

Tamworth Local Parking Committee

28th March 2012

Report of the District Nominated Officer for Tamworth Borough Council

Civil Parking Enforcement Progress and Performance Report for the period 1st September – 29th February 2012

1 Purpose of Report

1.1 To provide an update on the progress of Civil Parking Enforcement in Tamworth Borough since 1st September 2011

2 Recommendation

2.1 That the contents of the report be noted.

3 Key Issues

3.1 Since the beginning of April 2011 the revised deployment model has been operating at a maximum of 584 hours per month. This is being monitored and managed with a view to resource the enforcement provision and the model of PCN issuance has to suit the budget forecasts (542 per month) agreed by Staffs County Council for 2011/12.

The total number of on street PCN's issued up to the 29th February 2012 is 5656 against a revised model of 5962.

The split between off street and on street is still dominated by off street PCN's which represent 61% (3486) of those issued, however the total PCN issue rate is 95% of overall predictions (both on and off street combined).

The current on street enforcement is 64% average of current deployed hours anticipated and our contractor has achieved 96% of revised model overall. Based on the actuals and the predicted outturn for March 2012, Tamworth Borough Council is on target to achieve the predicted small deficit on the CPE budget agreed of £8.9K.

Cancellation rates have risen slightly to 16%, but this has included some process cancellations – most significantly where drivers cannot be traced and is within the KPI of 20%. Work is ongoing with the contractor to further reduce cancellations through avoidable errors. CEO errors represent 1% of cancellations.

The service is currently running within expected parameters and the contractor performance will continue to be reviewed and progressed. The introduction of revised deployment hours have resulted in a reduction of costs

to the service of 23% to 29th February 2012 when compared to 2010/11 and PCN rates are as predicted.

4 Relationship to Corporate Priorities

4.1 County Indicators - Cleaner Greener, Safer Communities – Effective enforcement against parking contraventions contributes to safer parking and therefore safer streets.

4.2 Local indicators - To create and sustain a thriving local economy and make Tamworth a more aspirational and competitive place to do business. To achieve this, we will:

- a) Raise the aspiration and attainment levels of young people
- b) Create opportunities for business growth through developing and using skills and talent
- c) Promote private sector growth and create quality employment locally
- d) Brand and market “Tamworth” as a great place to “live life to the full”
- e) Create the physical and technological infrastructure necessary to support the achievement of this primary outcome.

5 Background

Civil Parking Enforcement

5.1 The table below provides information relating to Penalty Charge Notices (PCN) that have been issued for both on and off street contraventions for 1st April 2011 until 29th February 2012. **The data was taken as at the 16th March 2012**

Deployed Hours	Revised Model	Actual	Variance	
On-Street	3850	3947	+2.52%	
Off Street	2574	2220	-13.75%	
PCN Issue	Projected	Actual	Variance	
On-Street	5412	2170	-40%	
Off-Street	550	3486	+633%	
	Projected	Actual	Outstanding balance	
Income received	£15197.27	£129719.79	£46874.09	
		Actual		

Cancellations		16% (916)		
Of which are CEO Error		<1%		

5.2 The predicted income figure noted above is within the predicted outturn parameters for 2011/12 and the outstanding balance against PCNs issued up to 29th February 2012, if recovered in line with the process, is currently on target.

5.2 Of the cancellations noted in the table above the below table gives a breakdown by the most common category of cancellation. This information is being used to inform proactive management of the enforcement contract.

5.3 The most significant rate of cancellations (26%) remains that of PCNs issued for the incorrect or failure to display a blue badge permit or clock. Cancellations where motorists have provided evidence of a valid P&D ticket have risen to 25%.

Reason	Number of tickets	
Disabled badge – face down	107	Total 239
Disabled badge – not on display first time	93	
Disabled clock not on display	39	
P&D Ticket provided – first contravention	54	Total 230
P & D ticket face down	176	
PA Error – issued incorrectly	68	
Permit provided – first contravention	45	

6 Financial Implications

6.1 At the current issue rate of PCN's the projected income (including recovery of outstanding balances) will be 11% above the predicted outturn for 2011/12. This will continue to be monitored against the approved predictions and full report made to Staffordshire County Council after March 31st 2012.

6.2 Expenditure to the service is in line with predictions as at the end of February 2012 and represents a 23% reduction in operating costs. The current issue rate is line with the outturn predictions. This will continue to be monitored closely.

6.3 The actual gross income to the account for the period 1st April 2011 to 29th February 2012 is £129719.79, with a current outstanding balance of £46874.09.

6.4 All financial and statistical figures were taken as at 16th March 2012

7 Risk Management Issues

7.1 Reliance being placed upon a predicted outturn that is based upon estimated levels of income.

7.2 Expenditure and income is constantly reviewed to reduce income incurred to reduce the risk of further financial deficit.

8 Equality Issues

8.1 None

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

Previous Consideration

nil

Background Papers

nil