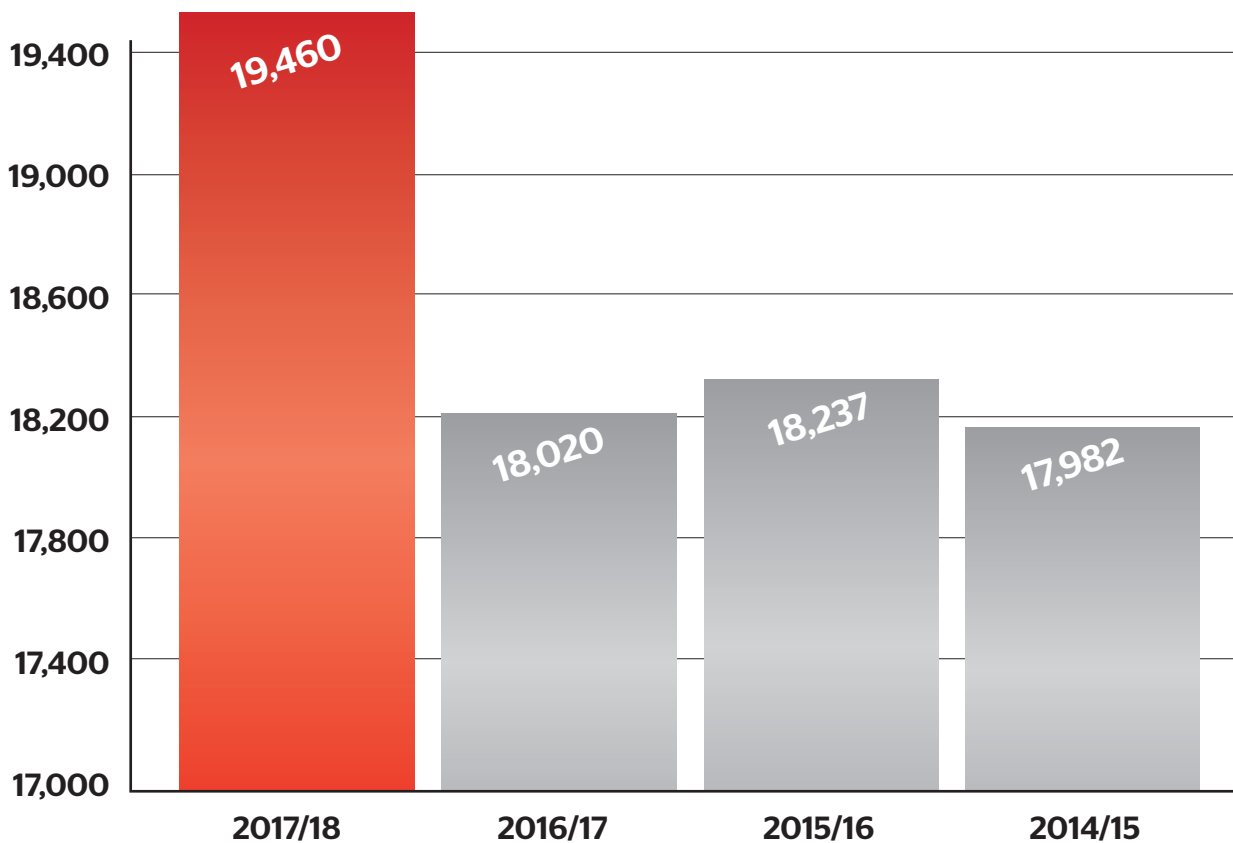
Of the 5,915 residents' permits issued during 2017/18, the following were issued as **first and second permits**:



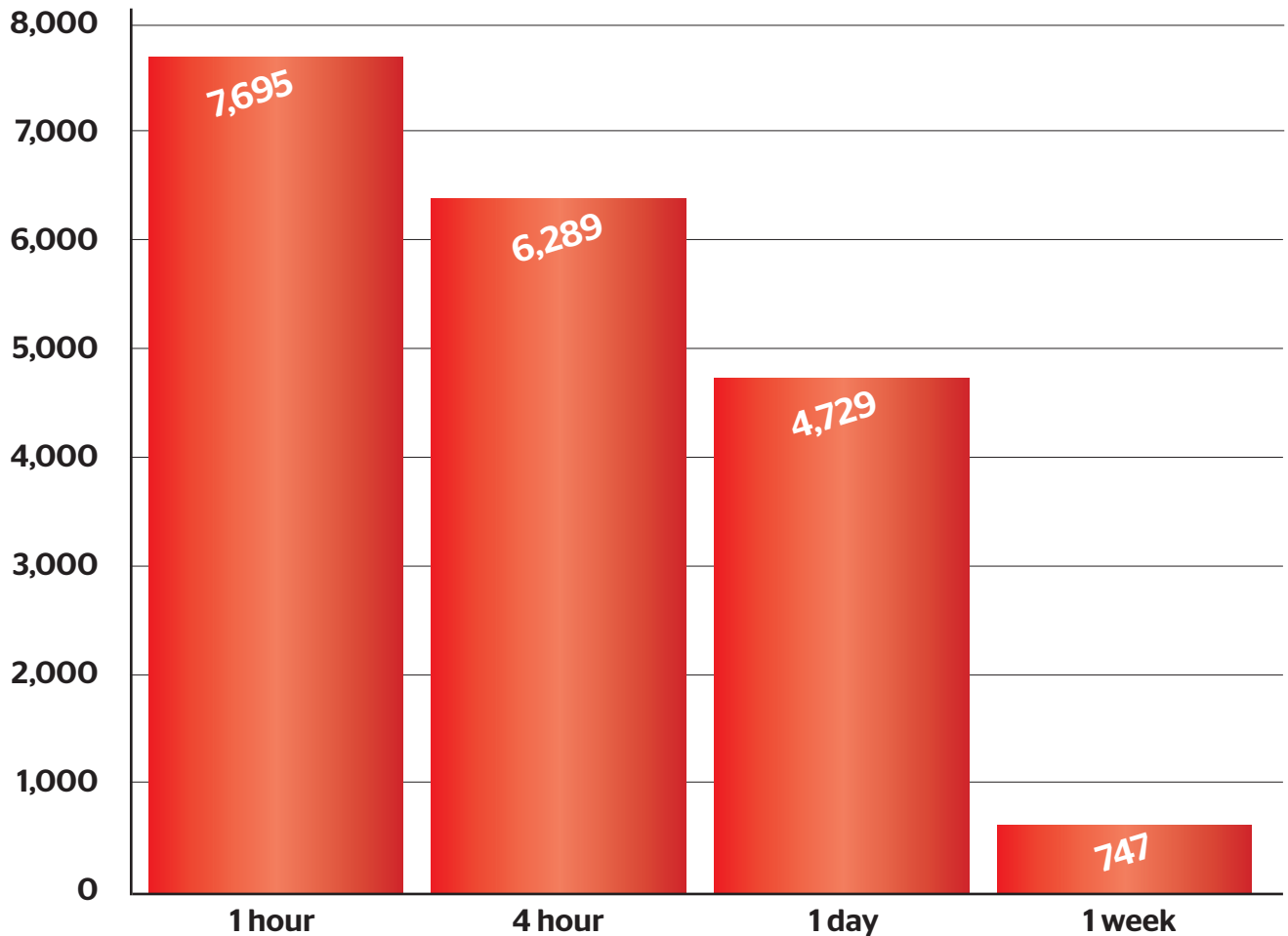
The cost of permits is **£25** for the **first permit** in the household and **£55** for the **second permit**, limited to one per person.

Visitor Vouchers

During 2017/18 the following residents' visitor vouchers were issued across the Controlled Parking Zone scheme:



Of the 19,460 residents' visitors vouchers issued during 2017/18, the following were issued as **1-hour, 4-hour, 1-day, 1-week 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 watford.gov.uk or via the following link:

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 £1.10 and £1.60 per hour commencing at 30p for 12-minutes and 40p for 12-minutes respectively.

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 watford.gov.uk or via the following link:

watford.gov.uk/ccm/content/parking/watford-controlled-parking-zones-map.en

- There are a total of 75 on-street pay and display machines
- 395,968 on-street transactions during 2017/18

Car Parks

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

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

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

- 98,752 off-street transactions took place during 2017/18

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 NSL 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 2017/18 the following level of enforcement was carried out by our previous contractor, Indigo Park:

- 30,320 enforcement hours
Average of 2,527 hours per month
- 410,566 visited locations
Average of 31,214 visits per month

This enforcement included coverage of over 500 roads, 16 Controlled Parking Zone’s, 44 schools, 10 car parks and 16 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 2016, 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.”

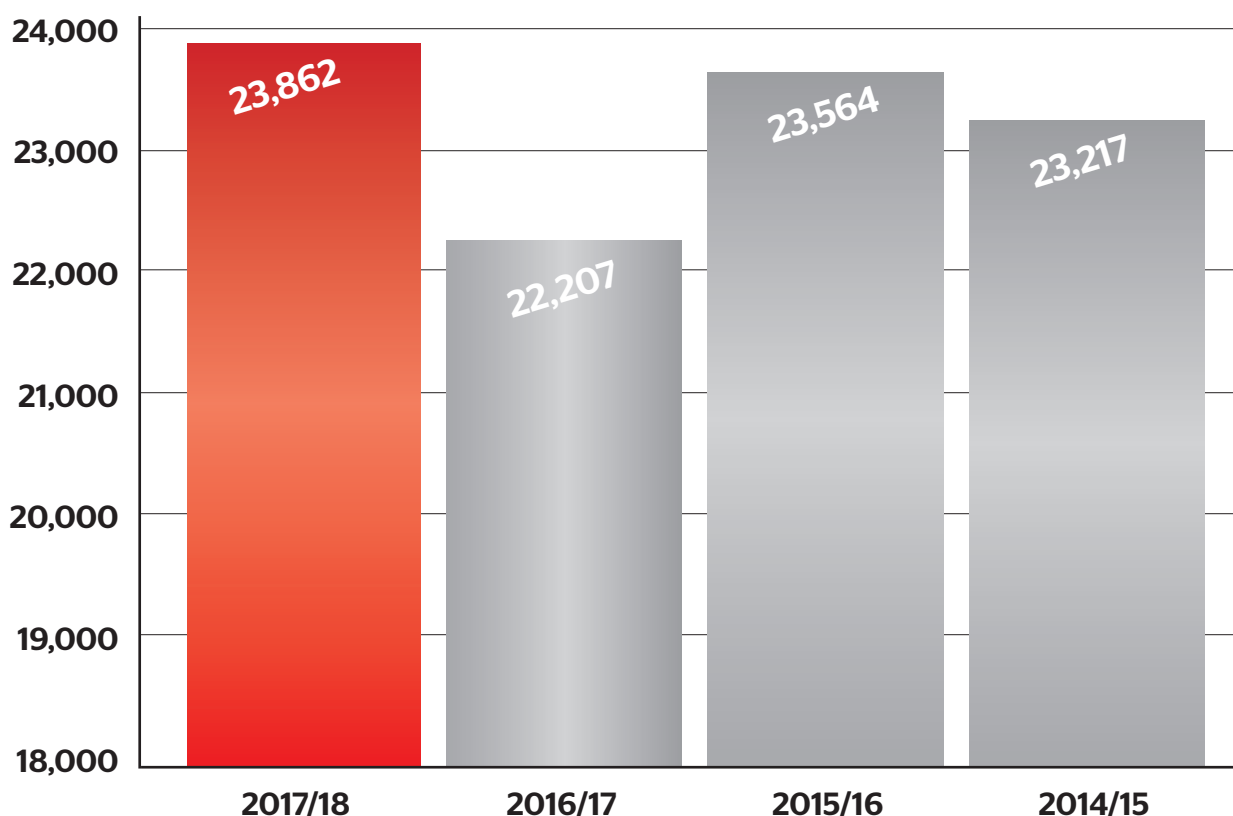
*(Department for Transport Traffic Management Act 2004
Operational Guidance to Local Authorities)*

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 2017/18 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’s website at watford.gov.uk or via the following link:

watford.gov.uk/ccm/content/parking/penalty-charge-notice-guidance-and-cancellation-policy-document.en

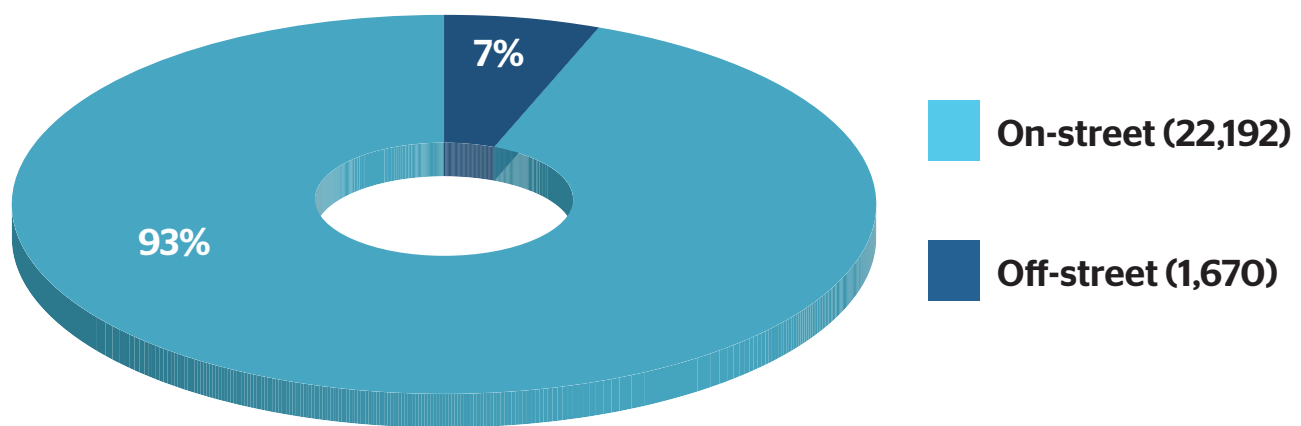
During 2017/18 the following Penalty Charge Notices were issued:



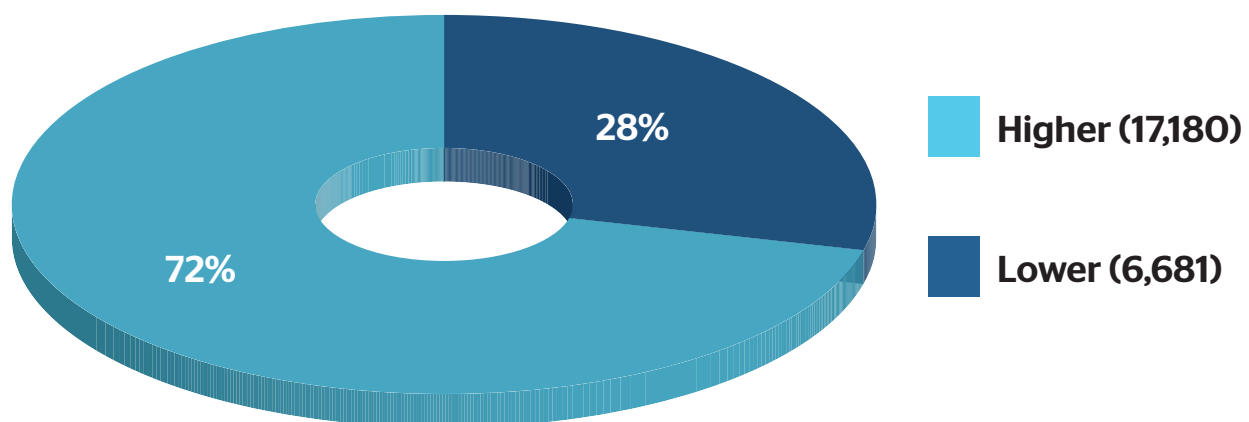


The volume of penalties issued each year has been fairly consistent at around 20,000 as motorists have recognised that parking enforcement is in place and the compliance level grows. Increases to this trend will commonly occur following the introduction of new schemes or extended hours of enforcement, 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 2017/18, further to the introduction of new zones and zone extensions.

Of the 23,862 penalties issued during 2017/18, the following were issued on and off-street:

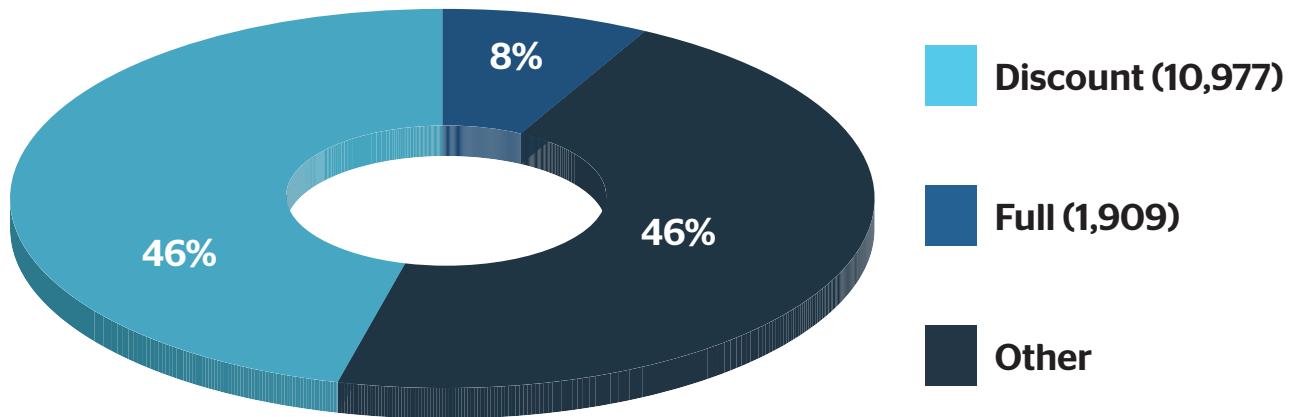


Of the 23,862 penalties issued during 2017/18, the following were issued as lower or higher charge contraventions:

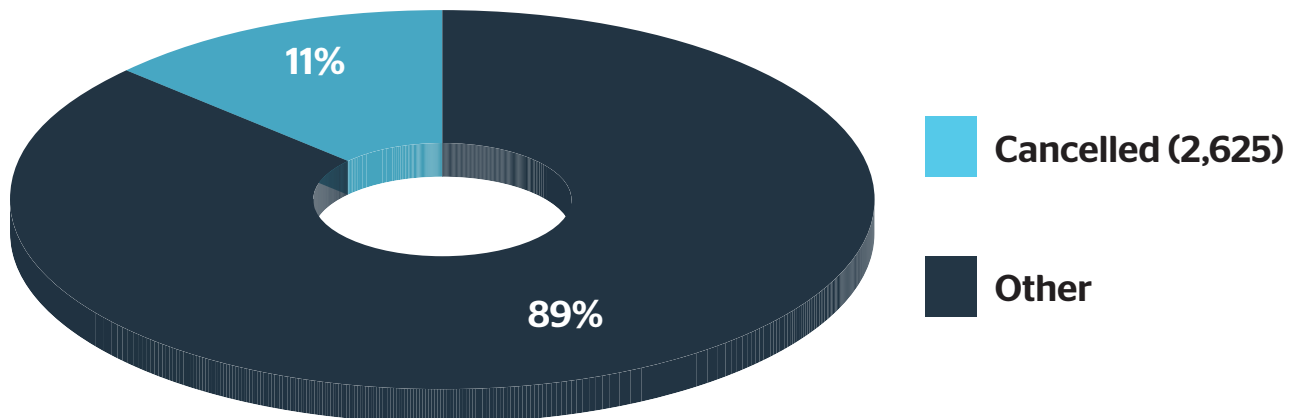




Of the 23,862 penalties issued during 2017/18, the following were paid at the discounted or the full charge:



Of the 23,862 penalties issued during 2017/18, 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

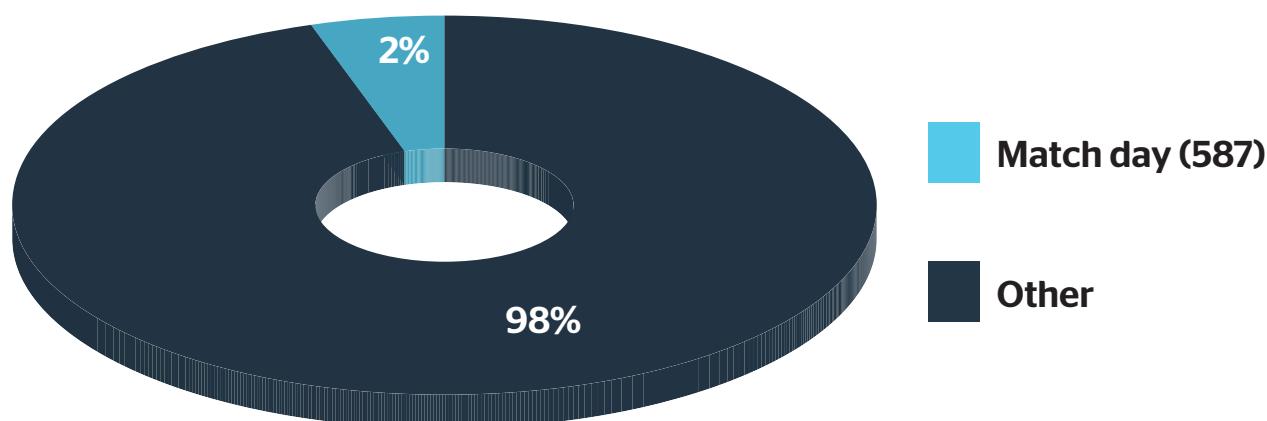


Match Days

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 23,862 penalties issued during 2017/18, the following were issued on match days:



A total of **16** fixtures were subject to match enforcement during 2017/18 and **587** penalties were issued. This information relates to the football season taking place between August 2017 and May 2018.

4,947 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 PCNs issued during 2017/18 for the main on-street and off-street parking contraventions is shown below;

On street contraventions & codes	Number
01 - Parked in a restricted street (yellow lines)	7,713
02 - Parked where loading/unloading is not permitted	1,172
05 - Parked after expiry of pay and display ticket.	840
06 - Parked without a valid pay and display ticket/voucher	1,524
12 - Parked in a permit/shared use bay without permit/voucher/ticket	6,370
19 - Parked in permit/shared use bay with an invalid permit/voucher/ticket	2,542
25 - Parked in a loading place without loading.	1,171
27 - Parked adjacent to a dropped kerb	157
30 - Parked for longer than permitted	220
40 - Parked in a disabled bay/space without valid blue badge	496
47 - Parked at a bus stop or stand	162

Off street contraventions & codes	Number
82 - Parked after expiry of paid for time	160
83 - Parked in a car park without a valid ticket/voucher	1,022
84 - Parked with additional payment to extend stay (meter feeding)	8
85 - Parked in a permit bay without displaying valid permit	190
86 - Parked beyond bay markings	186
87 - Parked in a disabled bay without a valid blue badge	75
91 - Parked in area not designated for that class of vehicle	77

Challenges, Representations and Appeals

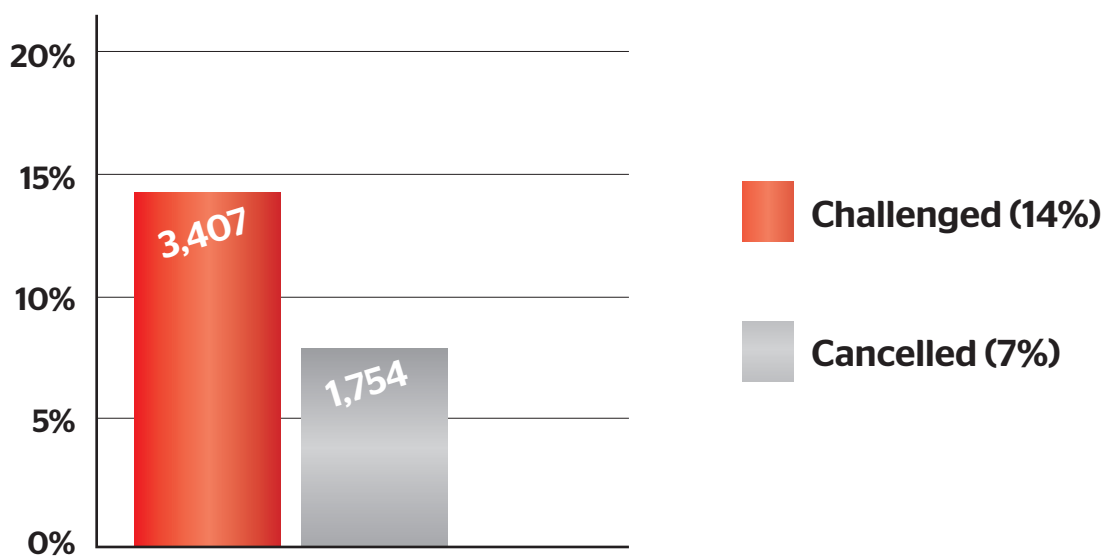
“The process of considering challenges, representations and defence of appeals is a legal process that requires officers dealing with these aspects to be trained in the relevant legislation and how to apply it.”

*(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.

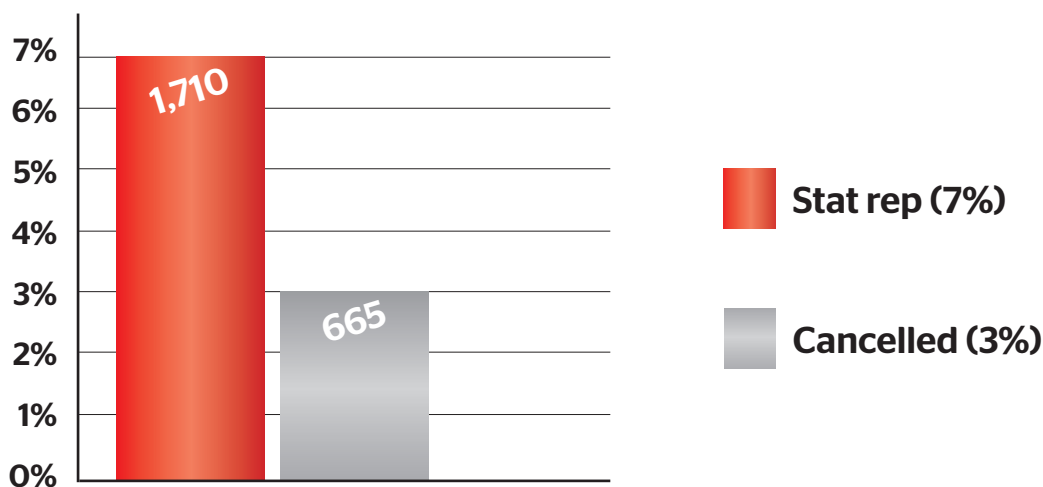
Of the 23,862 penalties issued during 2017/18, the following were subject to informal challenge and cancellation:



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 23,862 penalties issued during 2017/18, 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. At this stage motorists may 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.

Of the 23,862 PCN's issued in 2017/18:

1. 24 were the subject of an appeal to the Independent Parking Adjudicator - an appeal rate of 0.10%.
2. Of these 24 appeals, 7 (29%) were upheld by the adjudicator and 14 (58%) were rejected (won by the council).
3. (12%) appeals were not contested by the council.

The following tables illustrate Watford Council's performance at appeal in 2016/17 and 2017/18:

Appeals 2017/18	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	24	0.10%	12%	29%	41%	58%	0%

Appeals 2016/17	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	45	0.20%	11%	22%	33%	67%	0%



Cancellation by Reason

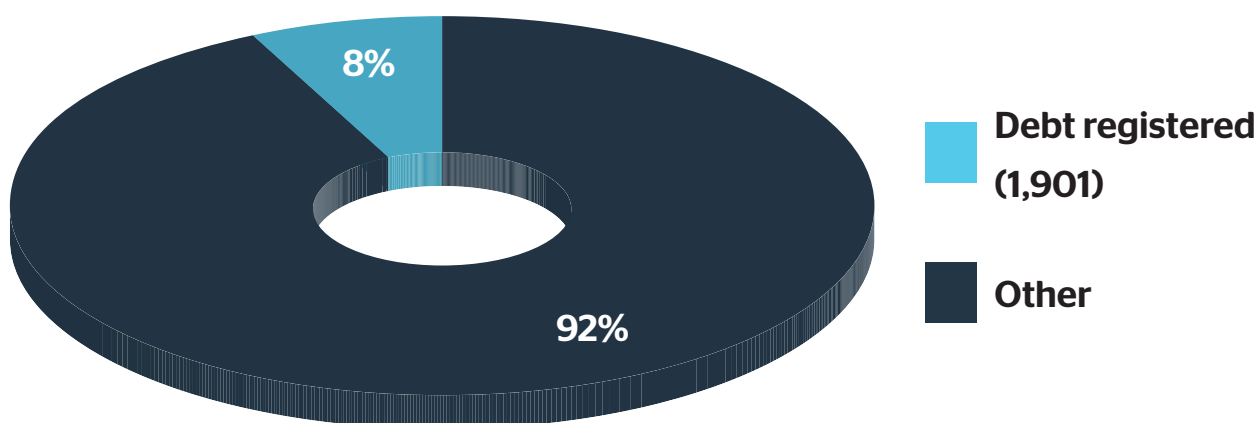
Principle reasons for cancellation of Penalty Charge Notices during 2017/18 are shown below:

Reason for Cancellation	Number of penalties cancelled
Disabled badge - first contravention	343
Council decision	76
Valid Pay and Display ticket produced	196
CEO error	163
Valid permit/season ticket produced	296
Processing errors	12
Loading evidence provided	47
Other evidence provided	39
Signs and lines defects	3

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 23,862 penalties issued during 2017/18, the following were registered as a debt:

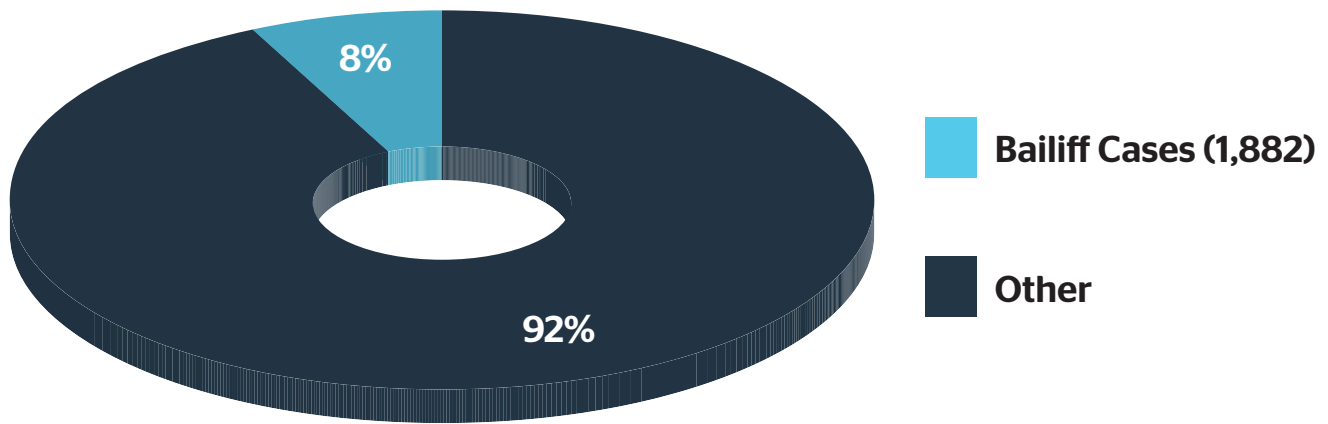


The final stage of the Traffic Management Act 2004 statutory process allows Local Authorities to apply to the Traffic Enforcement Centre for the authorisation of a warrant to enable Enforcement Agents (formerly bailiffs) to recover the debt. By the time that a case is passed to an Enforcement Agent the 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 23,862 penalties issued during 2017/18, the following were referred to Enforcement Agents (formerly bailiffs):

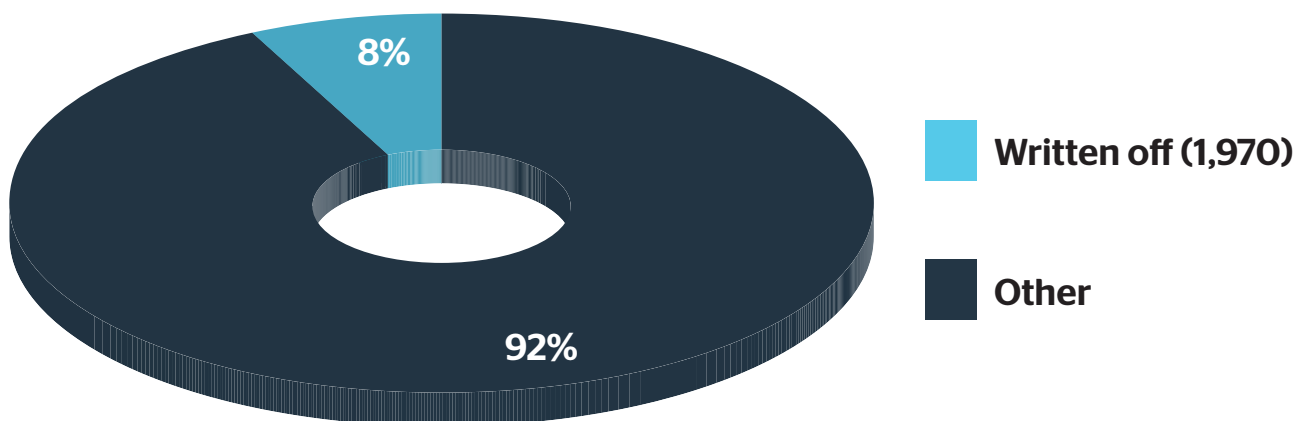



A total of £106,194 has been recovered through Enforcement Agent action in 2017/18.

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 23,862 penalties issued during 2017/18, 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 2017/18 was an average of 35%.

The council currently instructs Newlyn PLC and Marston Group to act on its behalf as enforcement agents in the recovery of unpaid Penalty Charge Notices.

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

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

gov.uk/government/publications/bailiffs-and-enforcement-agents-national-standards

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

<https://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 Dacorum)	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
2015/16	780,485	654,329	(609,604)	(299,570)	(313,862)	211,778
2016/17	724,746	661,435	(835,022)	(312,319)	(287,620)	(48,780)
2017/18	906,382	565,846	(694,197)	(326,810)	(266,370)	184,851

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)
2015/16	140,143	28,584	(45,884)	(81,397)	(241,905)	(200,459)
2016/17	152,507	21,305	(53,299)	(106,247)	(219,970)	(205,704)
2017/18	159,613	28,459	(60,365)	(80,797)	(217,274)	(170,364)

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 and permit charges.



Future Plans & Summary

During 2017/18 the council retendered its enforcement contract, extracting the ICT elements and retendering for those provisions separately. Upon completion of the process in April 2018, NSL Ltd. were appointed marking the end of a 20 year relationship with the council's previous provider, Indigo Park UK. Imperial Civil Enforcement Solutions successfully won the ICT contract providing a self-service parking system that allows residents to challenge the issue of Penalty Charge Notices online, further to applying for and renewing their resident permits.

Working with both contractors, the council has moved the issue of paper based controlled parking zone permits to a virtual environment, which Civil Enforcement Officers now check with new enforcement devices capable of automatic number plate recognition (ANPR). Other benefits of the new contractual arrangement includes new uniforms, vehicles, and an extension to the core patrol hours; 8am - 10pm, 7 days a week, supported by an intelligent back-office system providing detailed tracking and hotspot data, in addition to the transfer of information in real time.

Development of these partnerships will continue in 2018/19 with the upgrade and networking of the council's pay and display machines, including the expansion of cashless parking services to supplement the option of paying by cash. A vehicle removal/pound service will be re-introduced to deal with motorists who actively evade the payment of Penalty Charge Notices and partnerships with schools and Police will be developed promoting campaigns to assist in addressing problematic parking. The introduction of a flexible and convenient virtual visitor voucher service will also be implemented in early 2019, replacing the current paper based process.

Major redevelopment of the Charter Place shopping centre is likely to bring about an increase in parking to the surrounding roads and this has led to a review of the operational hours due to the improved shopping offer, cinema and later opening hours. Initial public consultations are currently underway and any changes sought by affected residents and businesses are likely to be implemented during the course of 2019. Further reviews of parking and traffic arrangements will continue throughout the year as the public realm enhancement works along the High Street are completed.

Each year the council receives a large number of requests for both minor and more major changes to parking controls in the borough. Going forward, a robust review of the current process for the management of these requests will take place in 2018/19 with a view to ensuring that they are appropriately ranked in terms of priority, delivery and funding.

The council's Parking Service and Revenues and Benefit department will be jointly re-tendering our enforcement agent (bailiff) contract for the recovery of unpaid debt, commencing in January 2019.





WATFORD
BOROUGH
COUNCIL