



CABINET

Subject Heading:

Paid for parking charges and Havering Hero permit

Cabinet Member:

Councillor Osman Dervish

SLT Lead:

Barry Francis

Director of Neighbourhoods

Report Author and contact details:

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Policy context:

Parking Strategy and Parking Operational Plan

Financial summary:

For the year 20/21 there is a £0.317m financial pressure and £0.533m in 2021/22. The 20/21 pressure is to be funded from the Business Rates Reserve. Future year's pressures will be addressed through the MTFs.

Is this a Key Decision?

Yes. Significant effect on two or more Wards

When should this matter be reviewed?

Annually

Reviewing OSC:

Environment

The subject matter of this report deals with the following Council Objectives

Communities making Havering
Places making Havering
Opportunities making Havering
Connections making Havering

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SUMMARY

On 23rd March 2020, a decision was made to re-prioritise the Council's parking enforcement operation in support of the Covid-19 pandemic. This report reviews this decision <https://democracy.havering.gov.uk/ieDecisionDetails.aspx?id=5621&LLL=0>

On 29th June 2020, a decision was made to resume full parking enforcement and charges in support of the post Covid-19 pandemic. This report reviews this decision <https://democracy.havering.gov.uk/ieDecisionDetails.aspx?id=5664&LLL=0>

The Council recognise the issues residents, businesses, visitors and key workers have faced and continue to face as a consequence of Covid-19 and wish to continue to support them.

RECOMMENDATIONS

It is recommended that the following measures are introduced permanently:

- a 20% discount will be offered for customers using Council Car Parks where payment is made only via the cashless service (the discount will not be applicable for payments made via pay and display machines);
- one hours free on street parking for all customers, applicable whether payment is made via the cashless service or via pay and display machines (the free parking allocation excludes Council Car Parks and all off street parking provision);
- Due to the continued threat posed by Covid-19 it is recommended that the Havering Hero's permit (permitting parking in residential bays and Council Car Parks for 3 hours) is extended until the end of January 2021, under the existing terms and conditions (Appendix B)
- That the Council's Enforcement Agents do not clamp and or remove vehicles until such time as deemed reasonable and dependent on the status of the Covid-19 pandemic. This will be monitored and agreed between the service and Lead member going forward

REPORT DETAIL

Due to the recent pandemic outbreak of Covid-19 across the world, measures continue to be taken by the Government which are being actioned by the London Borough of Havering to protect the community.

With the easing of the lockdown, the Council must review and consider the previous decisions made. Parking management is an important public service, which provides benefits to motorists and the wider community. Those benefits include reducing congestion, maintaining road safety, improving air quality, whilst helping to ensure access to goods and services. This is extremely important, particularly for certain key workers that we keep traffic moving to ensure essential services continue to be provided.

REASONS AND OPTIONS

Cabinet, 09/10/2020

Based on benchmarking with surrounding boroughs, the offer being recommended to continue by Havering exceeds those of surrounding boroughs.

Neighbouring Borough Comparison	Council managed Car Parks	Discount if using Cashless service	On-street Parking Offer (e.g. 1 hour free)	Other comments
Havering	Up to 30 minutes free in some car parks	20% discount applied when using cashless in Council Car Parks	1 hour free – either using P&D machine or cashless service	Havering Hero permit for key workers issued for free
Barking& Dagenham	Up to 30 minutes free in some Council car parks	None	Up to 30 minutes free - only when using cashless (RingGo)	Free parking permits for NHS and frontline workers until end of July.
Newham	None	No. Also offers pay point as an option to pay	None	Free parking will continue to be available for NHS staff and critical key workers via an application process.
Redbridge	None	None	1 hour free	Parking exemptions will remain in place for NHS, care, and emergency workers
Waltham Forest	None	None	Free in town centres in cashless bays only for 15 minutes	No info found
Brentwood	Up to 30 minutes free	None	None	The on-street activity is managed by South Essex Parking Partnership
Thurrock	None	No - but only accept payment at all P&D machines via card payment only	None	No charges for anyone able to evidence they are employed by the NHS

The table below sets out the comparison of cashless take up by device and the year on year comparison for August and September 2019 and 2020, respectively.

The data shows that the most used method for Cashless is the iPhone, followed by Android.

IN terms of take up, when compared to August and September 2019, the council has seen a significant increase in 1 hour stay across the borough of over 22,000. There are slight increases in the 2- and 3-hour stays, with a drop in 4-hour stay across the borough.

Cabinet, 09/10/2020

SESSIONS BY LENGTH YOY COMPARISON									
Volumes	2019			2020			Movement		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
1 hr	18,200	15,042	33,242	30,620	24,960	55,580	12,420	9,918	22,338
2 hr	7,978	7,842	15,820	6,202	11,611	17,813	-1,776	3,769	1,993
3 hr	4,086	3,558	7,644	3,611	4,480	8,091	-475	922	447
4+ hr	3,064	9,428	12,492	133	7,176	7,309	-2,931	-2,252	-5,183
Total	33,328	35,870	69,198	40,566	48,227	88,793	7,238	12,357	19,595

%s	2019			2020			Movement		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
1 hr	54.6%	41.9%	96.5%	75.5%	51.8%	127.2%	20.9%	9.8%	30.7%
2 hr	23.9%	21.9%	45.8%	15.3%	24.1%	39.4%	-8.6%	2.2%	-6.4%
3 hr	12.3%	9.9%	22.2%	8.9%	9.3%	18.2%	-3.4%	-0.6%	-4.0%
4+ hr	9.2%	26.3%	35.5%	0.3%	14.9%	15.2%	-8.9%	-11.4%	-20.3%
Total	100.0%	100.0%	200.0%	100.0%	100.0%	200.0%	0.0%	0.0%	0.0%

SESSIONS BY CHANNEL TYPE TO DATE		
Channel	Volumes	%
IVR	7,445	8.4%
Web	158	0.2%
iPhone	57,420	64.9%
Android	22,648	25.6%
BlackBerry	-	0.0%
Windows Phone	-	0.0%
SMS	30	0.0%
Machine Cash	-	0.0%
Retail Cash	-	0.0%
Mobile - Web	726	0.8%
Total	88,427	100.0%

Appendix A (attached to this report) demonstrates the analysis undertaken to establish and track the numbers of transactions so far in 2020/21 in comparison to 2019/20 for both on street and in Council car parks. It is of course difficult to directly compare data given the Covid-19 impact and because charges only resumed from 3rd August 2020.

The average uptake of customers using car parks and benefitting from the 20% discount when paying via cashless this year (3rd August to 14th September) is, on average 34% of all transactions. It would therefore appear to be an improved offer to the customer with an upward trend over a much shorter period when compared with 2019/20 which was 28%.

Almost half of the total number of on-street transactions so far this year have been made using the cashless facility. With 45% of all on-street transactions utilising the 1-hour free parking period compared to 26% in 2019/20 when 30 minutes free was offered.

Reasons for the decision:

The Council want to continue and support those measures introduced from 3rd August. It includes a discount when using Council Car Parks and paying using the cashless facility in addition providing one hour of free parking at on-street parking locations.

Other options considered:

To remove the one-hour free parking, the 20% discount and Havering Hero's permit. This option was not feasible as it would undo all the support the council has provided to the community and would not assist in the recovery from Covid 19.

IMPLICATIONS AND RISKS

Financial implications and risks:

The financial risk to the Council so far this year is significant due to the impact of Covid-19 reduction in enforcement, pay and display and permit activity and income across the borough.

There has already been a significant impact on revenue ordinarily achieved through the Parking account which will continue to be monitored and tracked going forward.

The estimated costs to continue to provide the 20% discount in Council car parks when using the cashless service and offering a 1 hour free in all on-street parking bays are noted below;

Between April to July no paid for parking charges were in place due to Covid.

The table below sets out the estimated costs to the council, with the exception of August, which uses actual costs. The ongoing annual costs are also set out in the table.

All assumptions are based on actual transactions and income from 2019/20.

	20% costs	1-hour costs	Totals
August to October 2020/21	£ 37,000	£ 95,000	£ 132,000
November to March 2020/21	£ 60,000	£ 125,000	£ 185,000
April – March 2021/22	£ 245,000	£ 288,000	£ 533,000

Enforcement of overstay in both on and off-street parking bays in 2019/20 and August to September 2020/21

Financial Year	On Street	Off Street
2019/20	£45,754	£56,689
2020/21	£1,200	£1,360

The Council have issued 500 Havering Hero permits between the periods of July to September 2020 at zero cost to the applicant.

In order to fund the changes recommended within this report, the Council will utilise the Business Rates Reserve fund for 20/21. However future years will be a financial pressure to the service and will need to be considered within the MTFS.

Legal implications and risks:

The Council has had to significantly change the way it undertakes business as usual as an urgent and evolving response to impact arising from Covid 19. All authorities throughout the country have had to rapidly adapt the way they manage services including having to prioritise some over others. The Council is mindful of those adjustments including those detailed by London Councils in their guidance dated 22nd March 2020. This paper dealt with how the reprioritisation was to impact the Council's parking arrangements including enforcement.

The Road Traffic Regulation Act 1984 (RTRA 1984), places a duty on the Council to secure the expeditious, convenient, and safe movement of vehicular and other traffic (including pedestrians), and to provide suitable and adequate parking facilities on and off the highway. Parking controls and enforcement are covered under various legislation and guidance including Greater London (Powers) Act 1974, Road Traffic Regulation Act 1984, London Local Authorities Acts 1996 and 2003. The Council intends to continue with activities where they are a necessity and manage its usual duties but in a more responsive way to deal with the crisis at this present time.

It is anticipated that as a consequence of reducing the enforcement activity there would be an impact on the collection of monies which are usually used to maintain the service provision including upkeep of the highways etc. Under s55 RTRA 1984 separate accounts are required to be maintained for each of parking, bus lane and moving traffic contraventions. Any surpluses generated can only be applied to specified purposes including further parking provision, highway improvement and maintenance and public transport support.

Human Resources implications and risks:

Given the Coronavirus outbreak, the paramount consideration of the Council continues to be the health and wellbeing of Members, officers, residents, businesses and visitors. There are no HR implications or risks arising directly as a result of this decision.

Equalities implications and risks:

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) The need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) The need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) Foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

An EQHIA has not been carried out as these changes will affect all members of the public including those with disabilities or those with additional needs but assurance is given that Disabled persons will not be disadvantaged.

Health and Wellbeing implications and Risks

Traffic and parking management is a key element in response to Covid-19, ensuring key workers have access to parking helps assist residents and businesses. Furthermore, traffic and parking management is critical to keeping vehicle movement thus allowing emergency services space to travel. The council has a statutory duty to keep traffic moving and this must be adhered to.

Current national guidance around transport during the COVID-19 pandemic is to walk and cycle to help support road networks and public transport. However, for some residents this will prove more

challenging therefore providing discounted parking facilities provides people the opportunity to move around the borough safely. With the continued easing of lockdown and the encouragement of returning to school and work place, we need to ensure that businesses can operate and residents are able to park.

To help prevent the onward spread of COVID19, the council is promoting contactless payments. For those who choose to use pay and display, the council is regularly cleaning the pay and display machines to prevent spread. The council is consistently sharing national messaging around Hands, Face and Space to remind people to wash their hands regularly to prevent infection.

BACKGROUND PAPERS

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OTHER ITEMS

Appendix A – On and Off Street Analysis including Cashless (2019/20 and 2020/21)

Appendix B – Havering Hero Terms & Conditions

Appendix C – Town Centre footfall