Report of Staffordshire Moorlands District Council

1 Purpose of Report

1.1 To provide an update on the progress of Civil Parking Enforcement (CPE) for the period April 1 2010 to March 31 2011.

2 Recommendation

2.1 That the contents of the report be noted by the Staffs Joint Parking Board.

3 Key Issues

3.1 The CPE Service is currently operating below budgetary expectations both in quantity of tickets issued and level of income received. The improvement in these aspects of the CPE service is of utmost importance to the District and County Councils.

3.2 Actions have been identified to resolve these ongoing performance issues, with some initial actions implemented that have affected an improvement in performance of the CPE service, particularly during the second half of 2009/10 and the first half of 2010/11. However sustaining the improvement in the CPE performance has been problematic due to further actions not being achieved or implemented due to factors outside of the District and / or County Councils control.

3.3 The District Council does not receive any income from on-street pay and display due to issues encountered with demarcation of the areas already identified for pay and display within the Moorlands. This ongoing opportunity to bring in income makes it imperative that further areas need to be identified.

3.4 It is anticipated that further actions, such as outsourcing the CPE service will continue and sustain this improvement for subsequent periods and implementing on-street charging in the Moorlands to reduce reliance on the
CPE budget, will be achieved in 2011/12. These are seen as a priority for SMDC and SCC and are to be proactively pursued to ensure that this is achieved.

3.5 The cancellation rate of all Penalty Charge Notices (PCN’s) issued is at 15% and exceeds expectations.

4 Relationship to Corporate Priorities

4.1 Cleaner Greener, Safer Communities - Effective enforcement against parking contraventions contributes to safer parking and therefore safer streets in line with the County-wide ‘clear streets’ campaign.

5 Background

Civil Parking Enforcement

5.1 The table below provides information relating to the status and income received for PCN’s issued for ‘on-street’ and ‘off-street’ contraventions for the period of April 1 2010 to March 31 2011.

<table>
<thead>
<tr>
<th>PCN status</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of PCN’s Issued</td>
<td>5,533</td>
<td>100%</td>
</tr>
<tr>
<td>Paid at discounted stage (50%)</td>
<td>3,649</td>
<td>66%</td>
</tr>
<tr>
<td>Paid at NtO stage (100%)</td>
<td>571</td>
<td>10%</td>
</tr>
<tr>
<td>Paid at CC / DR (150%) stage</td>
<td>93</td>
<td>3%</td>
</tr>
<tr>
<td>Paid at post DR / warrant stage</td>
<td>68</td>
<td>1%</td>
</tr>
<tr>
<td>Part Paid</td>
<td>24</td>
<td>0%</td>
</tr>
<tr>
<td>In progress</td>
<td>298</td>
<td>5%</td>
</tr>
<tr>
<td>Cancelled</td>
<td>830</td>
<td>15%</td>
</tr>
</tbody>
</table>

Table 1. Actual Performance (Period 01/04/10 to 31/03/11)

5.2 A total of 5,533 PCN’s were issued during 2010/11 by the team of 5 CEO’s who are deployed on a rota basis so that coverage is achieved between 8am to 6pm Monday to Saturday. The CEO’s are a mixture of ‘in-house’ SMDC staff and those seconded from a private contractor.

5.3 The PCN issuance for each individual quarter shows a drop in the second half compared to the first half (Q1 – 1,526, Q2 - 1,582, Q3 – 1,175, Q4 – 1,255).

5.4 The ratio of on-st and off-st PCN’s is 31% / 69% in favour of off-st which does not compare favourable with previous years.

5.5 Cancelled tickets issued during 2010/11 amount to 830 PCN’s. This gives an overall cancellation rate of 15% which exceeds performance expectations and is comparable with previous periods.
6 Financial Implications

6.1 Whilst the CPE performance showed improvement in the first half of 2010/11 from previous years the on-street CPE budget for 2010/11 was revised to reflect the delays in outsourcing of the CPE service. This was a primary action to improve performance and as such an operating deficit may be expected in 2010/11.

6.2 The improved performance for the first half of the year was not sustained into the second half. As a result operational expenditure was greater than expected and the PCN income was less than expected to produce an annual deficit of £72K for 2010/11.

6.3 Initial actions that were implemented in Q’s 2 and 3 2009/10 improved the performance which continued into Q’s 1 and 2 of 2010/11. However, the sustaining of the improved performance dropped in the second half of 2010/11 with a drop in income from £57K to £45K but staffing costs (which are the main budgetary item) remaining relatively static at £57K and £60K.

6.4 This drop in performance is primarily due to long-standing issues of staff absenteeism re-occurring and over reliance of short term solutions such as secondment of CEO’s from a private contractor. As stated previously it is hoped that outsourcing of the CPE service will improve the performance on a long-term and sustainable basis to reduce the financial risk to the partners and ensure the viability of the CPE service.

6.5 There has been no income generated from on-street P&D since the inception of DPE / CPE in October 2007 due to issues with putting in adequate lining on the on-street area identified in the Moorlands. Therefore it is a priority that other on-street areas within the Moorlands are identified where P&D can be implemented to ensure generation of income and to reduce the risk of deficits of the CPE service in future years.

6.6 The on-street and off-street PCN income for 2010/11 has been split 67% to 33% in favour of on-street and is in accord with the agreement between SCC and SMDC. This split may be subject to change so that actual income reflects actual PCN issuance.

7 Risk Management Issues

7.1 Reliance being placed upon a financial budget that is based upon expected levels of income and expenditure which are not being achieved.

7.2 Further substantive delays in outsourcing the CPE service may prolong the underperformance. Therefore this is seen as a priority to SMDC and SCC in 2011/12.
7.3 That the issues encountered in demarcating the identified on-street pay and display continues so as to prevent income generation through this aspect unless the existing issues are resolved and / or further areas are identified. This is seen as a priority for SMDC and SCC in 2011/12.

7.4 The introduction of the Traffic Management Act created additional operational pressures and continues to do so.

8 Equality Issues

8.1 None

This report has been produced having considered the following additional issues Strategic Plan Implications, Sustainability Issues, Human Rights Issues, Crime and Community Safety Issues, Data Protection Act Implications, Legal Implications, Human Resource Implications.

Previous Consideration

Nil

Background Papers

Nil