

Committee: Overview and Scrutiny Committee
Date: Tuesday 28 May 2019
Time: 6.30 pm
Venue: Bodicote House, Bodicote, Banbury, OX15 4AA

Membership

Councillor Lucinda Wing (Chairman)	Councillor Tom Wallis (Vice-Chairman)
Councillor Mike Bishop	Councillor Phil Chapman
Councillor Chris Heath	Councillor Shaida Hussain
Councillor Tony Mephram	Councillor Ian Middleton
Councillor Perran Moon	Councillor Sandra Rhodes
Councillor Les Sibley	Councillor Bryn Williams

AGENDA

Overview and Scrutiny Members should not normally be subject to the party whip. Where a member is subject to a party whip they must declare this at the beginning of the meeting and it should be recorded in the minutes.

1. **Apologies for Absence and Notification of Substitute Members**

2. **Declarations of Interest**

Members are asked to declare any interest and the nature of that interest which they may have in any of the items under consideration at this meeting.

3. **Urgent Business**

The Chairman to advise whether they have agreed to any item of urgent business being admitted to the agenda.

4. **Minutes** (Pages 1 - 6)

To confirm as correct records the minutes of the meetings held on 26 March 2019 and 14 May 2019.

5. **Chairman's Announcements**

To receive communications from the Chairman.

6. **Car Parking Task and Finish Group** (Pages 7 - 110)

Report of Assistant Director: Environmental Services

Purpose of report

The purpose of this report is to feedback to the Overview & Scrutiny Committee the outcome of the Car Parking Task and Finish Group.

Recommendations

The Overview & Scrutiny Committee is recommended:

- 1.1 To note the work of the Car Parking Task and Finish group
- 1.2 To support the continuation of funding a Thames Valley Police PCSO from September 2019 to March 2021
- 1.3 To support & recommend to Executive the proposed Car Parking Strategy & Car Parking Action Plan

7. **Scrutiny at Cherwell and Work Programme Planning** (Pages 111 - 112)

The Governance and Elections Manager will give an overview of the Scrutiny process at Cherwell District Council.

The Committee will then be invited to discuss possible subjects for inclusion on the work programme for the 2019-2020 Municipal Year.

An indicative work programme for the year is attached for information.

Councillors are requested to collect any post from their pigeon hole in the Members Room at the end of the meeting.

Information about this Meeting

Apologies for Absence

Apologies for absence should be notified to

democracy@cherwellandsouthnorthants.gov.uk or 01327 322043 / 01295 221591 prior to the start of the meeting.

Declarations of Interest

Members are asked to declare interests at item 2 on the agenda or if arriving after the start of the meeting, at the start of the relevant agenda item.

Local Government and Finance Act 1992 – Budget Setting, Contracts & Supplementary Estimates

Members are reminded that any member who is two months in arrears with Council Tax must declare the fact and may speak but not vote on any decision which involves budget setting, extending or agreeing contracts or incurring expenditure not provided for in the agreed budget for a given year and could affect calculations on the level of Council Tax.

Evacuation Procedure

When the continuous alarm sounds you must evacuate the building by the nearest available fire exit. Members and visitors should proceed to the car park as directed by Democratic Services staff and await further instructions.

Access to Meetings

If you have any special requirements (such as a large print version of these papers or special access facilities) please contact the officer named below, giving as much notice as possible before the meeting.

Mobile Phones

Please ensure that any device is switched to silent operation or switched off.

Queries Regarding this Agenda

Please contact Emma Faulkner / Lesley Farrell, Democratic and Elections
emma.faulkner@cherwellandsouthnorthants.gov.uk, 01327 322043 /
lesley.farrell@cherwellandsouthnorthants.gov.uk, 01295 221591

Yvonne Rees
Chief Executive

Published on Friday 17 May 2019

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Cherwell District Council

Overview and Scrutiny Committee

Minutes of a meeting of the Overview and Scrutiny Committee held at Bodicote House, Bodicote, Banbury, OX15 4AA, on 26 March 2019 at 6.45 pm

Present: Councillor Neil Prestidge (Chairman)

Councillor Mark Cherry
Councillor Chris Heath
Councillor Tony Mepham
Councillor Cassi Perry
Councillor Bryn Williams
Councillor Lucinda Wing

Also Present: Councillor D M Pickford - Lead Member for Clean and Green
Carol MacKay – Oxfordshire Emergency Planning Officer

Apologies for absence: Councillor Sean Gaul
Councillor Mike Bishop
Councillor Phil Chapman
Councillor Sandra Rhodes
Councillor Les Sibley

Officers: Graeme Kane, Chief Operating Officer (Deputy CEO)
Claire Taylor, Director: Customers and Service Development
Geoff Kent, Assistant Director: Customer and Corporate Services (SNC)
Richard Webb, Assistant Director: Regulatory Services and Community Safety
Natasha Barnes, Shared Contact Centre Services Manager
Paul Almond, Street Scene & Landscape Manager
Emma Faulkner, Democratic and Elections Officer
Lesley Farrell, Democratic and Elections Officer

50 **Declarations of Interest**

There were no declarations of interest.

51 **Urgent Business**

There were no items of urgent business.

52 **Minutes**

The Minutes of the meeting of the Committee held on 19 February 2019 were confirmed as a correct record and signed by the Chairman.

53 **Chairman's Announcements**

There were no Chairman's announcements.

54 **Show and Tell - Customer Services**

The Assistant Director Customers and Corporate Services gave a presentation on the improvement plan that was in progress for Customer Services. It was called the "Customer Services Marathon" to energise the team, emphasise the scale and length of the improvement and also used the 26 mile marathon distance to make a point of reference as the "Customer Services Marathon" was a 26 week journey that had started in October 2018 and was due to conclude in May 2019.

The Assistant Director Customers and Corporate Services explained that whilst the team were already showing high standards of customer service and wanted to offer the best service, they were hampered by systems used in the team and its culture. There was also a lack of praise and recognition for great customer service. The Customer Services Marathon was focussed on four themes: Customer Service Excellence; Maximise capacity; Staffing; and, Using IT.

The Assistant Director Customers and Corporate Services advised the Committee that an additional major project was the separation of South Northants and Cherwell District Council. The Customer Services team was currently fully integrated both in terms of service delivery to customers and staffing. As incremental changes were made, customers would not see any difference as existing telephone numbers, email addresses and service delivery approach would remain tailored to the two Councils as was currently the case. The priority was to ensure excellent customer service was delivered as the service is separated over the coming months.

In response to Members' comments regarding the welfare of the Customer Service staff who sometimes experienced difficult calls, the Assistant Director Customers and Corporate Services explained training had been given in resilience technics and staff were able to take time away from their desk after particularly challenging calls. Good training had made a big difference and an Employee Assistance Programme was in place, should it be required.

Resolved

- (1) That the presentation and briefing note be noted.

55 **Show and Tell - Landscape Maintenance Contract**

The Chief Operating Officer and the Street Scene and Landscape Services Manager gave a presentation of the overview of the Landscape and Arboriculture Service including the landscape maintenance contract.

The presentation covered the make-up of the Landscape Team; the landscape contract; partners in the contract; services covered; performance of the contract; and how the landscape service contributed to the Council's overall priorities.

In response to questions from the Committee, the Street Scene and Landscape Manager confirmed that a complaints process was in place and any complaints made in relation to landscape maintenance were discussed with the contractor as they had regular meetings. The Street Scene and Landscape Manager was confident in the service provided by the contractor.

Resolved

(1) That the presentation be noted.

56 **Emergency Planning**

The Assistant Director: Regulatory Services and Community Safety submitted a briefing note on Emergency Planning and Business Continuity.

The Oxfordshire Emergency Planning Officer explained that the Cherwell District Emergency Plan formed part of the Oxfordshire/Thames Valley Emergency Plan.

The Chief Operating Officer explained that Cherwell District Council (CDC) had entered into a partnership arrangement with Oxfordshire County Council (OCC). This meant that, over the coming months, the full time Emergency Planning team at OCC would assist CDC with training and development of relevant officers in relation to Emergency Planning.

The Chief Operating Officer said that the contact numbers would be updated and circulated to Members.

Resolved

(1) That the briefing note be noted.

57 **Overview and Scrutiny Committee Annual Report 2018/19**

The Committee considered the draft Overview and Scrutiny Committee Annual report for 2018/19.

The Democratic and Elections Officer explained that there were areas of the report still to be finalised, and this would be done in consultation with the Chairman prior to its submission to Council.

Resolved

- (1) That the draft Overview and Scrutiny Committee Annual report 2018/19 be noted.
- (2) That authority be delegated to the Director – Law and Governance (Interim), in consultation with the Chairman of the Overview and Scrutiny Committee, to finalise the areas highlighted in the report prior to its submission to Council.

58 **Committee Work Programme - 2018/2019**

The Democratic and Elections Officers updated the Committee on progress of topics raised at previous meetings advising that this was the last meeting of the municipal year and all topics and work programme items would be considered by the Committee at their first meeting of the 2019/20 municipal year.

Resolved

- (1) That the Committee work programme be noted.

The meeting ended at 7.50 pm

Chairman:

Date:

Cherwell District Council

Overview and Scrutiny Committee

Minutes of a meeting of the Overview and Scrutiny Committee held at Bodicote House, Bodicote, Banbury, OX15 4AA, on 15 May 2019 at 7.42pm

Present: Councillor Lucinda Wing (Chairman)
Councillor Tom Wallis (Vice-Chairman)

Councillor Mike Bishop
Councillor Phil Chapman
Councillor Chris Heath
Councillor Shaida Hussain
Councillor Tony Mepham
Councillor Ian Middleton
Councillor Perran Moon
Councillor Les Sibley
Councillor Bryn Williams

Apologies for absence: Councillor Sandra Rhodes

1 Appointment of Chairman for the Municipal Year 2019/20

Resolved

That Councillor Lucinda Wing be appointed Chairman of the Overview and Scrutiny Committee for the municipal year 2019/20.

2 Appointment of Vice-Chairman for the Municipal Year 2019/20

Resolved

That Councillor Tom Wallis be appointed Chairman of the Overview and Scrutiny Committee for the municipal year 2019/20.

The meeting ended at 7.43 pm

Chairman:

Date:

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Cherwell District Council

Overview & Scrutiny Committee

28 May 2019

Car Parking Task and Finish Group

Report of the Assistant Director: Environmental Services

This report is public

Purpose of report

The purpose of this report is to feedback to the Overview & Scrutiny Committee the outcome of the Car Parking Task and Finish Group.

1.0 Recommendations

The Overview & Scrutiny Committee is recommended:

- 1.1 To note the work of the Car Parking Task and Finish group
- 1.2 To support the continuation of funding a Thames Valley Police PCSO from September 2019 to March 2021
- 1.3 To support & recommend to Executive the proposed Car Parking Strategy & Car Parking Action Plan

2.0 Introduction

- 2.1 Members of the Overview & Scrutiny Committee set up a Task and Finish Group to examine car parking. The car parking management contract with Apcoa had commenced in June 2017 and the performance of the new arrangements could be reviewed to help set the future strategy of car parking.
- 2.2 A number of Task and Finish meetings were held with the first meeting being 4 September 2018. Further meetings followed 9 October 2018 & 5 December 2018. A further meeting took place on 6 March 2019. .
- 2.3 A number of issues were presented by officers and the slides are attached in the Appendices 3-6.
- 2.4 From Member suggestions and following consultations meetings with Banbury BID, Bicester Vision and Kidlington Parish Clerk a draft Car Parking Strategy with Action Plan has been developed
- 2.5 The proposed Car Parking Strategy with Action Plan are in the Appendices 1 & 2
- 2.6 A key part of the new strategy is to explore Civil Parking enforcement with Oxfordshire County Council, South Oxfordshire District Council and Vale of White Horse Council.

A project team has been set up and a consultant to advise on the full range of implications, costs and risks is being tendered.

- 2.7 The Council has an enforcement arrangement with Thames Valley Police which runs until September 2019. This Council funds a PCSO, at £30k/year and a full time equivalent PCSO carries out traffic enforcement. Appendix 9 sets out the number of tickets issued. The proposal is to continue with this arrangement until April 2021 to allow time to fully explore civil car parking enforcement

3.0 Report Details

- 3.1 This Council operates a large number of car parks in Banbury, Bicester and in Kidlington. They generate a substantial source of income, around £1.8 million per annum but there are also significant operating costs to ensure the car parks are operated safely and meet the needs of all the different users.
- 3.2 In June 2017 the operation of the car parks was outsourced to Apcoa for an initial five year period. The implementation of this new contract has meant some significant changes such as new car parking machines which not only allow card & contactless payment but also provide much more data on car parking usage.
- 3.3 These changes allowed elected members to review the successes of the new arrangements and to help set a new car parking strategy for the future.
- 3.4 Following four meetings of the Task and Finish group consultations meeting were set up with Banbury BID and Bicester Vision, The consultation slides are in Appendix 7 & Appendix 8.

4.0 Conclusion and Reasons for Recommendations

- 4.1 The Task and finish group have considered the new car parking arrangement with Apcoa and have developed a proposed Car Parking Strategy and Action Plan.
- 4.2 The proposed strategy will go forward to Executive in July, a public consultation will take place and a equalities impact assessment will also take place. The final Strategy and Action Plan should go forward for final approval in early autumn 2019.

5.0 Consultation

Task and Finish group Overview & Scrutiny
Banbury BID
Bicester Vision
Kidlington Parish Clerk

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following alternative options have been identified

Option 1: To recommend to Executive the new Car Parking Strategy & Action Plan.

Option 2: To reject the Car Parking Strategy & Action Plan and ask officers to reconsider the strategy.

7.0 Implications

Financial and Resource Implications

- 7.1 Car Parking is a significant source of income to the Council. The proposed strategy has no direct immediate impact on this income but any changes will be considered in future business planning cycles.

Comments to be checked by Kelly Wheeler Principal Accountant, 01327 32230, kelly.wheeler@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.2 There are no legal implications with the adoption of this strategy.

With outsourcing of the council's parking management service outsourced to Apcoa, officers have rightly liaised with that company in formulating the parking strategy it wishes to present to the Executive, which is the appropriate forum for approval.

Comments checked by: Richard Hawtin, Team Leader: Non-contentious, Email: richard.hawtin@cherwellandsouthnorthants.gov.uk, Telephone: 01295 221695

- 7.3 Car Parking can be an area of significant comment from users and businesses. It is important a balance exists between the different stakeholders and this strategy gives more visibility to the medium term car parking goals

Comments checked by Louise Tustian, Team Leader Performance, 01295 221786, Louise.Tustian@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met **No**

Community Impact Threshold Met **No**

Wards Affected

All

Links to Corporate Plan and Policy Framework

Cherwell: Safe, Clean and Green

Lead Councillor

Councillor Dan Sames, Lead Member for Clean and Green

Document Information

Appendix No	Title
1	Proposed Car Parking Strategy
2	Proposed Action Plan
3	Presentation to Task & Finish Group Sept 2018
4	Presentation to Task and Finish Group Oct 2018
5	Presentation to Task and Finish Group Dec 2018
6	Presentation to Task and Finish Group March 2019
7	Presentation to Banbury BID
8	Presentation to Bicester Vision
9	Car Parking enforcement
Background Papers	
Report Author	Ed Potter, Assistant Director: Environmental Services
Contact Information	0300 003 0105 ed.potter@cherwellandsouthnorthants.gov.uk

CHERWELL DISTRICT COUNCIL

CAR PARKING STRATEGY 2019-2023

INTRODUCTION

This strategy sets out the Council's approach to the provision and development of car parking in the District. The Strategy is supported by an Action Plan which sets out improvements that will be delivered in the short to medium term, and aspirations and principles for the longer term.

CURRENT PROVISION

Council's car parks

The Council holds a large portfolio of car parks. The purpose of each differs depending on its location and size. Some are intended to encourage short stays in central locations, others are aimed towards supporting commuters who need to park for the duration of a working day.

The full listing of car parks for each of the urban centres is set out in Appendix 2

Whilst the Council provides a range of car parks to support the vitality of our town centres, there are also a significant number of car parks owned or managed by private operators for which the Council has no direct influence.

Thames Valley Police are responsible for the enforcement of all on street parking restrictions. To assist in this process Cherwell District has funded a full time equivalent Police Community Support Officer (PCSO) to ensure parking enforcement across the district is carried out.

PRINCIPLES

We have identified a number of principles which will determine the way in which we make decisions about how to manage car parking in the district.

- Listen to residents and our communities and use their views to inform the council's approach to car park provision
- Protect the environment and character of our towns through the appropriate provision and design of car parks and management of on-street car parking
- Deliver value for money to all local tax payers from the council's car park assets
- Use our portfolio of car parks to provide for a range of parking needs

Car parks are used to enable a variety of different activities such as shopping trips, commuting to work and accessing town centre services and facilities. The factors influencing why drivers use certain car parks are complex and include: location; perception of safety and security; cost of parking; and, layout and accessibility. The length of time that drivers choose to park also varies depending on the nature of their trip. Therefore, we will consider carefully the purpose of each of our car parks and consider which type of activity they are intended to support and how we can best manage them to provide that purpose.

STRATEGIC OBJECTIVES

The strategic objectives, set out below, have been developed to ensure that the council's provision of car parking support the council's three priorities as identified in our Business Plan:

Protected, Clean and Green

By providing car parks that are safe and accessible we will support local businesses and residents. Our aim is to not only ensure our car parks are safe & easily accessible but also are clean & they consider the environment.

PCG 1: Maintain our car parks so they provide a safe place to park and discourage anti-social behaviour.

PCG 2: Maintain our car parks to a high standard which contributes positively to the character of our town centres and provides a high quality experience for our customers.

PCG 3: Play our part in responding to the increasing demand for electric charging points.

Thriving Communities and Well-being

We will use our car parks to enable and encourage residents and visitors to access the leisure, community and recreational activities in our town centres. We will ensure our car parks support those with additional physical needs. We will seek to address irresponsible and inconsiderate parking which disrupts the flow of traffic and use of pavements in our towns and villages.

TCW 1: Design the lighting, layout and surfaces of our car parks so they support users with additional physical needs.

TCW 2: Work with Oxfordshire County Council and other districts to improve the management of on-street parking and parking restrictions.

TCW 3: Seek ways in which our car parks can promote and support the leisure, community and recreational activities in our town centres.

TCW 4: Ensure our car parks return to normal following weather events such as heavy snowfall

District of Opportunity and Growth

Our car parks play a fundamental role for people choosing to use the services and shops in our town centres. They also support the economy of our town centres by providing places for people to park while at their place of work. We will manage our car parks so they play a part in supporting the vitality of our towns.

DOG 1: Improve awareness of our car parks, and the valuable role they play in supporting our town centres, through improved promotion and marketing activities.

DOG 2: Review our car parking charges on a regular basis so they encourage maximum use of our car parks in a way that supports the needs of businesses, workers, shoppers and commuters whilst ensuring value for money for all tax payers is also achieved.

DOG 3: Ensure car parking capacity is considered as our urban centres grow

DOG 4 : Ensure car parking services utilises new technologies where appropriate including in the areas of information & payment

Development & Review of the Car Parking Strategy

The development of this car parking strategy has involved a variety of different stakeholders. A task and finish panel of District Councillors and other key stakeholders with particular interests in the three urban centres such as Banbury Bid & Bicester Vision.

The Strategy has been taken through the usual democratic process covering Overview & Scrutiny, Executive and public consultation

The action plan will be reviewed on an annual basis with a full review of the Strategy before the end of this current strategy

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Appendix 2

Cherwell District Council Car Parking Action Plan

PCG 1 Maintain our car parking so they provide a safe place to park and discourage anti social behaviour

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Maintain our car parks so users feel safe	Ensure lighting standards are good and car parks are well lit	Survey during 19/20	1. Carry out survey on lighting 2 Action failed on poor lighting	Lead Member Clean & Green	Landscape & Street scene manager

PCG 2: Maintain our car parks to a high standard which contributes positively to the character of our town centres and provides a high quality experience for our customers

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Maintain our car parks so visually and functionally they are easy to use	Ensure car parks are inspected regularly for potholes, poor line marking, damaged street furniture. Produce a programme of work	Produce programme of work Autumn 19 for implementation in 20/21	Programme of work produced for October 2019 to secure any capital funding. Carry out revenue work during Oct 19 – March 20 Any capital work in 2020/21	Lead Member Clean & Green Lead Member Clean & Green Lead Member Clean & Green	Landscape & Street scene manager Landscape & Street scene manager Landscape & Street scene manager

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PCG 3 Play our part in responding to the increasing demand for electric charging points

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Understand the demand for electric charging points	Develop a plan for installing electric charging points in appropriate car parks	Investigation and exploration of options during 2019	Electric charging point plan developed By Dec 19	Lead Member Clean & Green	Landscape & Street scene manager
		Work with providers & possible partners for provision to meet anticipated need	Ongoing	Review annually	Lead Member Clean & Green	Landscape & Street scene manager
		Investigate funding opportunities to support the installation of charging facilities	Ongoing		Lead Member Clean & Green	Landscape & Street scene manager

TCW1 Design the lighting, layout and surfaces of our car parks so they support users with additional physical needs

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Ensure lighting, layout and surfaces are fit for purpose	1 Survey car parks especially from disabled spaces	Layout survey complete Mar 19	Implementation of improvements	Lead Member Clean & Green	Landscape & Street scene manager

TCW2 Work with Oxfordshire County Council and other districts to improve the management of on-street parking and parking restrictions

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Work with Oxfordshire County Council & other partners on exploring Civil Parking Enforcement options	Active membership of Join Support financially the	Commence project April 19		Lead Member Clean & Green	Landscape & Street scene manager
			Develop project plan during Q1	Production of feasibility report	Lead Member Clean & Green	Landscape & Street scene manager

TCW3 : Seek ways in which our car parks can promote and support the leisure, community and recreational activities in our town centres

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Support events in our urban centres	Raise the awareness of Banbury & Bicester Town Councils along with Kidlington Parish Councils of space for banners to	September 19	Identify possible locations	Lead Member Clean & Green	Landscape & Street scene manager
				Discuss with stakeholders who	Lead Member Clean	Landscape & Street

		support such events events		have events including Town & Parish Councils	& Green	scene manager
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TCW4 : Ensure our car parks return to normal following weather events such as heavy snowfall

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Review adverse weather plans	Review gritting policy Identify priority for restoring capacity following events	Summer/Autumn 2019	Develop and implement revised policy for winter 2019/20	Lead Member Clean & Green Lead Member Clean & Green	Landscape & Street scene manager Landscape & Street scene manager

DOG 1 : : Improve awareness of our car parks, and the valuable role they play in supporting our town centres, through improved promotion and marketing activities

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Improve the awareness of our car parks	Review signage to the car parks so our car parks are easy to find	During 2019/20	Complete survey by September 2019 Install additional signage if required	Lead Member Clean & Green Lead Member Clean & Green	Landscape & Street scene manager Landscape & Street scene manager

DOG 2 : Review our car parking charges so they encourage maximum use of our car parks in a way that supports the needs of businesses, workers, shoppers and commuters whilst ensuring value for money for all tax payers

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Ensure our car parking charges are competitive	Benchmark annually our charges against surrounding towns	Annually	Review for each business planning cycle	Lead Member Clean & Green	Landscape & Street scene manager
2	Ensure a good balance of ultra short, short and long stay spaces exist	Review balance of spaces across urban centres	September		Lead Member Clean & Green	Landscape & Street scene manager

DOG 3: Ensure car parking capacity is considered as our urban centres grow

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Monitor usage of car parks to understand capacity at all car parks	Identify areas of capacity shortfall	Summer 19		Lead Member Clean & Green	Landscape & Street scene manager
		Explore options to increase capacity	Q1 & Q2 2019		Lead Member Clean & Green	Landscape & Street scene manager
		Protect existing capacity	Ongoing		Lead Member Clean & Green	Landscape & Street scene manager

DOG 4: Ensure car parking services utilises new technologies where appropriate including in the areas of information & payment

	Initiative	Action	Timescale	Milestones	Lead Member	Lead Officer
1	Utilise technology where	Keep up to date with	Ongoing		Lead Member Clean	Landscape & Street

	customer service benefits can be delivered	developing technology Encourage the use of card & Apcoa Connect Increase number of pay on exit car parks	Q1 & Q2 2019 During 2019	Reduce cash payments while increasing card usage Bolton Road by start of Q2	& Green Lead Member Clean & Green Lead Member Clean & Green	scene manager Landscape & Street scene manager Landscape & Street scene manager
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Car Parking Scrutiny Review

Environmental Services

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South
Northamptonshire
Council



DISTRICT COUNCIL
NORTH OXFORDSHIRE



Car Parking Scrutiny Review

Page 22

- Current Position
- Apcoa contract
- Income & costs
- Future challenges
- Development of a Strategy
- Questions



Car Parking Scrutiny Review

Current Position- People

- Assistant Director of Environmental Services Ed Potter
- Landscape Management & Street Scene Services Manager Paul Almond
- Parking Services Assurance Officer Colum Nooney



Car Parking Scrutiny Review

Current Position

- Major source of income to the Council
- Significant number of car parks -1670 bays
- Competitors In Banbury
- Different Situation in each of the Urban Centres
- Day to day running via a contract with Apcoa



Car Parking Scrutiny Review

Apcoa contract

- Contract started June 2017
- 5 year contract
- Updated parking infrastructure
- Collect income on behalf of the Council
- Issue Excess Charge Notices
- Issue season tickets
- Other work such as banksman Bus Station
- Contactless payment & pay on exit



Car Parking Scrutiny Review

Income & Costs

- Car Parks generate a lot of income – around £1.8- 2 million/year
- Cost to running car parks including payments to Apcoa (over £400k)
- Other costs include staff costs, sweeping & cleaning costs, landscape costs, maintenance work, capital charges etc
- Net benefit to the Council
- Significant source of Council income



Car Parking Scrutiny Review Charges

- Short term & Long term car parks
- Rapid turnover of users in short term car paRKS
- Banbury 80p/hour
- Bicester 70p/hour
- Kidlington Free
- Price increases can be unpopular
- Comparison with other towns/other districts



Car Parking Scrutiny Review Challenges

- Castle Quay development short term
- Castle Quay once development complete
- Pay on exit
- Electric charging points
- Decriminalised parking
- Future need for spaces
- Building on sites such as Bolton Road



Car Parking Scrutiny Review

Developing a new strategy

- Short term v Long term parking?
- More investment in Pay on exit?
- Electric charging point development?
- Decriminalised parking?
- Future need for spaces with growth?
- Charging -When to increase? How much?



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Car Parking Scrutiny Review Meeting 2

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Environmental Services



South
Northamptonshire
Council



DISTRICT COUNCIL
NORTH OXFORDSHIRE



Car Parking Scrutiny Review Summary

- 1st meeting general presentation on car parking covering income, costs, Apcoa etc
- Further detail on Charging, Neighbouring areas, Occupancy, Sainsbury's free car parking & footfall
- New Strategy



Car Parking Scrutiny Review

Free parking increases footfall?

Research Reports

- British Parking Association report Re-think! Parking on the High Street
- Assessing the Impact of Car Parking on footfall for the Welsh Government
- Association of Town & City Management report In Town Parking : What Works
- Vale of White Horse Scrutiny Committee- Review of free 2 hours parking



Car Parking Scrutiny Review

Reports key findings

- Factors effect footfall involve complex issues
- There is little published evidence which links free car park charges to changes in footfall
- Other factors such as availability of spaces can be felt by visitors to be more important than cost
- Two hours free car parking in Vale of White Horse reduced income by 44% (Over £330k) for CDC this would be around £700k/year



Car Parking Scrutiny Review Charges

- 80p/hour Banbury (£1.60/2 hrs, £3.50 all day)
- 60p/hour Bicester (£1.20/2hrs, £2.50 all day)
- No increase since 2011
- Bicester was due to rise to 70p/hour in 2011 but reversed due to Pioneer square construction
- Inflation effects 2018 prices should be:
- Banbury 98p/hour, Bicester 73p/hour (70p rise in 2013 would be 79p in 2018)



Car Parking Scrutiny Review

Comparison of charges near Neighbours

Near Neighbours	1 hour	2 hour	3 hours	All day
	£	£	£	
Aylesbury	1.00	2.00	2.50	£ 4.00
	£	£	£	
Leamington	1.00	2.00	3.00	£ 3.00
	£	£	£	
Stratford	1.00	2.00	3.00	£ 8.00
	£	£	£	
Warwick	1.00	2.00	3.00	£ 3.00
Witney	Free	Free	Free	Free
	£	£	£	
Oxford	3.00	4.00	7.00	£ 28.00



Car Parking Scrutiny Review Competition in Banbury



Page 37

- 42% of spaces CDC managed by Apcoa contract
- NCP – 2 car parks- 444 spaces, £1.60/hr
- Castle Quay – 830 spaces, £1/hr, £1,70 for 2 hrs
- Others such as Spiceball & Chiltern Railways (£8/day)



Car Parking Scrutiny Review

Competition in Bicester

Page 38

- 52% of spaces CDC managed by Apcoa contract
- Sainsbury (48%) – 485 spaces , free for 2 hours
- Sainsbury Prime location, 4 CDC car parks accessed off residential streets
- Other options Bicester Village, Park & Ride, Chiltern Railways(£8/day)



Car Parking Scrutiny Review

Usage since new contract

- Jun – Aug 18 comparison with Jun – Aug 17
- Banbury down by 4%
- Bicester income up 11%
- Bicester Cattle Market up 47%



Car Parking Scrutiny Review

Town Centre offer

- Banbury large number of empty shops



- Empty units in Castle Quay
- Castle Quay 2 development soon
- Bicester few empty units



Car Parking Scrutiny Review

Catering for our customers

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	Ultra Short £	Short term £	Long Term £	Total £	Spaces	Income/Space	
Banbury	134,655	484,874	563,478.	1,183,007	914	£	1,294.32
Bicester	79,386	217,374	95,150	391,910	525	£	746.50
Total	214,041	702,248	658,628	1,574,917	1,439	£	1,094.45
Percentage Overall Income	14%	45%	42%				
Percentage Overall Spaces	5%	38%	57%				



Car Parking Scrutiny Review Occupancy

- Bicester Cattle Market 70-85% full by lunchtime
- Banbury Bolton Road 75% full by 09.00
- Ultra short stay car parks Banbury Market Place/Bicester Market Square full



- Bicester Claremont 50% lunchtime



Car Parking Scrutiny Review

Occupancy at key sites

Sites	12 months income	Number of spaces	Income/Space
Banbury			
Market Place	£135k	41	£3280
North Bar East	£82k	32	£2571
Horsefair West	£80k	32	£2501
Chamberlaine Ct	£94k	50	£1872
Bicester			
Market Square	£79k	30	£2650
Victoria Road	£40k	28	£1436
Claremont	£159k	159	£1000



Car Parking Scrutiny Review

Council Finances

- Reduction in Government financial support
- Council tax level unchanged for 8 years
- Cost pressures from enforced change CDC/SNC
- Other cost pressures such as changing recycling markets increasing costs by £200k/year
- New Waste Collection crew £160k/year
- Council needs to increase income streams



Car Parking Scrutiny Review

Charging Summary

- Charges are competitive with nearby towns
- Charges are competitive with local competitors
- Charges unchanged since 2011
- Footfall appears to be rising in Bicester (11%)
- Car Parking is not a statutory service
- Commercial land ?
- Car parking revenue important Council income source



Car Parking Scrutiny Review New Strategy

- Castle Quay development town centre disruption until Autumn 2020
- Utilising Apcoa's knowledge
- Pay on exit
- Contactless/card payment/Apcoa connect
- Future development on sites such as Bolton Road



Car Parking Scrutiny Review

New Strategy – More Pay on exit

- Customers under less time pressures
- More income/less enforcement
- Banbury Windsor St and/or Bolton Rd?
- Bicester Claremont ?



Car Parking Scrutiny Review

New Strategy – Supporting urban centres

- Provide better information about the urban centres for visitors in our car parks
- Improve signage to direct visitors to our sites



- Promote events in the urban centres
- Closer working with the Town & Parish Councils



Car Parking Scrutiny Review

New Strategy – Charging/Paying

- Competitive charges
- Major disruption in Banbury due to Castle Quay development
- Start closing the gap between Banbury & Bicester
- Bicester increased from Summer 2019?
- Banbury unchanged until CQ2 completion
- More cards/more Apcoa Connect/less cash



Car Parking Scrutiny Review

New Strategy – Capacity

- Banbury 914 spaces , Bicester 525 spaces
- Kidlington needs a bigger roundabout!



- Is more capacity required in the future?

Car Parking Scrutiny Review New Strategy

- Non statutory service, what are car parks for?
- Develop an Action Plan
- Charging strategy
- Access to & promotion of the urban centres
- Expand Pay on exit?
- Capacity, Charging Points, Decriminalised parking



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Car Parking Scrutiny Review Meeting III

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Environmental Services



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DISTRICT COUNCIL
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Car Parking Scrutiny Review Summary

- 1st meeting general presentation on car parking covering income, costs, Apcoa etc
- 2nd meeting covered further detail on Charging, Neighbouring areas, Occupancy, Sainsbury's free car parking & footfall
- Initial draft New Strategy



Car Parking Scrutiny Review

New Draft Strategy

- Car Parks are a non Statutory Service so what are car parks for?
- Car Parks are on Commercial land and the asset needs to be managed at a significant cost
- How do car parks relate to the Council's Strategic Priorities?



Car Parking Scrutiny Review

What are our car parks for?

- To maximise commercial income?
- To provide car parking at a cost to the Council?
- To provide vehicle parking for residents, visitors, workers & others in the three urban centres?
- To provide parking to support the urban centres offering a range of options for different users at a competitive tariff and giving a range of payment choices?



Car Parking Scrutiny Review

Strategic Priorities

- Protected, Green and Clean
- District of Opportunity and Growth
- Thriving Communities and Wellbeing



Car Parking Scrutiny Review

Protected Green and Clean

- Electric vehicle charging points
- LED lighting
- Attractive car parks
- Clear signage
- Solar panels/lighting



Car Parking Scrutiny Review

District of Opportunity & Growth

- Pay on exit
- Two hour free car parking trial
- Clear signage
- Sufficient capacity



Car Parking Scrutiny Review

Thriving Communities & Wellbeing

- Thriving town centres
- Promoting local events
- Maps/reference points – where you are
- Signage to the town centre



Car Parking Scrutiny Review Development of a Strategy

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Car Parking Scrutiny Review

Claremont Car Park

- 159 spaces & 12 disabled spaces
- Main short stay Council car park in Bicester
- Entry & Exit in Victoria road, residential street
- Signage to the car park poor
- Main competitor is Sainsbury (better location, clearer sign posting & free)



Car Parking Scrutiny Review

Comparison of charges near Neighbours

Near Neighbours	1 hour	2 hour	3 hours	All day
	£	£	£	
Aylesbury	1.00	2.00	2.50	£ 4.00
	£	£	£	
Leamington	1.00	2.00	3.00	£ 3.00
	£	£	£	
Stratford	1.00	2.00	3.00	£ 8.00
	£	£	£	
Warwick	1.00	2.00	3.00	£ 3.00
Witney	Free	Free	Free	Free
	£	£	£	
Oxford	3.00	4.00	7.00	£ 28.00



Car Parking Scrutiny Review

Claremont Income Potential

- 159 spaces
- Charging period 8am -7pm 11 hours
- Maximum income Mon- Sat £327k/year
- Maximum realistic income in period 9am – 5pm Mon-Sat £238k/year
- Actual income Mon-Sat £148k/year
- Actual income Mon-Sat 9am -5pm £142k/year



Car Parking Scrutiny Review

Claremont Occupancy

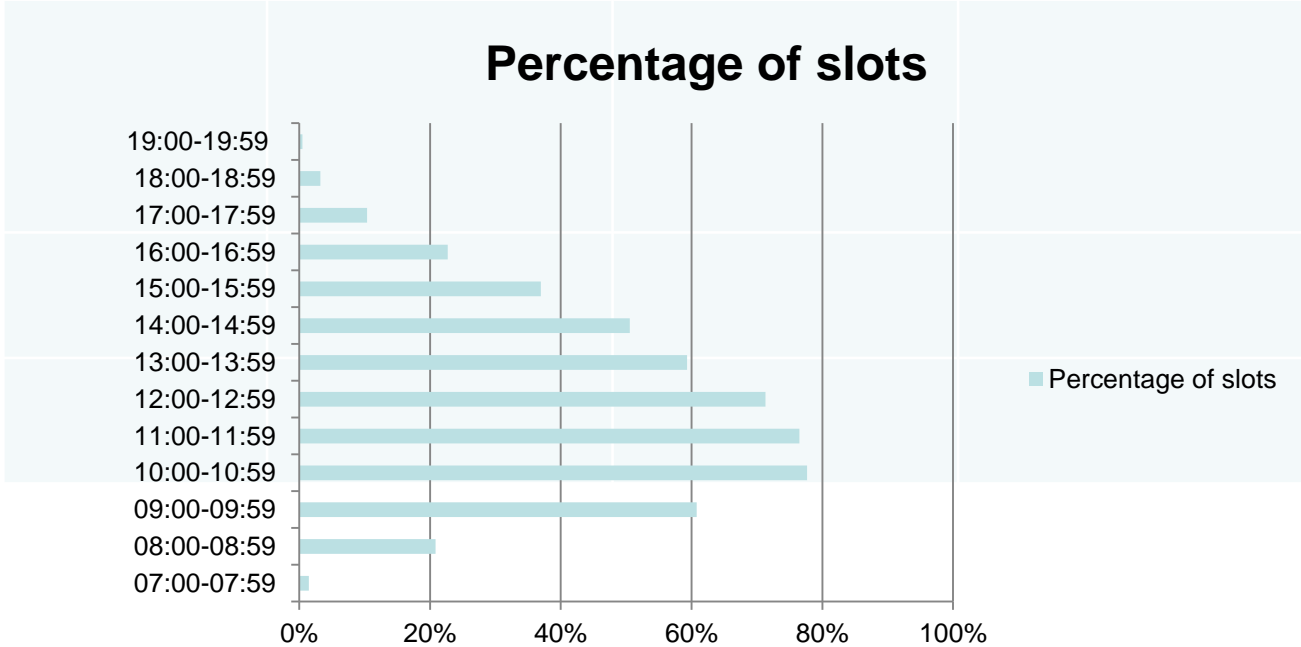
Monday-Saturday	Maximum potential	Actual Income	Occupancy
8am-7pm	£327k	£148k	45%
9am-5pm	£238k	£142k	60%



Car Parking Scrutiny Review

Claremont Occupancy

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Car Parking Scrutiny Review Occupancy

- 60% between 9am -5pm
- Peak periods 10-2pm
- Peak days Fridays & Saturdays
- 11.30 am Saturdays - Full



Car Parking Scrutiny Review Claremont /Deans Court

- Most (60%?+) car park users leave Car Park via Wilko
- Deans Court offer is weak
- Private exit via Deans Court unappealing



Car Parking Scrutiny Review

Claremont impact of free for 2 hours

- Loss of £140-150k/year
- Difficult to contain to one car park , potential loss of £700k/year
- Usage of car parking 11% up in Bicester on last year so there are cheaper ways to increase usage
- Taxpayer subsidising a non statutory service?
- Difficult to justify future investment?
- Impact on other issues – cycling, bus transport



Car Parking Scrutiny Review

Claremont summary

- Competition is free, better sign posted, better located
- 60% of capacity paid for between 9am – 5pm
- Increase usage by improved signage, pay on exit
- Some capacity is needed for future growth
- Once capacity is used significant investment required



Car Parking Scrutiny Review

New Strategy – Charging/Paying

- Competitive charges with other towns
- Major disruption in Banbury due to Castle Quay development
- Start closing the gap between Banbury & Bicester
- Bicester increased from Summer 2019?
- Banbury unchanged until CQ2 completion
- More cards/more Apcoa Connect/less cash



Car Parking Scrutiny Review

New Strategy – Capacity

- Banbury 914 spaces , Bicester 525 spaces
- Is this enough for the future as the towns grow?
- Banbury after CQ2?
- Will Claremont need another deck in the future?



Car Parking Scrutiny Review New Strategy

- Non statutory service, what are car parks for?
- What are we trying to achieve?
- Charging strategy?
- Access to & promotion of the urban centres
- Future investment, Expand Pay on exit?
- Capacity, Charging Points, Decriminalised parking



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Car Parking Scrutiny Review Meeting IV

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Environmental Services



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DISTRICT COUNCIL
NORTH OXFORDSHIRE

Car Parking Scrutiny Review Summary

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- 1st meeting general presentation on car parking
- 2nd meeting covered further detail on Charging, Neighbouring areas, Occupancy, Sainsbury's free car parking & footfall
- 3rd meeting covering the development of the strategy – under 3 Strategic priorities
- Today – feedback from stakeholders



Car Parking Scrutiny Review

Banbury BID Feedback - Good

- Good choice – spread around the town
- Easy to find whichever direction one enters Banbury
- Easy access from car parks to the Town Centre
- Well lit, feel safe



Car Parking Scrutiny Review

Banbury BID Feedback – Not Good

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- Lack of pay on exit
- Over vigilant wardens
- Capacity – with housing growth & falling spaces
- Lack of capacity on Saturdays
- Ticket machines, visual appearance, parking machines



Car Parking Scrutiny Review

Banbury BID Feedback – Improvement

- Pricing structure
- Parity between the two towns
- More Capacity – multi storey
- Look at using train station capacity on Saturdays



Car Parking Scrutiny Review

Bicester Vision Feedback – Good

- Sainsbury Free parking
- Cattle Market – pay on exit
- Choice of payment – cash, card, app
- Victoria Road for elderly
- Car park quality – lighting, surfaces, markings



Car Parking Scrutiny Review

Bicester Vision Feedback – Not Good

- Demand outstrips supply Market Square
- No real time signage
- Lack of signage



Car Parking Scrutiny Review

Bicester Vision Feedback – Improvements

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- Signage
- CDC selling advertising space
- Electric charging demand in the future
- Continue to benchmark



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Car Parking Scrutiny Review

Kidlington stakeholders

- Feedback from Kidlington Parish & Kidlington Voice in the near future



Car Parking Scrutiny Review Strategy Development

- Protected, Green and Clean
- District of Opportunity and Growth
- Thriving Communities and Wellbeing



Car Parking Scrutiny Review

Key themes

- Expansion of pay on exit
- Electric vehicle charging points
- LED lighting/ Green credentials
- Attractive car parks
- Clear signage
- Capacity considerations
- Civil Parking Enforcement



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Car Parking Review

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Environmental Services



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Car Parking Review Summary

- Looking to produce a Car Parking Strategy
- Apcoa contract been in operation 18 months
- Changes in the urban centres, Castle Quay 2, Growth, High Streets changing etc
- Technology change



Car Parking Review

- Task and Finish group of Elected Members
- Listening to Stakeholders
- Utilising the best quality data from car parking machines



Car Parking Review

What are our car parks for?

- To provide vehicle parking for residents, visitors, workers & others in the three urban centres?
- To provide parking to support the urban centres offering a range of options for different users at a competitive tariff and giving a range of payment choices?



Car Parking Scrutiny Review

Strategic Priorities

- Protected, Green and Clean
- District of Opportunity and Growth
- Thriving Communities and Wellbeing



Car Parking Scrutiny Review

Protected Green and Clean

- Electric vehicle charging points
- LED lighting
- Attractive car parks
- Clear signage
- Solar panels/lighting



Car Parking Scrutiny Review

District of Opportunity & Growth

- Pay on exit
- Clear signage
- Sufficient capacity



Car Parking Scrutiny Review

Thriving Communities & Wellbeing

- Thriving town centres
- Promoting local events
- Maps/reference points – where you are
- Signage to the town centre



Car Parking Review

Bicester

- Variety of providers – Sainsbury, Chiltern Railways, Bicester Village, On Street & CDC owned car parks
- CDC Ultra short stay Market Place
- CDC Short stay Victoria Road, Chapel St & Claremont
- CDC Long stay Cattle Market
- Pay on exit – Cattle Market, rest Pay & Display



Car Parking Review

Questions to consider

- Sufficient capacity?
- More pay on exit?
- Signage?
- Better connected to the centre?
- Other comments/issues?



Car Parking Review

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Environmental Services



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Car Parking Review Summary

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Car Parking Scrutiny Review

Strategic Priorities

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Car Parking Scrutiny Review

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Car Parking Scrutiny Review

District of Opportunity & Growth

- Pay on exit
- Clear signage
- Sufficient capacity



Car Parking Scrutiny Review

Thriving Communities & Wellbeing

- Thriving town centres
- Promoting local events
- Maps/reference points – where you are
- Signage to the town centre



Car Parking Review Banbury

- Variety of providers – NCP, Chiltern Railways, Castle Quay, On Street & CDC owned car parks
- CDC Total 914 spaces
- Ultra short stay 41 spaces
- Short stay 316 spaces
- Long stay 557 spaces
- All currently Pay & Display



Car Parking Review

Questions to consider

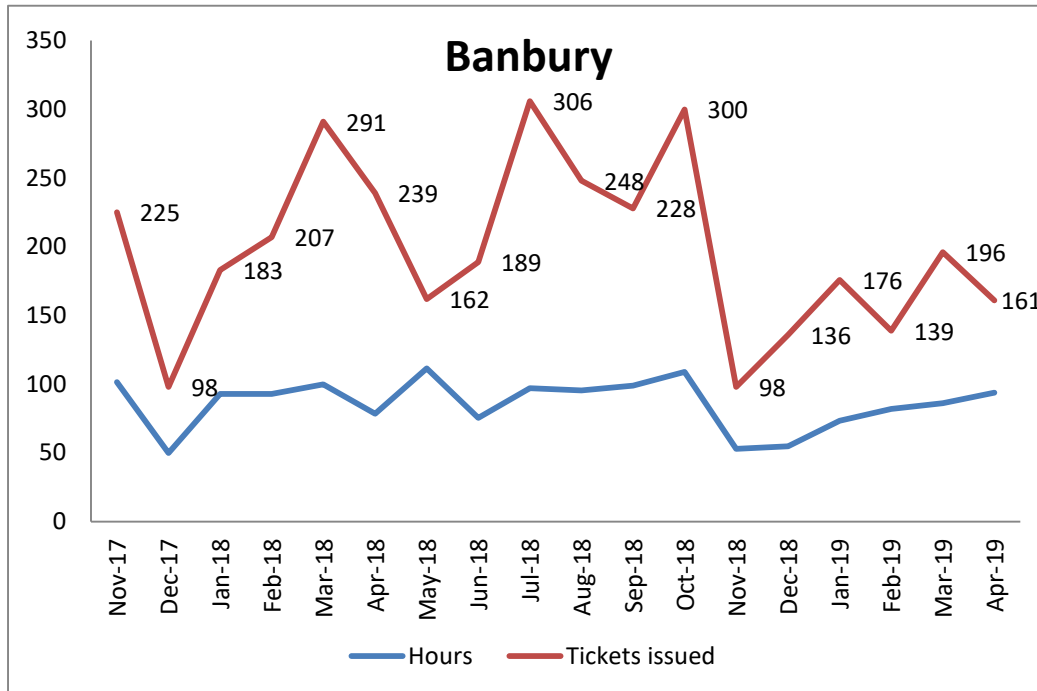
- Sufficient capacity?
- Pay on exit?
- Signage?
- Better connected to the centre?
- Other comments/issues – Positives/ Negatives?

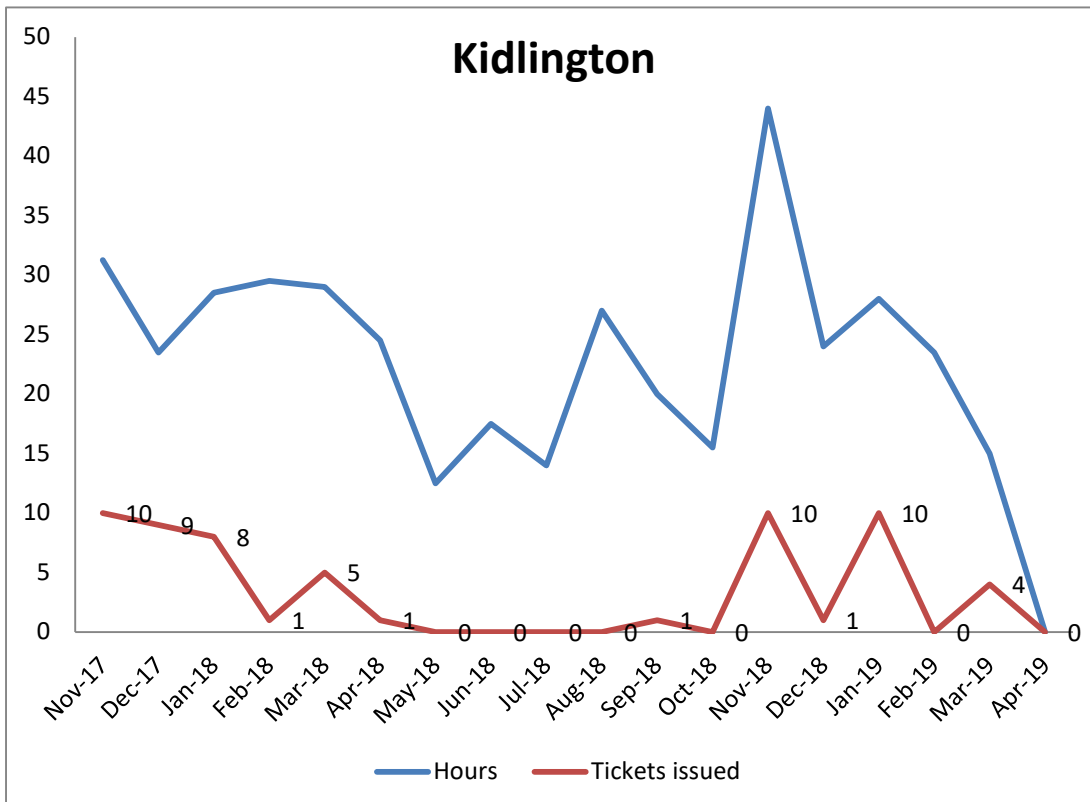
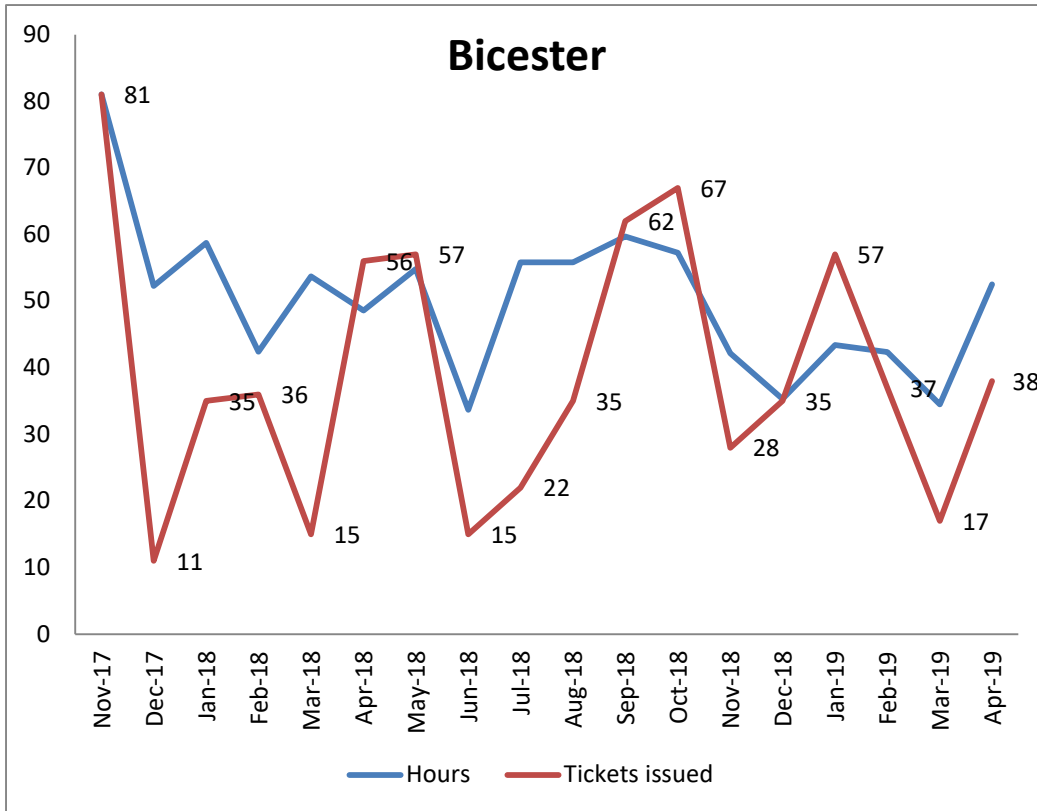


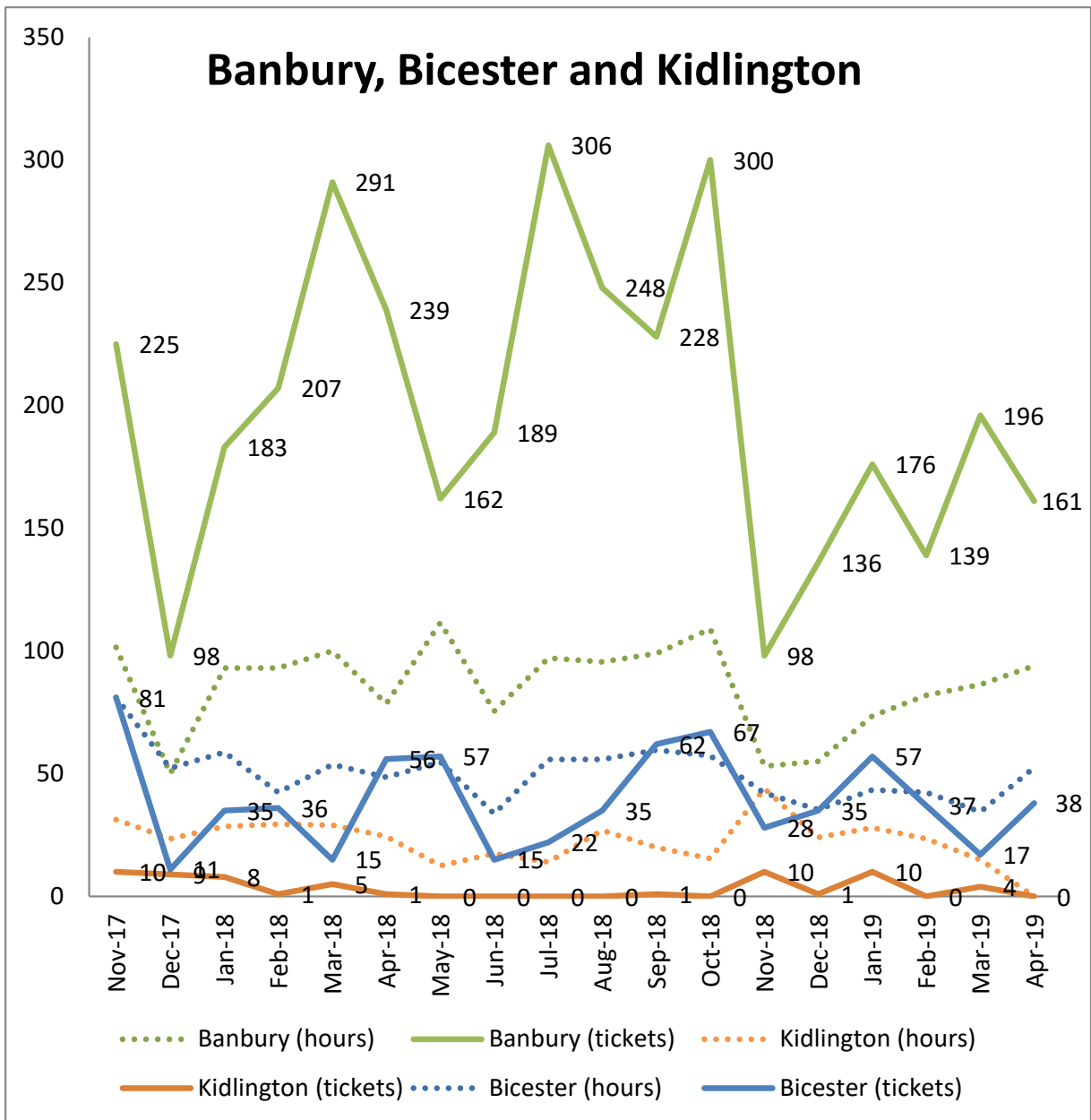
On-street car parking enforcement carried out by Thames Valley Police in Cherwell

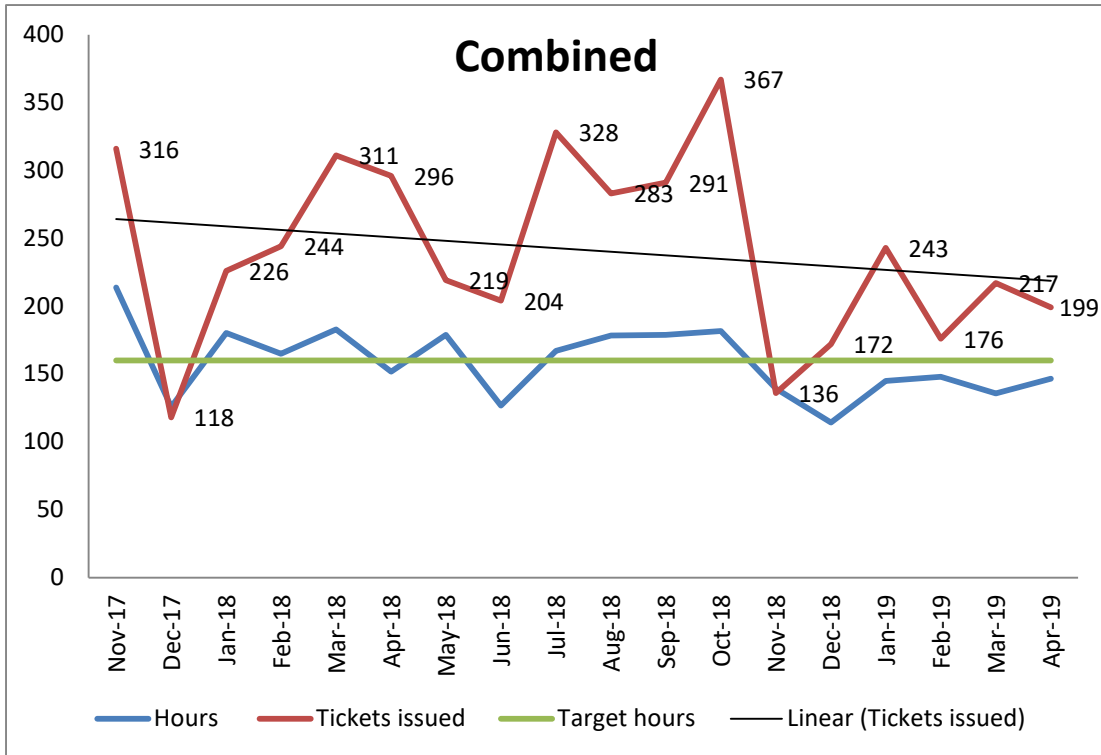
Cherwell District Council funds a PCSO within Thames Valley Police to enforce on-street car parking within the three centres of Banbury, Bicester and Kidlington.

The following figures are from November 2017 – April 2019 inclusive:









Indicative Overview and Scrutiny Work Programme¹

Item	Description	Contact Officer
Standing Item at Every Meeting		
Work Programme	Standing item: Updates on topics suggested for consideration and review of work programme	Emma Faulkner, Democratic and Elections Lesley Farrell, Democratic and Elections
Reports to be submitted quarterly		
Performance risk and finance monitoring	Full quarterly Performance report	Hedd Vaughan Evans – Assistant Director Performance and Transformation and Louise Tustian – Team Leader, Insight Team
28 May 2019		
Consideration of Car Parking Review Recommendations	Outcome of Car Parking Scrutiny Review Working Group	Graeme Kane – Chief Operating Officer Ed Potter – Assistant Director – Environmental Services Natasha Clark, Democratic and Elections Lesley Farrell, Democratic and Elections
17 March 2020		
Housing Strategy - update	Review of progress against the action plan one year after implementation	Gillian Douglas, Assistant Director Social Care Commissioning and Housing
Overview and Scrutiny Committee Annual Report 2019/20	The Constitution requires that the Overview and Scrutiny Committee submit an annual report to Council. This is an	Emma Faulkner, Democratic and Elections Lesley Farrell, Democratic and Elections

¹ As no further meetings are scheduled for 2018/19, items allocated for 2019/20 are indicated and other items to be allocated, subject to review by the Committee at their first meeting of the 2019/20 municipal year.

Item	Description	Contact Officer
	opportunity for the Committee to review the draft Annual Report	
Items to be allocated		
Masterplan update focus on supporting thriving town centres	Information on progress of masterplan implementation and support being offered to town centres to assist regeneration	Paul Feehily, Interim Executive Director Place and Growth David Peckford, Deputy Manager – Planning Policy and Growth Strategy
CDC's support of Veterans	Request from Cllr Corkin for the Committee to add to their workplan.	Nicola Riley - Assistant Director Wellbeing
Show and Tell – Wellbeing Directorate	Overview of the Wellbeing Directorate	Nicola Riley – Assistant Director Wellbeing
Youth Provision	Previous topic for discussion for the Committee, request for it to be added to the work plan for 2019/2020.	To be confirmed.

Meeting Dates 2019/20 (All Tuesday, 6.30pm)

28 May 2019; 9 July 2019; 3 September 2019; 15 October 2019; 3 December 2019; 21 January 2020; 17 March 2020