





**Brighton & Hove
City Council**

Overview & Scrutiny Committee

| | |
|----------|---|
| Title: | Overview & Scrutiny Committee |
| Date: | 5 November 2012 |
| Time: | 2.00pm |
| Venue | Council Chamber, Hove Town Hall |
| Members: | Councillors: Morgan (Chair) Cox Brown Buckley Farrow Follett Hawtree Marsh K Norman Phillips |
| Contact: | Tom Hook Head of Scrutiny 01273 291110 tom.hook@brighton-hove.gov.uk |

| | |
|---|---|
|  | The Town Hall has facilities for wheelchair users, including lifts and toilets |
|  | An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter and infra red hearing aids are available for use during the meeting. If you require any further information or assistance, please contact the receptionist on arrival. |
| | <p align="center">FIRE / EMERGENCY EVACUATION PROCEDURE</p> <p>If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions:</p> <ul style="list-style-type: none"> • You should proceed calmly; do not run and do not use the lifts; • Do not stop to collect personal belongings; • Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and • Do not re-enter the building until told that it is safe to do so. |

AGENDA

- 22.** Apologies and Declarations of Interest
- 23.** Minutes of the meeting held on 10 September 2012 **1 - 8**
- To consider the minutes of the meeting held on 10 September 2012 (copy attached).
- 24.** Chairs Communications
- 25.** Public and Member Involvement **9 - 10**
- 26.** Citywide Parking Review **11 - 62**
- Contact Officer: Owen McElroy, Project Tel: 29-0368
Manager MPR*
- Ward Affected: All Wards*
- 27.** Council Tax Support Scheme Scrutiny Panel **63 - 84**
- Contact Officer: Tom Hook, Head of Tel: 29-1110
Scrutiny*
- Ward Affected: All Wards*
- 28.** OSC Draft Work Plan/Scrutiny Update **85 - 88**

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Mary van Beinum, (01273 291062 – email mary.vanbeinum@brighton-hove.gov.uk) or email scrutiny@brighton-hove.gov.uk

Date of Publication 26 October 2012

**BRIGHTON & HOVE CITY COUNCIL
OVERVIEW & SCRUTINY COMMITTEE
2.00pm 10 SEPTEMBER 2012
COUNCIL CHAMBER, HOVE TOWN HALL
MINUTES**

Present: Councillor Morgan (Chair)

Also in attendance: Councillor Cox (Deputy Chair), Brown, Buckley, Farrow, Follett, Hawtree, Marsh, K Norman and Duncan

PART ONE

10. PROCEDURAL BUSINESS

10.1 Councillor Ben Duncan was substituting for Councillor Alex Phillips.

11. MINUTES OF THE MEETING HELD ON 16 JULY 2012

11.1 At minute 6.9(c) a note on pay grades by gender had been circulated to OSC Members.

11.2 At minute 8.7 (2) a briefing on flooding will be provided.

11.3 The minutes of the meeting held on 16 July were agreed and signed by the Chair.

12. CHAIRS COMMUNICATIONS

12.1 The Chair Councillor Warren Morgan welcomed Roger French, Chair of Brighton & Hove Strategic Partnership and everyone to the meeting.

12.2 Councillor Morgan was pleased to announce that the Trans Scrutiny Panel of which he was a Member has won the LGBT Staff Forum History award. The Panel had visited Trans support groups during the summer and would be hearing from more speakers including service providers at three meetings on 20, 25 and 27 September.

13. PUBLIC AND MEMBER INVOLVEMENT

13.1 Suggestions for subjects for scrutiny were included in Item 21 on the Committee's Work Plan.

14. BRIGHTON & HOVE STRATEGIC PARTNERSHIP 12 MONTH ACTIVITY REPORT

14.1 Roger French OBE DL Chair of the Brighton & Hove Strategic Partnership (BHSP) introduced the 12-month activity report for the over-arching Partnership that brought together

different parts of the public sector as well as private, business, community and voluntary, having a co-ordinating role for wide-ranging work across the city.

14.2 BHSP was responsible for developing and driving action on the Sustainable City Strategy, launched in May 2010 that would be re-visited again during 2013 – 2014. It was well-placed to facilitate discussions around controversial issues. In the context of recent weekend traffic congestion - organising and progressing the relatively new Transport Partnership was a particular focus of work at present, bringing together all interested parties around the table.

14.3 The City Council was represented on all the family of partnerships that were all highly active. There was close working with overview and scrutiny on city-wide issues.

14.4 Roger French said the Partnership was vibrant and positive. An external audit showed the Partnership to be good, strong and mature. He described the review of the Partnership structure that was now looking at groupings under headings of 'Policy' 'Outcome' and 'Delivery' and outlined latest developments for example the City Performance Plan, City Engagement Partnership and Citytracker survey.

14.5 The Brighton & Hove Child Poverty Strategy had been agreed and the Inward Investment Prospectus should be signed off by the year end.

14.6 Answering questions: Roger French said the BHSP did indeed work 'smartly,' was strategic but aware of the detail and could show that it achieved its objectives.

14.7 Regarding the alcohol intelligent commissioning pilot and membership of the related programme board, it was noted that a joint scrutiny review with HWOSC would be considered later in this agenda within the OSC Work plan.

14.8 The Urban Biosphere project showed the strength of the Partnership approach; it was supported unanimously and was a credit to those involved and to the City as a whole.

14.9 Head of Partnership and External Relations Simon Newell answered a question from the Chair Councillor Warren Morgan on attracting inward investment in environmental industries and all business sectors. The City's proximity to Gatwick airport was an attraction for overseas investment. The prospectus was available on the BHSP website and due to be launched formally at the October meeting of the Economic Partnership.

14.10 Councillor Follett who served on the Transport Partnership said this was of great benefit and a good example to enable informed conversations on the challenges faced by the City. He was optimistic about the Partnership work in Brighton & Hove and it should be applauded, he said.

14.11 On behalf of the Committee the Chair Councillor Warren Morgan thanked Roger French for presenting the report and answering questions.

15. ANNUAL PERFORMANCE UPDATE OF THE COUNCIL'S CORPORATE PLAN 2011/12

(note that this item was considered after item 16)

15.1 Head of Policy and Performance Richard Butcher Tuset introduced the Annual Update of the Council's Corporate Plan.

15.2 Members commented on the reduction of conservation areas at risk.

15.3 RESOLVED that the progress made against the performance indicators in the Corporate Plan, be noted.

16. CITY PERFORMANCE PLAN 2011/12 REPORT

(Note that this item was considered before Item 15 on the agenda)

16 Head of Policy and Performance Richard Butcher Tuset introduced the City Performance Plan (CPP) 2011/2012 Report that had been considered at July Policy and Resources Committee and full Council. The CPP was 'owned' by the BHSP and a key part of the Performance and Risk Management Framework that monitored how we do as a City and Council.

16.2 The data-gathering process covering all areas of work in the City, was long and complicated. Results from the Citytracker survey in November, would be added into the report at a later stage.

16.3 The report was a chance to note the areas of good work, note 'amber' areas and 'red' or off-target areas and seek reassurance where necessary about work in progress to move towards 'green.'

16.4 Progress had been made in the 'conference' economy, educational attainment, alcohol-related disorders, first time entrants to the youth justice system, persistent and prolific offenders, child obesity, meeting the decent homes standard and bringing empty properties back into use.

16.5 There were concerns about young people not in education, employment or training (being addressed eg via the apprenticeship scheme) and homelessness and rough sleeping that was challenging to tackle. Working with the community and voluntary sector a homelessness fund for single people with complex needs was being sought from Lottery funding.

16.7 Alcohol-related violence incidents were decreasing, though alcohol-related health issues seemed to be increasing.

16.8 Councillor Ben Duncan, Chair of the Community Safety Forum (CSF) reminded the meeting that the incidence and reporting of disability hate crime (CPP2.8) is regularly presented in detail to CSF.

16.9 The Committee discussed the trends in GCSE achievement (CPP3.1).

16.10 Some Members questioned the monitoring and recording process regarding homelessness and rough sleepers and suggested a wider definition and new survey method be used. Number of people in bed and breakfast accommodation was queried. Results of the 2011 census soon to be available, would be helpful.

16.11 The meeting heard a scrutiny review of homelessness was being set up by HWOSC. Councillor Duncan asked that the potential effect of the new law making squatting a criminal offence, be included in this.

16.12 Members discussed the role of scrutiny in considering performance reporting – working with strategic partners and looking both at the strategic level and the detailed level, how data is collected, the types of measurements and whether further information is needed.

16.13 Options for performance reporting for scrutiny would be presented to a future OSC meeting.

16.14 RESOLVED; 1) that the areas of good progress in the City Performance Plan progress report be noted.

2) that future activity and barriers outlined in the CPP report Appendix 2 in areas of concern, be noted.

3) that options for performance reporting for scrutiny, be brought to a future OSC meeting.

17. ORGANISATIONAL HEALTH ANNUAL REPORT

17.1 Members noted the Organisational Health Report 2011/2012.

18. PROPOSAL FOR BUDGET SCRUTINY PANEL

18.1 Introducing the report proposing a Budget Scrutiny Panel the Head of Scrutiny Tom Hook said the 2012/2013 budget scrutiny process has been the best so far especially since the Community and Voluntary Sector Forum (CVSF) had been closely involved. It was being proposed this year to include an additional co-optee from the business sector.

18.2 The Chair Councillor Warren Morgan had been contacted by CVSF regarding appointing co-optees to the Panel.

18.3 Members commented on the purpose and focus of scrutinising the budget as set out in report paras 3.7 – 3.9 and welcomed CVSF feedback in the 2012/2013 budget scrutiny review. The meeting heard that co-optees received officer advice and briefings but were not provided with funding.

18.4 Councillor Ken Norman, Chair of this year's Panel said it was a helpful process; all Cabinet Members and Strategic Directors had been invited to speak on each area of the budget, and the CVSF had raised important questions.

18.5 The Head of Scrutiny clarified that Committee Chairs and senior officers would be called on to give their evidence with opportunities for in-depth questions and challenge to the proposals.

18.6 RESOLVED; 1) that a Scrutiny Panel be established to consider 2013- 2014 budget proposals.

2) that the Head of Scrutiny in consultation with the Chairs and Deputy Chairs of OSC and HWOSC, be delegated to find co-opted members from the community and voluntary, and business sectors, to the serve on the Panel.

19. PROPOSAL FOR OSC URGENCY SUB COMMITTEE

19.1 The Head of Scrutiny Tom Hook spoke on the terms of reference of the Committee and a proposal to establish an OSC urgency Sub-Committee. It was noted that OSC was not a decision-making body but did have powers eg to endorse scrutiny panel reports. Members agreed the recommendations.

19.2 **RESOLVED:** 1) that the OSC Terms of Reference be noted.

2) that the establishment be approved, of an Urgency Sub-Committee consisting of the Chair and two other Members (nominated in accordance with the scheme for the allocation of seats for committees), the exercise its powers in relation to any matter of urgency, on which it is necessary to make a decision before the next ordinary meeting of the Committee

20. FINANCIAL IMPLICATIONS OF SCRUTINY REPORTS

20.1 The Head of Scrutiny Tom Hook set out the report on the financial implications of scrutiny reports as requested at the previous meeting.

20.2 This showed that, as for Brighton & Hove, in other local authorities financial implications of scrutiny recommendations are not normally specified at the recommendation stage but rather when the decision-makers consider the recommendations and seek necessary resources. Reasons for this are included in the report.

20.3 OSC Chair Councillor Warren Morgan said affordability can sometimes be directly taken into account. The scrutiny review of the Winter Service Plan, that he had chaired, did consider the costs of implementing all the recommendations.

20.4 OSC Deputy Chair Councillor Graham Cox reinforced that scrutiny recommendations did need to be realistic.

20.5 It was generally felt that scrutiny recommendations, developed from received evidence, had to be seen in a wider budget context and ought not be constrained solely by existing financial circumstances of a service area.

20.5 **RESOLVED;** 1) that Members note the report

2) that due attention be given to financial implications during the scrutiny panel process and in developing recommendations

3) that scrutiny panel are not require formally to cost all recommendations.

21. OSC DRAFT WORK PLAN/SCRUTINY UPDATE

21.1 The Head of Scrutiny Tom Hook introduced the report on the OSC Draft Work Plan and Suggestions for Scrutiny Panels

21.2 Members noted the draft work plan and discussed how to progress suggestions received for scrutiny panels.

21.3 Regarding establishing a joint scrutiny panel with HWOSC on alcohol, based on the Intelligent Commissioning pilot and the Big Debate earlier this year; some members felt enough was already being done by and with health organisations, Sussex Police and the licensed trade. Alcohol was a big part of the business and social scene in the City. Councillor Ben Duncan, Chair of the Licensing Committee supported the scrutiny suggestion and others spoke in favour, especially since the recommendations would go not only to Committee but also to key Partner organisations. Members resolved to agree to this request; groups would be asked for member nominations to the Panel.

21.4 Considering scrutiny of the Community Safety Forum, Councillor Ben Duncan as Chair of CSF said the performance of the CSF was a separate issue from the performance of community safety measures. The Police and Crime Commissioner (PCC) would be responsible from November for the setting of Community Safety budgets.

21.5 Issues were raised such as reporting community safety concerns, how partners worked together in practice, and how the community was involved and felt it would be useful to investigate community safety and the work of the CSF.

21.6 OSC Chair Councillor Warren Morgan had served on the Council's cross-party forum on the new Constitution and reminded the meeting that the establishment of the CSF had been affirmed only recently, in May this year. He suggested that the request be put on hold until after the election of the PCC. Members agreed to revisit the suggestion as part of the Committee's future work plan.

21.7 In considering the provision of public toilets, and acknowledging the 2012/2013 budget debate and financial pressures, some Members had concerns about people with health conditions, older people, children and visitors for whom accessible public toilets were particularly important. It was fully agreed that this was a suitable topic for scrutiny.

21.8 On the principle of shared services, some Members had reservations; this approach could be impractical and not necessarily good value for money. However it may be possible to make savings under some circumstances and experience from other local authorities, local partners or other organisations could be drawn upon.

21.9 There were wide-ranging views on the potential of scrutinising shared services and Members agreed that it would be difficult to achieve a consensus on the matter, and that it was a large and complex issue.

21.10 The Chair Councillor Warren Morgan suggested there may be alternative ways to consider shared service proposals other than scrutiny and following further discussion it was agreed to refer the request on, to Policy and Resources Committee.

21.11 The Committee noted that CVSF has requested a scrutiny review of implementing the Social Value Act 2012 and agreed to do this. Groups would be contacted for member nominations.

21.12 With reference to the Housing Capacity of the City, several members said there was risk of duplication as this was being dealt with as part of the City Plan. Members generally considered that there would be no added value that a scrutiny review could bring to the subject. The request was not agreed.

21.13 RESOLVED:

- 1) that the OSC work plan and progress of work on current scrutiny panels be noted.
- 2) that two scrutiny reviews be agreed : of public toilet provision (Appendix 3) and Implementing the Social Value Act 2012 (Appendix 5)
- 3) That a joint scrutiny panel on alcohol with HWOSC be agreed.
- 4) That requests for reviews of child sexual exploitation and weekend cover in hospitals are referred to HWOSC for consideration
- 5) That the request for scrutiny of shared services (Appendix 4) be referred on to Policy and Resources Committee.

The meeting concluded at 4.20pm

Signed

Chair

Dated this

day of

Agenda item 25

To consider the following matters raised by members of the public and Councillors:

(a) Petitions:

To receive any petitions submitted to the full Council or at the meeting itself.

(b) Written Questions:

To receive any written questions.

(c) Deputations:

To receive any deputations.

(d) Letters:

To consider any letters.

(e) Notices of Motion:

To consider any Notices of Motion.

| | | | |
|--------------------------|-------------------------------------|--|--------------------|
| Subject: | Citywide Parking Review | | |
| Date of Meeting: | 5th November 2012 | | |
| Report of: | Strategic Director, Place | | |
| Contact Officer: | Name: | Owen Mcelroy | Tel: 293693 |
| | Email: | owen.mcelroy@brighton-hove.gov.uk | |
| Ward(s) affected: | All | | |

1. TERMS OF REFERENCE/BACKGROUND INFORMATION

- 1.1 The City Wide Parking Review (“review”) is an investigation into the way the council manages parking through consulting residents, businesses and other stakeholders and learning from the best practice of other local authorities. The purpose of the review is to seek continuous improvement in the council’s parking management whilst balancing the needs of users overall. The review also seeks to examine the future of controlled parking schemes including scheme boundaries, changes to schemes and new schemes
- 1.2 The terms of reference for the review were first set out in the Environment Cabinet Member Meeting report of 4 October 2011 Item 43 paragraph 3.7. “...public on and off street parking ..individuals and businesses and their parking needs/habits and their perceptions of parking operations, enforcement and the amount and availability of different kinds of parking places...issues related to sustainable transport such as on street cycle parking and car club spaces...postal consultation of 6000 random addresses across the city (and) ... via the councils website. Relevant stakeholders will be contacted directly for their views...”
- 1.3 The exact detail of the review and range of survey questions would be determined by officers but this would be in consultation with the Environment & Community Safety Overview & Scrutiny Committee (ECSOSC.) A number of meetings and workshop panels were held with ECSOSC between October 11 and March 12 and those discussions informed the direction of the review.
- 1.4 Following a six month period of stakeholder engagement a further refinement of the terms of reference was agreed at Environment Cabinet Member meeting in May 2012
- 1.5 These were to: focus on main topic areas identified during the stakeholder engagement (See 6.1); continue that engagement noting any important new issues; conduct the postal survey; gather comparative intelligence from similar highway authorities; analyse results and produce recommendations; report to the relevant committee with policy recommendations including a proposed timetable of parking scheme consultations

2. RECOMMENDATION

- 2.1 Members to comment on the progress of the parking review to date and agree to forward concerns to the January 2013 Transport Committee

3. PROCESS OF REVIEW/ PROGRESS TO DATE.

- 3.1 The review is in three phases
- 3.2 Community Engagement phase - identifying and reporting issues. Completed by end of July 2012 .Over 40 LAT, resident association and community group meetings attended and detailed notes taken.
- 3.3 Main consultation phase in two parts
 1. Detailed consultation with stakeholders, including ward members on issues identified - in progress.
 2. Sample postal consultation of 6000 residents city wide - in progress
- 3.4 Analysis phase including feedback from the postal consultation – in progress.
- 3.5 Stakeholder consultation has included site visits with ward members and community representatives and meetings with representatives of the Federation of Disabled People and the Disabled Workers Forum
- 3.6 Over 250 items of correspondence received
- 3.7 A survey of Local Highway Authorities Parking Best Practice was commissioned through consultants Mott McDonald. 143 local authorities were contacted of which 34 responded (25%). 18 were interviewed in detail.

4. NOTEWORTHY DEVELOPMENTS SINCE OCTOBER 2011:

- 4.1 July 12 Preston Park off road parking controls implemented & some bays in Preston Park Avenue converted to 11 hour shared use
- 4.2 September 12 Richmond Heights Area C and Canning Street Area H extensions implemented.
- 4.3 Consultation in progress on Moulsecoomb and Coldean proposed match day parking schemes
- 4.4 Consultation in progress on proposed Area J extension, north of London Road station and Round Hill Area
- 4.5 Parking fees & charges review conducted as part of annual budget process
- 4.6 On line resident, business and trader permit renewal introduced
- 4.7 Camera enforcement with postal Penalty Charge Notices (PCNs) of loading restrictions in London Road and Western Road introduced

- 4.8 Parking Annual Report 2011-12 published which includes a considerable amount of relevant and up to date statistical information. See Appendix A
- 4.9.1 Government commissioned Mary Portas review of the future of high streets published, with 28 recommendations encompassing planning, business rates and parking. Point 9 “Local areas should implement free controlled parking schemes that work for their town centres” & point 10 “make high streets accessible, attractive and safe” are the most relevant.
- 4.9.2 National Highways and Transportation Survey 2012 published. Traffic & congestion ranks low in satisfaction with city residents relative to other services within highways

5. RESPONSE TO CONSULTATION TO DATE: REQUESTS FOR RESIDENTS PARKING SCHEMES

- 5.1 On the basis of correspondence to date officers have identified significant demand for consultation on new or extended controlled parking schemes from a number of areas in the city.
- 5.2 In alphabetical order and excluding those areas on the existing timetable the areas are: Bakers Bottom (Hendon, Bute & Rochester Streets) Queen’s Park ward, a part of Hanover & Elm Grove ward (south of Elm Grove), a part of Hove Park ward (Hove Park northwards to Woodruff Avenue), Lewes Road triangle area, (between Upper Lewes Road and Lewes road) St Peter’s & North Laine ward, Portslade South ward (south of Old Shoreham Road), Preston Park Triangle (roads between Preston Park Avenue, Stanford Avenue and Preston Drove Preston Park ward, and West Hove, (eastwards from of existing Schemes W & R towards Portslade station and boundary road) Wish ward.
- 5.3 Of these areas the following have already been consulted on the introduction of resident parking schemes within the last five years. Bakers Bottom, Hanover & Elm Grove, Hove Park (part), Lewes Road Triangle, Wish ward (in part)
- 5.4 The current postal consultation asks residents whether they wish their street to be in a residents parking scheme and the results of this survey will not be available until January 2013. Therefore the above list of areas is not definitive or exclusive.

6. OTHER ISSUES ARISING FROM CONSULTATION TO DATE AND OFFICER RESPONSE

- 6.1 At May 2012 ECMM it was agreed to focus on the main topic areas that had arisen from the consultation which are: verge parking, waiting lists for resident permits, times of parking scheme operation, displacement, critical examination of light touch schemes, enforcement, sustainability & parking, technology and disabled access issues.
- 6.2 The above issues were explored via the community and stakeholder engagement, the postal parking survey and the Local Highway Authority Survey

- 6.3 **Highway pavement and verge parking controls** – This is addressed through community/stakeholder engagement. Pavement and verge parking need to be distinguished. Parking on the pavements can create a significant obstruction to pedestrians, impact particularly on vulnerable road users and can cause damage to basement areas. Council policy is not to condone parking on pavements. Parking on verges can be obstructive and dangerous, particularly at junctions but objections are often made on environmental and aesthetic grounds. The council has no legal duty to maintain highway verges but persistent parking on amenity verges is unsightly and can lead to significant erosion. Replacing verges with tarmac can have a negative impact on surface drainage due to rapid run off. Bollards can also be unsightly, require upkeep and impede verge cutting. Further consultation and site visits have been conducted in Mile Oak and Varndean/Patcham in regard to the feasibility of verge & pavement parking controls in those areas.
- 6.4 **Waiting lists for resident permits.** This is addressed through community/stakeholder engagement. There are also questions in the postal survey relating to permit limits per household and charges for second and subsequent permits. This is most acute in Area M (Brunswick & Adelaide, Area Y Central Brighton North & Area Z Central Brighton South, 12 months in each case. This is historic and a reflection of the parking demand and housing density in these areas. There have been regular reviews of waiting restrictions in these schemes and six years ago the merger of eight small central Brighton schemes in two schemes Y&Z did have a positive affect. Officers have been exploring potential options to reduce waiting lists in consultation with resident groups and ward members.
- 6.5 **Times of parking scheme operation.** Addressed through postal survey and awaiting responses for analysis.
- 6.6 **Vehicles parked in areas just outside existing schemes (displacement) and partially empty streets (underutilisation) in existing schemes.** This is being addressed through community/stakeholder engagement. Displacement appears most severe in parts of Wish, Hanover & Elm Grove and Queen’s Park wards adjacent Areas W & U but can occur adjacent to any parking scheme. It also occurs in streets adjacent to the single yellow line waiting restrictions around Hove Park. Underutilisation is linked to displacement but can be associated with the street environment (security/overlooking/urban blight), terrain, number of private driveways, patterns of daily demand and parking tariffs. Officers are looking at the feasibility of certain options such as permitting streets outside a scheme to purchase a permit to enable parking within the adjacent scheme. This policy is adopted by West Sussex County Council in different circumstances of demand but officers have strong reservations. Permit holders in the adjoining schemes should have the opportunity to be consulted and there would need to be long term capacity. The idea also avoidsthe question of whether the streets outside the scheme should first have the opportunity to be consulted on a scheme in their area and whether imposing such an idea might be introducing a parking scheme by stealth. Officers have also been consulting members on full or partial mergers of schemes or sharing of streets between schemes
- 6.7 **Examination of light touch schemes.** This is addressed through community/stakeholder engagement and the postal survey. Light touch

schemes are where parking is restricted to permit holders only for two hours in the day, one hour in the morning and one hour in the afternoon/evening. They do not contain pay and display parking. In March 2008, Environment Committee considered and agreed a report that proposed that due to the problematic issues arising from light touch schemes and extensive single yellow line controls, principally the displacement effect, no further schemes were to be introduced in the city and the existing schemes were to be reviewed with a view to converting them into full schemes. Area U St Luke's was reviewed in May 2010, Area W has not yet been reviewed. Officers will look at the views expressed as part of this consultation, at the postal survey and at experience since March 2008. Take up of permits in light touch schemes is relatively low, at 70-75%, the enforcement costs are the same as full schemes. They do not offer flexibility of parking options such as short, medium and long term pay and display. On the positive side they reduce street clutter and can be popular with residents in those schemes.

- 6.8 **Enforcement.** This is addressed through community engagement, postal survey and local highway authority survey. Community engagement shows clear demand for more enforcement in areas outside controlled parking schemes, particularly outside schools.
- 6.9 **Sustainability & parking.** This is addressed through postal survey where there are questions relating to on street cycle parking, electric vehicle charging points, car clubs and motorcycle parking provision. At least one business has raised the issue of reduced permit charges for business permit holders with low emission vehicles and officers are exploring the feasibility of this.
- 6.10 **Technology & parking.** This is addressed through community/stakeholder engagement, postal survey and local highway authority survey. In response to demand additional on street credit card machines are being introduced e.g. in Madeira Drive, Brighton and Grand Avenue, Hove. The council has also included the facility for mobile phone payment as part of a framework procurement agreement with five local authorities which it can choose to adopt or not. The new parking contract tender includes a requirement that the technology used by the tendering contractor has such as hand held GPRS has to be compatible with mobile phone payment. GPRS stands for General Packet Radio Service and allows "always on" internet access which is essential for linking payment systems to enforcement and to the map based traffic orders (MBTRO) which may be trailed next year, subject to resources. More radical ideas such as street or car park embedded parking sensors to manage demand are worth exploring but require substantial capital investment.
- 6.11 **Disabled access issues.** This is addressed through community/stakeholder engagement and postal survey. A request has been raised by individuals and disability groups that the council look at the provision of permit specific disabled persons parking bays. These would be disabled bays marked on the road with a specific permit number related to an individual resident. Other badge holders would be liable to a PCN if they parked in that bay. They could be a means of improving accessibility to blue badge holders in residential areas where there is parking pressure often coupled with local facilities such as schools and community venues. Officers are looking into this further including the equalities impact.

Accessibility issues in certain off street car parks have been highlighted, officers from parking operations are discussing these issues with disability groups. The city council has adopted the Department of Transport's best practice for assessing and processing badges consisting of independent mobility assessments for new blue badge applicants and renewals. This has reduced the number of badges issued by about 250 a year. Applicants on higher level disability allowance qualify automatically. Nationally the number of blue badge holders has increased from 1.6m in 1997 to 2.6m in 2011. Locally the figure has remained roughly constant at around 13000.

7. LOCAL HIGHWAY AUTHORITIES BEST PRACTICE SURVEY

7.1 The survey was only submitted to the council completed recently and requires further analysis.

7.2 However the following points are highlighted.

7.3.1 Other local authorities are further ahead in the adoption of mobile phone payment systems & in technology for "smarter" enforcement by Civil Enforcement Officers (CEOs) e.g. GPRS linked to Map based traffic orders. Integration of technology is important to achieve more effective parking management and value for money.

7.3.2 The use of CCTV and mobile Automatic Number Plate Recognition has been effective in enforcement in certain areas.

7.3.3 Other authorities have introduced permit only parking streets with limited lining & signing. However this has resulted in enforcement issues.

7.3.4 There is a variety of approaches to verge and pavement parking but local authorities have not adopted a blanket ban approach due to concerns over displacement

SUPPORTING DOCUMENTATION

Appendices:

Appendix A Parking annual report 2012/13

Appendix B Local Highway Authorities Best Practice Survey

Background Documents

1. March 2008, Environment Committee
2. ECSOSC City Wide Parking Review Report January 2012
3. ECMM Report Interim City Wide Parking Review May 2012

Parking Annual Report

2011/
2012



Brighton & Hove
City Council

Foreword

“This year’s report explains that online renewals are now available for resident, trader and business permits and sets out the timetable for the online renewal of other permit types”



| Contents | Page |
|--|------|
| Foreward | 3 |
| 1 Overview | 5 |
| 2 New Resident Parking Schemes | 9 |
| 3 Permits | 11 |
| 4 Enforcement | 15 |
| 5 Static CCTV and Postal Penalty Charge Notice Enforcement | 19 |
| 6 Bus Lane Enforcement Update | 21 |
| 7 Challenges representation and appeals | 25 |
| 8 Keeping in touch | 29 |
| 9 Signs and Lines Maintenance | 31 |
| 10 Off Street Car Parks | 33 |
| 11 Freedom of Information & Complaints | 35 |
| 12 Financial Information | 39 |
| Appendices | |
| 1 Parking in the press | 41 |
| 2 Parking charges for off-street and other areas operated by Brighton & Hove | 43 |
| 3 Cancellations by reason 2011/12 | 47 |
| 4 Civil Enforcement Officers Contravention Code of Practice | 49 |
| 5 Code of Practice for Postal Penalty Charge Notices | 55 |
| Glossary of Terms | 57 |

It is my pleasure to introduce our fourth Parking Annual Report. One of the aims of the Parking Annual Report is to provide information to the public about the objectives, priorities and challenges of managing parking in our city.

I am pleased to note that Parking Services continues to develop services in an innovative way and in response to public feedback. Last year’s report included a survey showing that 65% of people wanted to renew their permit online. This year’s report explains that online renewals are now available for resident, trader and business permits and sets out the timetable for the online renewal of other permit types. As well as representing good customer service this type of initiative also helps to reduce traffic as residents no longer need to travel to the Parking Information Centre.

Parking Services objective to ‘reduce congestion and keep traffic moving’ is also being met through a range of policy and operational initiatives including the introduction of static CCTV enforcement on key routes into the city such as London Road, Lewes Road and the North Street / Western Road corridor.

The number of parking Penalty Charge Notices issued in Brighton & Hove increased slightly this year from 109,000 to 116,000. This follows 6 years of falling PCN numbers. As in previous reports, we explain how surplus income from parking is spent: providing free bus passes for the elderly and disabled as well as a range of transport and public realm improvement projects.

If you have any questions or comments about our Parking Annual Report please let us know by telephoning our Parking Information Centre on 01273 296622, emailing us at parking@brighton-hove.gov.uk or alternatively by posting your comments on our facebook or twitter pages: www.facebook.com/transportandparking and www.twitter.com/bhcc_transport

Thank you for taking the time to read our 2011-12 Parking Annual Report.

Cllr Ian Davey
Chair of the Transport Committee



**Chapter
1**

“Parking plays a vital role in support of the city’s Tourism Strategy and managing the city’s gateways which are the first arrival point for all those coming to enjoy all that Brighton & Hove has to offer”

Overview

Parking controls in Brighton & Hove are essential to keep traffic moving and provide access for residents, visitors and businesses. Parts of the city are amongst the most densely populated in the country. The population is estimated to increase to 283,700 by 2026 so pressure on limited parking space will continue to increase. Brighton & Hove is also a major tourist destination with eight million visitors annually. Parking plays a vital role in support of the city’s Tourism Strategy and managing the city’s gateways which are the first arrival point for all those coming to enjoy all that Brighton & Hove has to offer. Balancing the needs of residents, visitors and businesses is key to sustainable economic growth and success.

Our Parking Policy objectives are to:

- **Reduce congestion and keep traffic moving**
- **Provide access safely to those that need it most**
- **Deliver excellent customer service**

What we are doing to meet the objective of reducing congestion and keeping traffic moving?

- Surplus income from Civil Parking Enforcement is being spent on providing free bus passes for the elderly and disabled reducing the need for car use amongst these groups.
- The road layout on the A259 is being reconfigured to improve access in and out of the Regency Square (west) car park and reduce queues of stationary vehicles waiting to enter the car park. This is being paid for with surplus parking enforcement income.
- CCTV parking enforcement is being used for the first time to improve road traffic safety and discourage inconsiderate parking which

causes delays and congestion in three of our busiest routes into the city, Lewes Road, London road and the North Street / Western Road corridor.

- The Local Transport Plan was agreed in May 2011 and contains a range of initiatives and measures to help achieve this objective http://bit.ly/ltp3_part_a

How will we know if we're making progress?

- We will be monitoring the amount of time it takes a vehicle to travel set distances within the city e.g. a vehicle will be logged at Patcham and again at Regency Square car park. Over time these readings will provide an accurate picture of travel times and congestion at different times of the week and weekends.
- We will continue to monitor air quality in the city for more information http://bit.ly/bhcc_air_quality

What are we doing to meet the objective of providing access safely to those that need it most?

- We have been working to reduce thefts of blue badges and misuse of blue badges by non blue badge holders by providing information to Civil Enforcement Officers on their handheld computers.
- At the start of last year we implemented Department of Transport recommendations and provide independent assessments of blue badge eligibility.

How will we know if we're making progress?

- We have regular meetings with disabled groups and stakeholders in the city to learn of any issues and see what we can do to resolve them. For example we have set up a system whereby blue badge holders can continue to benefit from the scheme whilst waiting for a replacement badge to be delivered under the new national blue badge scheme.
- We work with Sussex Police to combat blue badge misuse and thefts and as reported in last years report have seen a 25% drop in blue badge thefts.

What are we doing to meet the objective of delivering excellent customer service?

- We carry out regular surveys of our customers to measure satisfaction and identify issues that are important. For example in last year's Annual Report we included a survey where 65% of residents said they would prefer to renew their permit online. In response to this we now have an online permit renewal service.
- Our facebook and twitter pages are available to raise issues publicly about our services.
- Following improvements to our web pages the majority of our calls have been handled by the Contact Centre for the past year.

How will we know if we're making progress?

- We will continue asking for feedback on our services and measuring against previous results.
- We will measure the take up of new facilities like online permits. Within the first few months of introducing the facility to renew permits online up to half our customers renewing their permit have done so online.

- We monitor how long it takes us to answer calls and how many calls from the public are abandoned before we can reply. Both measures have improved over the past year with the number of abandoned calls being reduced from 25 per day to 5 per day.
- We will publish the time it takes us to respond to appeals and representations in our annual report and the number of complaints we have received about our service.

“An integrated and accessible transport system that enables people to travel around and access services as safely and freely as possible while minimising damage to the environment and contributing to a safer, cleaner, quieter and healthier city”

The table below shows the scale of the parking operation in Brighton & Hove.

| Brighton & Hove City Council's parking operation | 2011/12 | 2010/11 | 2009/10 | 2008/09 |
|--|---------|---------|---------|---------|
| On street parking spaces | 25,213 | 25,039 | 23,333 | 22,031 |
| Off street parking spaces | 2,490 | 2,490 | 2,490 | 2,490 |
| Pay & display only bays | 929 | 929 | 903 | 534 |
| Permit only bays | 12,830 | 12,830 | 11,696 | 11,554 |
| Shared bays (permit and pay & display) | 9,553 | 9,553 | 9,127 | 8,918 |
| Disabled bays | 571 | 571 | 511 | 464 |
| Other bays | 618 | 618 | 558 | 549 |
| Number of vehicle removed | 956 | 1,057 | 1,268 | 1,073 |
| Bays suspended during the year | 4,089 | 4,003 | 4,081 | 3,735 |
| On street Penalty Charge Notices issued | 116,097 | 109,275 | 116,369 | 129,837 |
| Items of correspondence received | 35,284 | 35,856 | 37,716 | 43,472 |
| Resident permits issued | 22,542 | 22,583 | 20,783 | 19,885 |
| Resident Visitor permits issued | 509,100 | 422,583 | 319,820 | 345,581 |
| Blue Badges on issue | 12,967 | 13,265 | 11,978 | 13,000 |

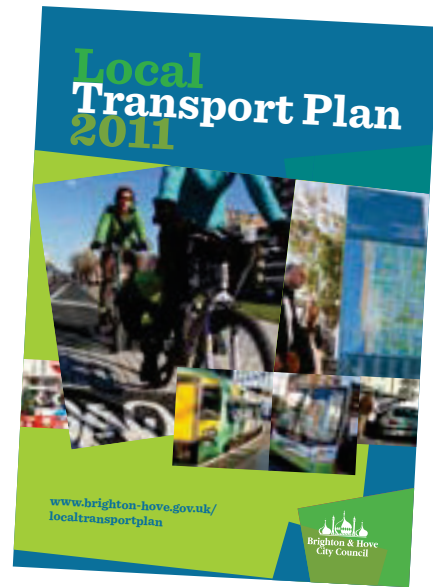
Local Transport Plan 3

Brighton & Hove's third Local Transport Plan was approved by the council in May 2011
You can find it here: http://bit.ly/ltp3_part_a

Key themes from the LTP are to:

- Reduce transport congestion and journey delay
- Improve the city's public transport network to cope with increasing demands
- Provide cycling and walking routes which connect communities, natural environments and key local services and activities
- Create attractive and safe routes and places
- Reduce the number of killed or seriously injured on our network
- Control and mitigate carbon emissions, air quality and noise effects of

The city's Sustainable Community Strategy, outlines its aim for transport, which is to provide "An integrated and accessible transport system that enables people to travel around and access services as safely and freely as possible while minimising damage to the environment and contributing to a safer, cleaner, quieter and healthier city".



Chapter 2

Richmond Heights parking area C extension

“Brighton & Hove Albion Football Club... agreed to pay for consultation on a scheme for controlled parking”

New resident parking schemes

Area A extension – Tivoli Crescent

Following consultation with residents and organisations in Tivoli Crescent, the Environment Cabinet Members meeting of 5th July 2011 approved the implementation of proposals for an extension to the Area A parking scheme, giving priority to parking for residents. The changes were implemented for an operational start on 26th July 2011.

Environment Members Meeting on 10th March 2011 approved the change of restrictions to Area C parking and the changes were implemented in 11th July 2011.

Canning Street (Extension to Area H) and Richmond Heights (Extension to Area C)

Extension to Area C restrictions

The results of consultation with residents and organisations in the Area C Controlled Parking Zone (Queens Park) showed that the majority of returned surveys were in favour of an extension of parking regulations to 7 days per week. The

Following consultation with residents and organisations in these areas the Environment Cabinet Members meeting of 27th March 2012 approved the proposals be advertised formally through a Traffic Regulation Order (TRO). The TRO was advertised on 27 April 2012 and the results of the consultation, which was in favour of the scheme, were



presented to Transport Committee on 10 July 2012. The schemes are due for an operational start on 1 September 2012.

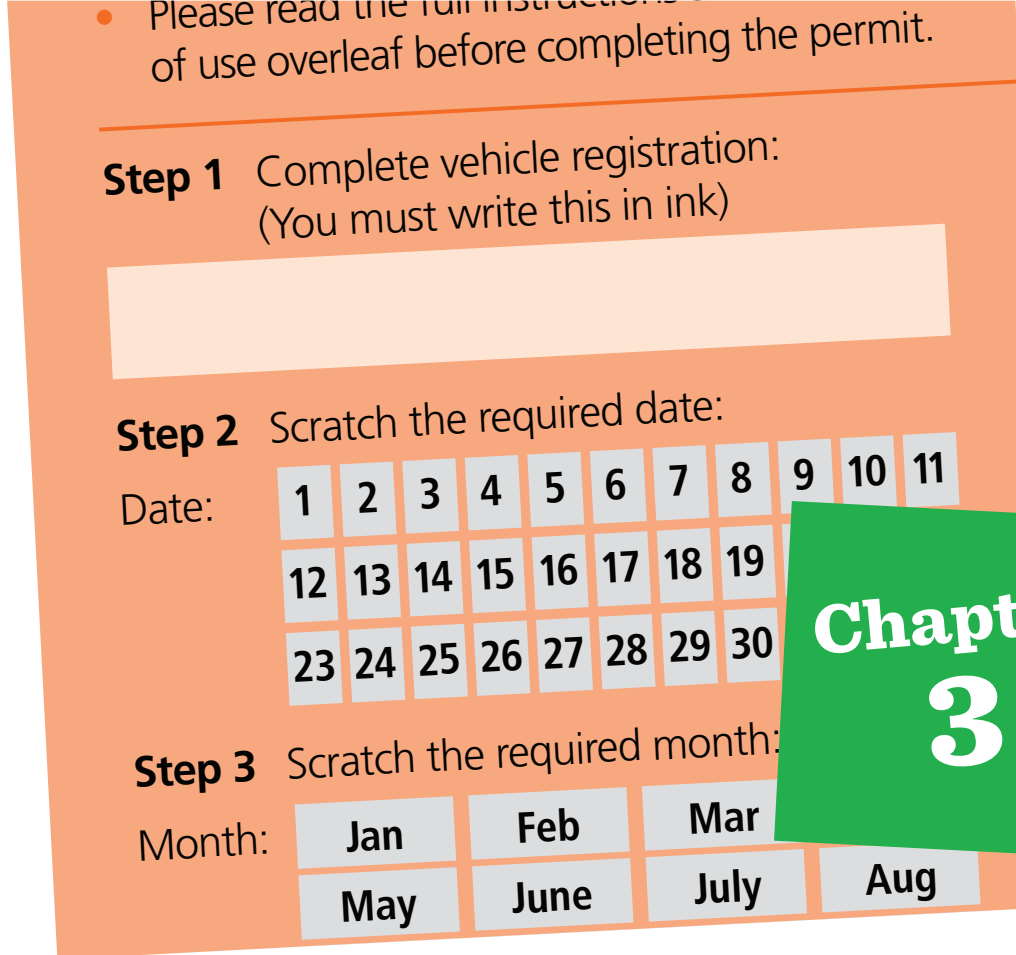
Amex Community Stadium residents parking proposals

Brighton & Hove Albion Football Club was granted planning permission for additional seating in the Amex Community Stadium, and as part of the planning permission agreed to pay for consultation on a scheme for controlled parking. These proposals would give priority to residents and their visitors **only** on days when outdoor events, including football matches, take place at the stadium. Parking controls could address the problems that residents have experienced due to high numbers of people parking in the area when football matches have been played.

Resident permits and one visitor permit (per household) would be provided free of charge and will allow parking on every day there is a football match or other outdoor event. There would be two schemes one for Coldean and one for Moulsecoomb. Signing and lining would be low key and there will be no 'Pay & Display' machines. Consultation is due to take place in Autumn 2012 and if the majority of residents supported it, could be operational by Summer 2013 before the new football season starts.



Paul Hazlewood



“The online renewal facility was devised using the IT systems available in-house and we saved an estimated £35,000 this year by designing the process ourselves”

Permits

Resident visitor permits

We have now completed the re-design of our resident visitor permit. The redesign includes a step by step process to make it easy to use and to reduce the amount of errors with the permit.

Number of other permits issued

(Visitor and hotel permits shows actual permits sold, not permits 'on issue')

| Permit type | Total 2011/12 | Total 2010/11 | Total 2009/10 | Total 2008/09 |
|----------------------|---------------|---------------|---------------|---------------|
| Business | 1417 | 1353 | 1257 | 1222 |
| Car Club | 74 | 63 | 75 | 47 |
| Carer | 137 | 132 | 128 | 117 |
| Dispensation | 443 | 411 | 453 | 446 |
| Doctor | 130 | 132 | 157 | 130 |
| Electric Vehicle | 25 | 18 | n/a | n/a |
| Resident | 22,542 | 22,583 | 20,640 | 19,885 |
| Professional Carer | 1843 | 1861 | 1916 | 1933 |
| Schools | 128 | 137 | 98 | 98 |
| Trader | 777 | 623 | 649 | 599 |
| Visitor permits sold | 509,100 | 476,067 | 319,820 | 315,581 |
| Hotel permits sold | 36,087 | 37,656 | 22,285 | 30,602 |



Online Permits

You can now renew the following permits online at Brighton & Hove City Council by following the links on our parking web pages

- Resident permits
- Trader's permits
- Business permits

The online renewal facility was devised using the IT systems available in-house and we saved an estimated £35,000 this year by designing the process ourselves.

Web Renewals

| Previous Expiry | Business | Resident | Trader |
|-----------------|----------|----------|--------|
| 30/04/2012 | 0 | 7 | 0 |
| 31/05/2012 | 0 | 751 | 0 |
| 30/06/2012 | 19 | 694 | 20 |
| 31/07/2012 | 40 | 944 | 47 |
| 31/08/2012 | 9 | 286 | 18 |

Web Renewal %

| Previous Expiry | Business | Resident | Trader |
|-----------------|----------|----------|--------|
| 30/04/2012 | 0% | 0% | 0% |
| 31/05/2012 | 0% | 33% | 0% |
| 30/06/2012 | 22% | 33% | 14% |
| 31/07/2012 | 27% | 34% | 34% |
| 31/08/2012 | 31% | 45% | 49% |

We hope that by the end of September 2012 we will have added the following services online;

- Requesting a suspension
- Requesting visitor permits

The chart below shows a year on year comparison of the take up of resident permits for the last 3 years

| Area | Parking Zone and visitor allowance | Permits allowed 2011/12 | Permits on issue 2011/12 | Permits on issue 2010/11 | Permits on issue 2009/10 | % of scheme take up 2011/12 | % of scheme taken up 2010/11 | % of scheme taken up 2009/10 | No. of people on waiting list 2011/12 | No. of people on waiting list 2010/11 | No. of people on waiting list 2009/10 |
|---------------|------------------------------------|-------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|------------------------------|------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Preston Park* | A (50) | 642 | 639 | 642 | 540 | 99% | 100% | 100% | 0 | 0 | 0 |
| St James | C (50) | 1477 | 1363 | 1311 | 1309 | 92% | 89% | 89% | 0 | 0 | 0 |
| Kemptown* | H (50) | 2552 | 2519 | 2408 | 1750 | 99% | 95% | 100% | 0 | 0 | 0 |
| London Road* | J (50) | 1120 | 829 | 857 | 165 | 74% | 77% | 50% | 0 | 0 | 0 |
| Brunswick | M(50) | 1650 | 1650 | 1650 | 1643 | 100% | 100% | 100% | 356 | 400 | 319 |
| Central Hove | N (50) | 4589 | 4589 | 4589 | 4536 | 100% | 100% | 99% | 0 | 113 | 0 |
| Goldsmid* | O (50) | 2283 | 2099 | 2084 | 1981 | 92% | 91% | 87% | 0 | 0 | 0 |
| Prestonville | Q (50) | 1092 | 1023 | 1092 | 1029 | 94% | 100% | 94% | 0 | 0 | 0 |
| Westbourne | R (50) | 4077 | 3497 | 3572 | 3381 | 86% | 87% | 83% | 0 | 0 | 0 |
| Hove Park | T (50) | 524 | 365 | 369 | 347 | 70% | 70% | 66% | 0 | 0 | 0 |
| St Luke's | U (50) | 411 | 288 | 265 | 275 | 70% | 64% | 67% | 0 | 0 | 0 |
| Westbourne | W (50) | 1069 | 781 | 844 | 784 | 73% | 79% | 73% | 0 | 0 | 0 |
| North Central | Y (25) | 1750 | 1750 | 1750 | 1750 | 100% | 100% | 100% | 310 | 385 | 249 |
| South Central | Z (25) | 1150 | 1150 | 1150 | 1150 | 100% | 100% | 100% | 259 | 362 | 207 |
| Total | N/A | 24,386 | 22,542 | 22,583 | 20,640 | | | | 925 | 1,260 | 775 |

* scheme extended in period covered by table

Overall the number of people on the waiting list has reduced from 1,260 to 925, with falls in all scheme areas.



Chapter 4

“We will continue to promote the wider role of the CEO in the community”

On street enforcement

The city's enforcement contractor currently employs 74 Civil Enforcement Officers (CEO's). This has been reduced from a high of 85 officers in 2009.

Scooter enforcement

We now have 3 CEO's on scooters deployed each day. They focus on enforcement of the yellow lines and the Special Parking Areas of the city. They are able to get around the city much quicker than the foot beats and can attend to urgent issues such as obstruction of residential driveways and dropped kerbs.

CEOs assisting the public 2011-12

Beyond their core duties, enforcement officers

regularly help members of the public whether it be providing local information, assisting at the scenes of accidents, supporting the Police or simply returning lost property. All these and more were logged by the team in the past year and we will continue to promote the wider role of the CEO in the community.



Partnership Working

We work in partnership with many organisations in the city for event management and to discuss specific problems or issues on request. These include:

- Local Action Groups focusing on parking enforcement
- Elm Grove
- Tarner
- Hollingbury
- Goldsmid
- The Brighton Festival
- The Brighton Marathon
- Kemp Town Carnival Association
- Federation of Disabled
- Sussex Police

Events

The city has a packed calendar of events for which changes in the usual parking arrangements are required. We have mentioned some of these in previous annual reports such as the Brighton marathon which continues to prove popular with visitors and residents.

The Kemptown Carnival

The 4th June 2011 saw the return of the Kemptown Carnival which involved the suspension of 155 parking bays. An event this size involves close working between the organisers, council officers and the contractor to ensure the correct bays are suspended. Enforcement on the day was co-ordinated by the contractor and the bays were cleared allowing the Kemptown Carnival to proceed successfully. Parking bays were also suspended again for the Brighton Marathon in April and for Brighton Pride in August. Team work between the council and our contractor ensured parked vehicles did not impact on either event.

Abandoned Vehicles

We are responsible for the removal of Abandoned Vehicles from the highway. We have Key Performance Indicators relating to this which are to remove abandoned vehicles:

- Within 24 hours from reporting by the Highways Department
- Within 2 hours from reporting by the Highways Department for any burnt out vehicles

From April 2011 to March 2012 approx 80 abandoned vehicles were removed all within the set timescales. By removing the vehicles as soon as authorisation has been given also reduces the risk of them becoming the target of other crime.

Suspensions

A total of 4089 parking bays were suspended in 2011/12 across the city. These were for various reasons which include household removals, building work and for numerous special events and parking requests. The council processed 1280 Suspension Applications and our contractor NSL placed 1977 signs to facilitate these suspensions.



Penalty Charge Notice statistics 2008-9 to 2011-12

| | 2011-12 | | | 2010-11 | | | 2009-10 | | | 2008-2009 | | |
|--|------------------------------|-----------|------------|------------------------------|-----------|------------|------------------------------|-----------|------------|------------------------------------|-----------|------------|
| | Total Penalty Charge Notices | On Street | Off Street | Total Penalty Charge Notices | On Street | Off Street | Total Penalty Charge Notices | On Street | Off Street | Total Penalty Charge Notices (PCN) | On Street | Off Street |
| Number of higher level PCN | 73,222 | 73,027 | 195 | 76,615 | 76,435 | 180 | 81,203 | 79,367 | 1,827 | 90,796 | 90,761 | 35 |
| Number of lower level PCN | 42,875 | 40,364 | 2,511 | 33,733 | 30,857 | 2,876 | 35,166 | 34,385 | 781 | 39,041 | 37,431 | 1,610 |
| Total number of PCNs issued | 116,097 | 113,391 | 2,706 | 109,275 | 106,292 | 2,983 | 116,369 | 113,761 | 2,608 | 129,837 | 128,192 | 1,645 |
| Number of PCNs paid | 82,964 | 81,117 | 1,787 | 78,995 | 77,139 | 1,856 | 82,781 | 81,298 | 1,483 | 90,805 | 89,628 | 1,177 |
| Number of PCNs paid at discount | 68,662 | 67,157 | 1,505 | 63,441 | 61,920 | 1,521 | 68,730 | 67,517 | 1,213 | 59,026 | 58,085 | 968 |
| Number of PCNs against which a representation was made (including Transfer of liability) | 35,284 | 34,131 | 1,153 | 35,856 | 34,503 | 1,353 | 39,790 | 39,982 | 808 | 40,991 | 40,959 | 32 |
| Number of PCNs cancelled as a result of representation or informal challenge | 14,371 | 13,970 | 401 | 16,207 | 15,311 | 896 | 15,310 | 14,906 | 404 | 15,885 | 15,676 | 209 |
| No of PCNs written off for other reasons | 3250 | 3203 | 47 | 3,204 | 3,145 | 59 | 2,126 | 2,101 | 25 | 2,259 | 2,239 | 20 |
| Number of Postal PCNs issued | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Number of vehicles immobilised | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Number of vehicles removed | 1205 | 1205 | 0 | 1,057 | 1,057 | 0 | 1,268 | 1,268 | 0 | 1,073 | 1,073 | 0 |

* scheme extended in period covered by table
Overall the number of people on the waiting list has reduced from 1,260 to 925, with falls in all scheme areas.



“As a result road traffic safety was becoming an issue for all road users along these busy stretches of road”

Chapter 5

CCTV enforcement and postal Penalty Charge Notices

On 29 November 2011 Environment, Transport and Sustainability Cabinet Members Meeting approved the introduction of postal Penalty Charge Notices via CCTV for the most serious type of contraventions along the North Street / Western Road corridor, Lewes Road and London Road http://bit.ly/cabinet_29_november (agenda item 58).

The report explained that on foot enforcement along these key routes was becoming ineffective. As a result road traffic safety was becoming an issue for all road users along these busy stretches of road. Drivers were parking their vehicles along these busy routes and driving them around the block as soon as a Civil Enforcement Officer

appeared. This resulted in only 13 PCNs being issued in September 2011 compared to 132 recorded vehicles driven away before the Civil Enforcement Officers could issue the Penalty Charge Notice. This was causing serious delays to the 3,000 buses using these routes every day.

Our Code of Practice for Postal Penalty Charge Notice enforcement has been included as appendix 5 in this report.

The same report enables Civil Enforcement officers to serve a Penalty Charge Notice by post if the driver leaves before the Notice has been placed on the windscreen for the most serious types of contravention (see appendix 5).



Chapter 6

“As the photograph of the vehicle driving in the bus lane is printed on the Penalty Charge Notice we tend to receive a lower proportion of challenges”

Bus Lane Enforcement

Bus Lane Enforcement aims to give priority to buses and taxis in bus lanes by excluding other vehicle types during prescribed hours. Bus Lane Enforcement is part of a wide ranging programme of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution.

The City Council has invested in an additional 'capture station' which allows both bus lane monitoring officers to issue Penalty Charge Notices at the same time. Previously one monitoring officer would capture the Penalty Charge Notice and the other would review the details logged and captured and issue the Penalty charge Notice. This has proved to be a more effective means of capturing contraventions.



| Local Authority | Appeals received | Penalty Charge Notice (PCN's) issued | Rate of appeal per PCN | Not contested by council | Allowed by adjudicator | Total allowed including not contested by council | Refused by Adjudicator incl. Out of time and withdrawn by appellant | Awaiting decision incl. Other decided |
|-------------------------------------|------------------|--------------------------------------|------------------------|--------------------------|------------------------|--|---|---------------------------------------|
| All Areas Apr 08 - Mar 09 | 464 | 132,170 | 0.35% | 189 41% | 119 26% | 308 66% | 141 30% | 15 3% |
| All Areas Apr 09 - Mar 10 | 634 | 172,390 | 0.37% | 237 37% | 175 28% | 412 65% | 187 29% | 0 |
| All Areas Apr10 - Mar 11 | 1,410 | 321,607 | 0.43% | 586 41% | 256 18% | 842 60% | 484 34% | 44 3% |
| All Areas April 11 - March 12 | 3,336 | 527,027 | 0.63% | 1304 39% | 826 25% | 2130 64% | 1061 32% | 110 3% |
| Brighton & Hove Apr 08 - Mar 09 | 82 | 5,702 | 1.44% | 29 27% | 15 18% | 37 45% | 45 55% | 0 |
| Brighton & Hove April 09 - Mar 10 | 74 | 6,737 | 1.1% | 44 59% | 13 18% | 57 77% | 10 14% | 7 9% |
| Brighton & Hove Apr 10 - Mar 11 | 75 | 7,964 | 0.94% | 13 17% | 25 33% | 38 51% | 36 48% | 0 |
| Brighton & Hove April 11 - March 12 | 58 | 9,311 | 0.62% | 34 59% | 17 29% | 51 88% | 7 12% | 0 |

The number of Penalty Charge Notices issued for bus lane Penalty Charge Notices has increased over the past year. As the photograph of the vehicle driving in the bus lane is printed on the Penalty Charge Notice we tend to receive a lower proportion of challenges against the issue of the Penalty Charge Notice. The payment rate for bus lane contraventions is also higher than for parking Penalty Charge Notice with over 82% of Penalty Charge Notices paid with the vast majority being paid at the £30 discount rate. The rate of appeal to the Traffic Penalty Tribunal has more than halved over the past few years despite the introduction of online appeals to the council and Traffic Penalty Tribunal.

Around 25 vehicles per day are recorded driving in Bus Lanes. It is worth remembering that in 2006, before the introduction of CCTV bus lane enforcement an Argus reporter counted 80 non authorised vehicles using the bus lane per hour. Current levels of compliance are therefore still dramatically better than they were before this system was introduced and this has helped to improve bus journey times and increase bus patronage.

| Month | BLE PCNs issued 2011-12 | BLE PCNs issued 2010-11 |
|-----------|-------------------------|-------------------------|
| April | 413 | 424 |
| May | 507 | 543 |
| June | 697 | 670 |
| July | 962 | 915 |
| August | 860 | 690 |
| September | 976 | 758 |
| October | 1039 | 822 |
| November | 629 | 669 |
| December | 860 | 522 |
| January | 735 | 648 |
| February | 723 | 614 |
| March | 910 | 689 |
| TOTAL | 9311 | 7964 |





Chapter 7

Challenges representation and appeals

Online Appeals

We are responding to the majority of online appeals via email making the service faster and more convenient, as well as reducing the cost of making an appeal and of providing the service. Online appeals have increased in popularity with almost half of our representations being sent in via this route. We have sent our responses to informal representations via email which decreases back office processing costs. We also request that evidence is sent via email.

New Customer Service Centre

In May 2012 the Parking Information Centre moved to temporary accommodation.

The temporary area has 4 counters for permit and PCN enquiries, the Blue Badge office and a new self service area where you can appeal online or renew your permit online. The area is more open and modern with partial screens.

“Brighton & Hove has adopted the Department for Transport's best practice for assessing and processing badges”

| | Online appeals | Postal appeals | Postal | Postal bus lane appeals | Total postal appeals | % of appeals received online | % of appeals challenged including transfers of liability |
|--------|----------------|----------------|--------|-------------------------|----------------------|------------------------------|--|
| Jan-11 | 0 | 1976 | 331 | 181 | 2488 | 0 | 24 |
| Feb-11 | 312 | 1968 | 166 | 85 | 2531 | 12 | 27 |
| Mar-11 | 640 | 1249 | 141 | 70 | 2100 | 30 | 20 |
| Apr-11 | 938 | 1518 | 168 | 89 | 2713 | 35 | 26 |
| May-11 | 1175 | 1761 | 159 | 84 | 3179 | 37 | 29 |
| Jun-11 | 972 | 1839 | 176 | 55 | 3042 | 32 | 30 |
| Jul-11 | 1198 | 1753 | 226 | 93 | 3270 | 37 | 28 |
| Aug-11 | 1332 | 1914 | 209 | 113 | 3568 | 37 | 32 |
| Sep-11 | 1299 | 1895 | 184 | 114 | 3492 | 37 | 33 |
| Oct-11 | 1290 | 1632 | 154 | 115 | 3191 | 40 | 27 |
| Nov-11 | 1223 | 1694 | 166 | 82 | 3165 | 39 | 31 |
| Dec-11 | 1090 | 1470 | 160 | 97 | 2817 | 39 | 28 |
| Jan-12 | 1256 | 1477 | 237 | 142 | 3112 | 40 | 32 |
| Feb-12 | 1036 | 1417 | 157 | 98 | 2708 | 38 | 30 |
| Mar-12 | 1065 | 1194 | 125 | 96 | 2480 | 43 | 27 |
| Apr-12 | 1234 | 1130 | 111 | 100 | 2575 | 48 | 26 |
| May-12 | 1351 | 1388 | 45 | 118 | 2902 | 47 | 28 |
| Jun-12 | 1276 | 1232 | 132 | 75 | 2715 | 47 | 28 |

We are based in temporary accommodation while a new Customer Service Centre is being built to house Parking and other services. This will be a large opened planned office with self service areas, interview booths, counter services and private interview rooms. In the new area we will not have security screens between ourselves and customers which we expect will improve the experience. The new centre is expected to be opening in early 2013.

We are currently undertaking a review of our operation in the hope that we can become more efficient and effective when we move into the new Customer Service Centre.

Blue Badges

As highlighted in last year's annual report, there have been changes with regards to Blue Badge processing.

Brighton & Hove has adopted the Department for Transport's' best practice for assessing and processing badges for approximately 1 year. The desk top assessments and independent mobility assessments have allowed us to identify badges that should not have been issued.

We have amended our response dates so that badges are sent to the applicant wishing to renew their badges well before the old badge expires. From the 1 January 2012 we have issued Blue Badges via the new national system.

Awards

This year we were shortlisted for:

- Parking Services Team of the Year
- Digital Parking
- Young Parking Professional – Sahar Abuelbasha and James Adlem (winner)
- Parking Annual Report for the third year in a row



**Chapter
8**

“Our Facebook pages have a ‘weekly reach’ of around 600 and growing steadily with a mix of residents, visitors, the local press and police regularly sharing our content”

Keeping in touch

Appeals to the adjudicator

| Local Authority | Appeals | PCNs issued | Rate of appeal per PCN | not contested by council | Rate of appeal per PCN | Total allowed including not contested by council | refused by | Awaiting decision incl. Other decided |
|-------------------------------------|---------|-------------|------------------------|--------------------------|------------------------|--|------------|---------------------------------------|
| All councils Apr 08-Mar 09 | 12,424 | 4,000,221 | 0.31% | 4170 34% | 3572 29% | 7742 62% | 4325 35% | 357 3% |
| All councils Apr 09 -Mar 10 | 14,269 | 4,245,998 | 0.34% | 3,880 27% | 4,188 29% | 8,068 57% | 5,804 41% | 397 3% |
| Brighton & Hove Apr 08 - Mar 09 | 811 | 129,837 | 0.62% | 245 30% | 292 36% | 537 66% | 254 31% | 20 2% |
| Brighton & Hove Apr 09 -Mar 10 | 671 | 116,369 | 0.58% | 162 24% | 217 32% | 379 56% | 288 43% | 4 1% |
| Brighton & Hove Apr 10 - Mar 11 | 722 | 109,275 | 0.66% | 127 18% | 216 30% | 343 48% | 336 47% | 4 1% |
| Brighton & Hove April 11 - March 12 | 646 | 116,097 | 0.56% | 121 19% | 217 34% | 338 52% | 279 43% | 29 4% |

Over the past year we have been looking at different ways we can connect with our customers, to make it easier to get in touch, access information and feedback views.

Social Media

Last year we reported that Parking services have teamed up with the rest of the transport department and both pages were started at the early part of 2011. The pages have received a growing number of visitors, our Facebook pages have a ‘weekly reach’ of around 600 and growing steadily with a mix of residents, visitors, the local press and police regularly sharing our content. Important parking stories such as advanced notice of major events with

road closures or large number of parking bay suspensions are also published on the corporate Brighton & Hove Facebook pages.

The Transport & Parking Twitter account has grown rapidly with over 500 followers and the Brighton & Hove City Council’s main account fast approaching 10,000 followers. As with the Facebook pages the Brighton & Hove main twitter account retweets important information. We plan to expand the twitter service by providing a new twitter account specifically for up to date travel information @BHLiveFeed from our Traffic Control Room based at Hove Town Hall, this should be up and running by September 2012.

A wide range of subjects have been raised by the public on these pages. With the exception of 2 offensive comments our policy has been to leave all comments including complaints on our website. Parking is usually a highly emotive subject, and our social media pages provide a public platform for open discussion on our services and an effective means of informing debate on these issues.

We have also been able to respond to tweets about our services from members of the public not following our pages. For example following the move of the Parking Information Centre to temporary offices at the former registry office site a member of the public tweeted a comment. We were able to respond promptly explaining that permits could now be renewed online and providing the link.

Website re-design

Our new look parking website which makes the site easier to navigate, includes photos and links to external sites and provides a much easier and more convenient way of finding information. The Do it Now options such as appealing or paying a Penalty Charge Notice online and providing feedback to the department. You can check out our new website at www.brighton-hove.gov.uk/parking.

The council connect service provided by volunteers in council libraries allows people without access to the internet or who would like help with using computers to access our online services please see www.brighton-hove.gov.uk/councilconnect for more information.

Leaflets

We added a new leaflet to the suite of publications listed below in response to questions about on street parking tariffs http://bit.ly/onstreet_parking_leaflet

This shows the boundary of the high tariff on street zone and low tariff area. This is in addition to the following leaflets which are also available on our website.

- **Guide to permits**
- **Guide to parking**
- **Loading/unloading**
- **Car parks**
- **Bus lanes**

Your Views

City Wide Parking Review

In October 2011 the council made a commitment to review parking schemes in the city to ensure a fair balance between the needs of residents, businesses and visitors.

The purpose of the review is to improve the way we manage parking and to look at the future of resident parking schemes, including how we consult and whether to consult on new parking schemes or to extend existing schemes.

The first stage of the review involved officers going to community meetings and talking directly with people. Council representatives have attended over 30 community meetings all over the city talking directly to over 800 residents. Transport user groups, councillors, business organisations and disability groups have also been contacted. The second stage is a sample postal survey of households to take place in Autumn 2012. The survey results will be published on the council's website early in 2013. A report with recommendations on policy changes and which, if any, new areas should be consulted on resident parking schemes will be presented to Transport Committee in January 2013



Chapter 9

Signs & Lines Maintenance

“A planned lining maintenance project was also undertaken which refreshed and checked any lining needing maintenance within Area O (Goldsmid) and 75% of Area M (Brunswick & Adelaide)”

The Parking Infrastructure team deals with the maintenance and installation of new street signage throughout the city, as well as the installation of new and maintenance of existing parking signs outside of the controlled parking zone. This generally comes from requests / comments from members of the public and through observations / checks made by CEOs and officers. New signage was also erected on all the existing advisory disabled bays within the Moulsecomb & Bevendean ward as well as signage for all new installed disabled bays within the Special Parking Area. (SPA)

As well as this there has been significant general lining maintenance during the year covered by this report including remarking of yellow lines, amendments and installation to various parking restrictions, installation of disabled bays and white return lines. Again this generally comes from requests / comments from members of the public and through observations / checks made by CEOs and officers. A planned lining maintenance project was also undertaken which refreshed and checked any lining needing maintenance within Area O (Goldsmid) and 75% of Area M (Brunswick & Adelaide).

Parking Infrastructure spent just over £490,000 for lining and signing maintenance/ works and Traffic Regulation Order costs for the financial year covered by this report.

The breakdown for this was as follows:

| Type of work | 2011/12 | 2010/11 |
|---------------------------|----------|----------|
| Signing | £207,762 | £245,288 |
| Lining | £259,241 | £177,563 |
| Traffic regulation Orders | £25,416 | £35,761 |
| Total | £492,419 | 458,612 |



“The Lanes and London Road have been awarded the ‘Park Mark’ safer parking award and we are working towards achieving the same accreditation at our other sites”

**Chapter
10**

Off Street Car Parks

Brighton & Hove City Council operates 14 car parks across the city including large multi-storey car parks and smaller surface sites. Two of these, The Lanes and London Road have been awarded the ‘Park Mark’ safer parking award and we are working towards achieving the same accreditation at our other sites.

In September 2011, the council’s cabinet approved a £4.298 million capital funding for car park improvements at Regency Square, Trafalgar Street, Carlton Hill and Oxford Court Car Parks.

Work on the Carlton Hill and Oxford Court car parks has been completed. The multi storey projects started in April 2012. Works at Carlton

Hill included the provision of vehicle Armco barriers, rebuilding a damaged boundary wall, the removal of asbestos and new road markings. At Oxford Court the team installed a lighting column protector, new road markings and erected new signage.

Regency Square, located just north of the West Pier and ideally situated for the new i360 project, will be transformed into a facility that offers visitors to the new attraction and seafront a pleasant and secure welcome. Similarly, at Trafalgar Street, car park the refurbishment will improve lighting, safety and security.

Reconfiguration of the A259 / Regency Square (west) junction will significantly improve access

The table below shows a number of common FOI questions we received

| | |
|--|--|
| Do Civil Enforcement Officers receive bonuses or incentives based on the number of PCNs they issue? | The council uses the British Parking Association model contract which specifically prohibits the use of incentives and/or bonuses for Civil Enforcement Officers based on number of Penalty Charge Notices issued. |
| How many mobile CCTV parking enforcement vehicles does the council deploy? | The council does not use mobile CCTV camera enforcement but static CCTV cameras based in Lewes Road, London Road and the North Street / Western Road corridor. |
| How long the Council expects the meters to operate until they need replacing and the period over which the Council will depreciate their asset value in its accounts together with any associated interest charges | Our P&D machines are generally assumed to have a lifespan of 10 years and the asset value is depreciated accordingly |
| How many Civil Enforcement Officers does your parking department employ for: 1. on-street and 2. CCTV enforcement (including mobile enforcement)? | 1. on street 74 CEOs 2. CCTV - 2 bus lane monitoring officers |
| What role specific training has been provided to your: 1. on-street and 2. CCTV Civil Enforcement officers since 2006? | 1. On street City & Guilds training and in house 'Streets ahead' training – certificates awarded to all staff. 2. CCTV all staff received BTEC in CCTV surveillance from TAVCOM Ltd |
| On average how many CEOs have been employed by the council over the past 5 years | Over the past 5 years we have employed on average the following numbers of Civil Enforcement Officers 2012: 70, 2011: 74, 2010: 80 2009: 85, 2008: 83 |

| Which streets in your council area have produced the highest income from parking enforcement in 2011? Please provide details of the number of tickets issued and the amount paid | Amount Paid | No. PCNs |
|---|----------------|---------------|
| Madeira Drive (C) | 98,149 | 4008 |
| Wilbury Road (N) | 44,620 | 1621 |
| First Avenue (N) | 40,318 | 1585 |
| Grand Avenue (N) | 39,858 | 1553 |
| Marine Parade (C) | 38,555 | 1381 |
| Lansdowne Place (M) | 38,239 | 1313 |
| Old Steine (Z) | 31,904 | 1304 |
| Third Avenue (N) | 31,020 | 1150 |
| Regency Square (Z) | 30,355 | 1149 |
| Bartholomews (Z) | 28,722 | 1139 |
| The Drive (N) | 28,454 | 1073 |
| Blatchington Road (N) | 27,136 | 1048 |
| Prince Albert Street (Z) | 25,713 | 1034 |
| Montpelier Road (Z) | 25,648 | 999 |
| Kings Road (Z) | 25,035 | 987 |
| Church Road (N) | 23,231 | 914 |
| Brunswick Place (M) | 22,586 | 865 |
| Kingsway (M) | 21,105 | 859 |
| King Alfred CarPark (N) | 20,865 | 857 |
| Marine Parade (H) | 20,548 | 823 |
| Ship Street (Z) | 20,462 | 814 |
| Totals | 682,523 | 26,476 |

Corporate complaints

Knowing what you think about the service you receive is important to us so that we can make improvements where they are most needed. Your comments, compliments and complaints will be treated in the strictest confidence. Please note appeals against Penalty Charge Notices have to be dealt with under the statutory appeals process. If you are unhappy with our response you can appeal to the Traffic Penalty Tribunal which is independent of the council and whose decision is final.

Comments on a council service can be completed online, by emailing complaints@brighton-hove.gov.uk

or calling the freephone number (0500) 291229. If you are not happy with something we have done, please contact us directly and we will try to resolve any issues as quickly as possible. We may be able to explain why things have been done a certain way. If you have contacted us and are still not happy with what we have done you can make a formal complaint by using the same contact details as above.

It is always nice to get positive feedback too! If you have any compliments, please let us know As this is greatly appreciated by the team who do a tough but important and valuable job.

The table below shows the number of complaints received by Parking Infrastructure and the average time to reply each month. As can be seen the average response time has increased but the number of complaints has gone down.

| Month | Total number complaints received 2011/12 | Average response time 2011/12 | Total number of complaints received 2010/11 | Average response time 2010/11 |
|--------------|--|-------------------------------|---|-------------------------------|
| April | 2 | 10 | 9 | 8 |
| May | 2 | 0 | 9 | 10 |
| June | 2 | 4 | 8 | 6 |
| July | 6 | 15 | 5 | 6 |
| August | 8 | 13 | 8 | 4 |
| September | 2 | 22 | 8 | 20 |
| October | 11 | 7 | 8 | 7 |
| November | 12 | 10 | 3 | 7 |
| December | 6 | 22 | 3 | 5 |
| January | 6 | 18 | 9 | 4 |
| February | 8 | 11 | 6 | 4 |
| March | 8 | 10 | 6 | 7 |
| Total | 71 | 12 | 82 | 8 |

Penalty Charge Notices

| Month | PCNs 2011-12 | VOID PCNs 2011-12 | Valid PCNs 2011-12 | PCNs 2010-11 | VOID PCNs 2010-11 | Valid PCNs 2010-11 |
|--------------|--------------|-------------------|--------------------|--------------|-------------------|--------------------|
| April | 10111 | 79 | 10032 | 9370 | 99 | 9271 |
| May | 10658 | 84 | 10574 | 9528 | 111 | 9417 |
| June | 9817 | 79 | 9738 | 9267 | 107 | 9160 |
| July | 10978 | 78 | 10900 | 10144 | 122 | 10022 |
| August | 10642 | 89 | 10553 | 10375 | 98 | 10277 |
| September | 9610 | 71 | 9539 | 8525 | 72 | 8453 |
| October | 10734 | 85 | 10649 | 9653 | 91 | 9562 |
| November | 9669 | 85 | 9584 | 8350 | 79 | 8271 |
| December | 9294 | 65 | 9229 | 6779 | 65 | 6714 |
| January | 9039 | 75 | 8964 | 9572 | 99 | 9473 |
| February | 8185 | 59 | 8126 | 8925 | 74 | 8851 |
| March | 8269 | 60 | 8209 | 9890 | 86 | 9804 |
| Total | | | 116097 | | | 109275 |



Financial Information

Chapter 12

“The Civil Parking Enforcement surplus contributes towards providing free bus passes for the elderly and disabled”

Detailed Income

| Income by source | £ 2011-12 | £ 2010-11 | £ 2009-10 | £ 2008-09 |
|--|-------------------|-------------------|-------------------|-------------------|
| On street parking charges | 9,220,144 | 9,011,212 | 8,305,464 | 8,136,678 |
| Permit income | 4,482,426 | 4,028,584 | 3,764,444 | 3,423,926 |
| Penalty Charge Notices (inclusive of bad debt provision) | 4,315,078 | 3,697,823 | 3,968,402 | 4,210,984 |
| Other income | 12,342 | 15,699 | 16,427 | 10,711 |
| Total | 18,029,990 | 16,753,318 | 16,054,737 | 15,815,263 |

Detailed Expenditure

| Direct costs of Civil Parking Enforcement | £ 2011-12 | £ 2010-11 | £ 2009-10 | £ 2008-09 |
|---|------------------|------------------|-------------------|------------------|
| Enforcement | 3,459,669 | 3,587,194 | 3,588,029 | 3,614,447 |
| Admin, appeals, debt recovery and maintenance | 3,329,736 | 3,351,491 | 3,175,184* | 3,004,859 |
| Scheme review / new schemes | 939,709 | 892,716 | 776,610 | 569,703 |
| Capital charges | 773,718 | 1,355,570 | 1,119,727 | 1,217,660 |
| Total direct costs | 8,502,832 | 9,186,971 | 8,659,550* | 8,406,669 |
| Surplus after direct costs | 9,527,158 | 7,566,346 | 7,395,187* | 7,408,594 |

*figures show finalised accounts and therefore differ slightly from the provisional figures shown in the previous parking annual report.

Surplus after direct costs is used to contribute towards spending in following areas of Transport and Highways

| Funding for other transport and highways related projects supported by CPE income | 2011-12 | £ 2010-11 | £ 2009-10 | £ 2008-09 |
|---|-------------------|-------------------|-------------------|-------------------|
| Supported bus services | 1,155,562 | 1,160,123 | 1,229,650 | 1,103,928 |
| Other public transport services | 373,866 | 360,724 | 360,788 | 341,181 |
| Concessionary bus fares | 9,277,361* | 6,765,578 | 6,804,527 | 5,757,141 |
| Capital investment borrowing costs | 3,382,755 | 3,327,000 | 3,264,169 | 3,023,631 |
| Total | 14,189,544 | 11,613,425 | 11,659,134 | 10,225,881 |

* change to the government funding formula

In 2011-12 Civil Parking Enforcement surplus was £9,527,158. This compares to £7,566,346 in 2010-11.

Income increased by £1,277,000 (a rise of 7.6%) and expenditure fell by £684,000 (a fall of £7.4%)

The surplus contributes towards the part funding of:

Bus subsidies: Various bus routes were subsidised throughout the city in 2010/11. For further information see http://bit.ly/public_transport_news

Concessionary Bus Fares: The Civil Parking Enforcement surplus contributes towards providing free bus passes for the elderly and disabled. The central government funding formula for free bus passes changed in April 2011 which resulted in the cost of this service rising to £9.2m. For more information about how to apply for a concessionary bus pass please see www.brighton-hove.gov.uk/eligibleforapass

Local Transport Plan Costs: The Local Transport Plan for 2011-12 was 100% grant funded from the Department for Transport, so there are no borrowing costs included in relation to the Local Transport Plan for this year. The borrowings costs of £3,382,755 relate to previous years Local Transport Plan schemes since 2001.

Each year a report is presented to the Environment Cabinet Members Meeting to agree how funds will be allocated to deliver the Local Transport Plan capital programme for the following year.

Some of the projects include:

- Quality Bus Partnership Initiative
- Walking facilities (dropped kerbs & tactile)
- Cycle parking
- A23 Sustainable Transport Corridor
- Cycle Route signing
- Travel Plans for Schools
- Pedestrian priority Ship St/Old town
- Traffic control improvements
- Brighton station gateway
- Walking network improvements
- Cycle route Old Shoreham Road
- Pedestrian wayfinding and signing project
- Electric vehicle charging points (Local Transport Plan)
- Cycle priority
- New Road/Church Street junction and crossing
- Electric vehicles
- Madeira Drive structures
- Seafront railings
- Chatham Place rail bridge support
- Bear Road retaining wall
- Dyke Road Drive retaining wall
- Marine Parade retaining wall
- Footways maintenance 2011-12
- Highways Maintenance 2010-12
- Elm Grove – Local Transport Plan
- Queens Park –Local Transport Plan



Press releases

New parking scheme for Preston Park
http://bit.ly/new_parking_scheme

Council takes action on eye sore car park
http://bit.ly/council_takes_action

New electric vehicle charging points
http://bit.ly/new_electric_vehicle

social media
http://bit.ly/bhcc_social_media

Albion parking
http://bit.ly/more_seats

Blue Badge scheme
http://bit.ly/new_blue_badge

New cycle parking for Brighton station
http://bit.ly/new_cycle_parking

New parking tariffs on seafront
http://bit.ly/new_parking_tariffs

Citywide parking review
http://bit.ly/citywide_parking_review

Residents say yes to parking schemes
http://bit.ly/residents_say_yes

Minority groups
http://bit.ly/infrastructure_team

City's electric vehicle project wins award
http://bit.ly/citys_electric_vehicle

**Parking charges
for off-street
and other areas
operated by
Brighton &
Hove City
Council
1 April 2012**



**Appendix
2**

Parking Tariffs 1 April 2012

Car parks

| The Lanes | |
|---|----------|
| 1 hour | 1.00 |
| 2 hours | 5.00 |
| 4 hours | 12.00 |
| 9 hours | 20.00 |
| 24 hours / Lost ticket | 23.00 |
| Weekend - 1 hour | 4.00 |
| Weekend - 2 hours | 8.00 |
| Weekend - 4 hours | 15.00 |
| Weekend - 9 hours | 20.00 |
| Weekend - 24 hours / Lost ticket | 25.00 |
| Evenings 18.00 – 24.00 | 4.50 |
| Lost ticket admin fee | 5.00 |
| Overnight 16.00 – 11.00 (hotel discount) | 10.00 |
| Annual season ticket | 2,500.00 |
| Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Z only) | 1500.00 |

| London Road | |
|--|----------|
| 1 hour | 1.00 |
| 2 hours | 3.00 |
| 4 hours | 5.00 |
| 9 hours | 8.00 |
| 24 hours / Lost ticket | 15.00 |
| Weekend - 1 hour | 2.00 |
| Weekend - 2 hours | 4.00 |
| Weekend - 4 hours | 6.00 |
| Weekend - 9 hours | 8.00 |
| Weekend - 24 hours / Lost ticket | 17.50 |
| Evenings 1800 - 2400 | 4.50 |
| Overnight 16.00 – 11.00 (hotel discount) | 8.00 |
| Lost ticket admin fee | 5.00 |
| Annual season ticket | 1,000.00 |
| Annual season ticket - reduced rate | 750.00 |
| Weekly | 50.00 |
| Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Y) | 400.00 |

| Regency Square | |
|--|---------|
| 1 hour | 1.00 |
| 3 hours | 5.00 |
| 4 hours | 7.00 |
| 6 hours | 9.50 |
| 24 hours / Lost ticket | 12.50 |
| Weekend - 1 hour | 2.50 |
| Weekend - 3 hours | 5.00 |
| Weekend - 4 hours | 7.00 |
| Weekend - 6 hours | 9.50 |
| Weekend - 24 hours / Lost ticket | 12.50 |
| Evenings 1800 - 2400 | 4.50 |
| Lost ticket admin fee | 5.00 |
| Quarterly season ticket | 500.00 |
| Annual season ticket | 1500.00 |
| Overnight 16.00 – 11.00 (hotel discount) | 10.00 |
| Residents permit waiting list 16.00-11.00 Mon-Fri (Zone M) | 600.00 |

| Trafalgar Street | |
|--|---------|
| 1 hour | 1.00 |
| 2 hours | 2.50 |
| 4 hours | 4.00 |
| 6 hours | 6.00 |
| 9 hours | 7.50 |
| 24 hours / Lost ticket | 12.50 |
| Weekend - 2 hours | 2.50 |
| Weekend - 4 hours | 4.00 |
| Weekend - 6 hours | 6.00 |
| Weekend - 9 hours | 7.50 |
| Weekend - 24 hours / Lost ticket | 12.50 |
| Evenings 1800 - 2400 | 4.50 |
| Overnight 16.00 – 11.00 (hotel discount) | 10.00 |
| Lost ticket admin fee | 5.00 |
| Quarterly season ticket | 750.00 |
| Annual season ticket | 1500.00 |
| Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Y) | 600.00 |

| King Alfred | |
|-------------|------|
| 1 hour | 1.50 |
| 2 hours | 2.00 |
| 3 hours | 2.50 |
| 4 hours | 3.00 |

| Carlton Hill | |
|-------------------------|--------|
| 2 hours | 4.00 |
| 4 hours | 8.00 |
| 9 hours | 10.00 |
| 24 hours | 17.50 |
| Quarterly season ticket | 750.00 |

| High Street | |
|-------------------------|---------|
| 2 hours | 4.00 |
| 4 hours | 8.00 |
| 9 hours | 10.00 |
| 24 hours | 17.50 |
| Quarterly season ticket | 750.00 |
| Annual season ticket | 2000.00 |

| Oxford Court Car Park | |
|-------------------------|--------|
| 2 hours | 4.00 |
| 4 hours | 8.00 |
| 9 hours | 10.00 |
| 24 hours | 17.50 |
| Quarterly season ticket | 750.00 |

| Norton Road | |
|----------------------|--------|
| 1 hour | 1.00 |
| 2 hours | 1.50 |
| 4 hours | 2.50 |
| 5 hours | 3.50 |
| 9 hours | 4.50 |
| 12 hours | 5.00 |
| Annual Season Ticket | 750.00 |

| Rottingdean West Street | |
|-------------------------|------|
| 1 hour | 1.00 |
| 2 hours | 1.50 |
| 3 hours | 2.50 |

| Rottingdean Marine Cliffs | |
|---------------------------|-------|
| 1 hour | 1.00 |
| 2 hours | 1.50 |
| 11 hours | 2.50 |
| Quarterly season ticket | 50.00 |

| Haddington Street | |
|-------------------|------|
| 1 hour | 1.00 |
| 2 hours | 1.50 |
| 3 hours | 2.50 |

| Black Rock | |
|------------|------|
| 1 hour | 1.00 |
| 2 hours | 2.00 |
| 3 hours | 3.00 |
| 4 hours | 4.00 |
| 9 hours | 5.00 |

On-street (Pay & Display)

| Central Zone | |
|--------------|-------|
| 1 hour | 3.50 |
| 2 hours | 6.00 |
| 4 hours | 10.00 |
| 11 hours | 20.00 |

| Outer Zone | |
|------------|------|
| 1 hour | 1.00 |
| 2 hours | 2.00 |
| 4 hours | 3.00 |
| 11 hours | 5.00 |

| Madeira Drive (coach park) | |
|----------------------------|-------|
| 8 hours | 15.00 |

On-street (Pay & Display)

| Residents permits | |
|--|--------|
| 1 year (full scheme) | 115.00 |
| 3 months (full scheme) | 40.00 |
| 1 year (light touch) | 80.00 |
| 6 months (light touch) | 50.00 |
| 1 year (full scheme) - low emission | 57.50 |
| 3 months (full scheme) - low emission | 20.00 |
| 1 year (light touch) - low emission | 40.00 |
| 6 months (light touch) - low emission | 25.00 |
| Resident zone change (admin fee) | 10.00 |
| Refunded permit (admin fee) | 10.00 |
| Resident change of vehicle (admin fee) | 10.00 |
| Replacement resident permit (admin fee) | 10.00 |
| Blue Badge resident permit | 10.00 |
| Blue Badge resident permit (light touch) | 10.00 |

| Visitors Permits | |
|--------------------------|------|
| Full scheme - per permit | 2.50 |
| Light touch – per permit | 1.50 |

| Blue Badge (3 years) | |
|----------------------|-------|
| | 10.00 |

| Car Club (1 year) | |
|-------------------|-------|
| | 20.00 |

| Trader Permits | |
|--|--------|
| One year | 600.00 |
| 3 months | 160.00 |
| Refunded permit (admin fee) | 10.00 |
| Change of vehicle permit (admin fee) | 10.00 |
| Replacement traders permit (admin fee) | 10.00 |

| Business Permits | |
|---|--------|
| One year | 300.00 |
| 3 months | 85.00 |
| Business zone change (admin fee) | 10.00 |
| Refunded permit (admin fee) | 10.00 |
| Change of vehicle permit (admin fee) | 10.00 |
| Replacement business permit (admin fee) | 10.00 |

| School Permits | |
|-----------------------|--------|
| One year | 115.00 |
| 3 months | 40.00 |

| Hotel Permits | |
|----------------------|------|
| Area C (24 hours) | 7.50 |
| Area N (1 day) | 3.00 |

| Suspensions | |
|----------------------------|-------|
| Suspensions (1st 8 weeks) | 40.00 |
| Suspensions (Over 8 weeks) | 20.00 |

| | |
|----------------------------------|-------|
| Doctors Permits (per bay) | 80.00 |
|----------------------------------|-------|

| | |
|---------------------------------|-------|
| Electric Vehicles Permit | 20.00 |
|---------------------------------|-------|

| | |
|--|------|
| Carers Permits (not Professional) | Free |
|--|------|

| | |
|------------------------|-------|
| Waivers (1 day) | 10.00 |
|------------------------|-------|

| | |
|-------------------------------------|-------|
| Professional Carers (1 year) | 25.00 |
|-------------------------------------|-------|

| | |
|-------------------------------|-------|
| Dispensations (1 year) | 30.00 |
|-------------------------------|-------|

Cancellations by reason 2011/12

Appendix 3

| State Description | Total |
|--|--------------|
| Adjudicator - Adjudicator allowed | 10 |
| Adjudicator - Adjudicator decision consent order | 4 |
| Adjudicator - No Contest | 34 |
| Appeal - Not Contested | 64 |
| Cancelled - Adjudications Allowed | 100 |
| Cancelled - Spoiled after issue (PCN not valid) | 492 |
| Cancelled - Vehicle Drive Away | 1063 |
| Mitigating - Medical Reason | 387 |
| Mitigating - Dips\Waiver\PCB | 139 |
| Mitigating - First Offence, Discretion Applied | 1345 |
| Mitigating - Hotel permit Incorrectly Completed | 141 |
| Mitigating - Hotel Permit Valid | 74 |
| Mitigating - Special Circumstances | 1181 |
| Mitigating - Subsequent PCN Cancel | 579 |
| Mitigating - Valid Disabled Badge | 665 |
| Mitigating - Valid P&D | 4088 |
| Mitigating - Valid Resident Permit | 422 |
| Mitigating - Valid Visitor Permit | 1048 |
| Processing error - Invalid PCN - CEO error | 417 |
| Processing error - Email lost | 34 |

| | |
|--|--------------|
| Processing error - Inadequate signing/Lining | 187 |
| Processing error - Insufficient evidence | 89 |
| Processing error - NTO Rep Out of Time | 207 |
| Processing error - Office Issuing error | 261 |
| Processing error - Out of Time (initial challenge) | 19 |
| Processing error - P & D Machine faulty | 274 |
| Processing error - Scanning Issues | 5 |
| Processing error - TRO Invalid | 6 |
| Processing error Back office | 100 |
| Processing error insufficient photographs | 46 |
| TRO exempt - Alighting Passenger | 79 |
| TRO exempt - Circumstances beyond drivers control | 331 |
| TRO exempt - Emergency Work | 477 |
| TRO exempt - Handheld Void | 605 |
| TRO exempt - Loading/unloading evidence | 1765 |
| TRO exempt - Police /emergency Vehicle | 33 |
| TRO exempt - Statutory Duties | 71 |
| TRO exempt - Test Notice | 2 |
| TRO exempt - Vehicle broken down | 465 |
| TRO exempt - Vehicle stolen | 99 |
| TRO exempt - Window Cleaner | 40 |
| Grand Total | 17448 |



**Civil
Enforcement
Officers
Contravention
Code of
Practice**

**Appendix
4**

| Code | On street - Higher level penalty charge parking contraventions - Description | Traffic Management Act 2004 - Notes |
|------|--|---|
| 01 | Parked in a restricted street during prescribed hours | |
| 02 | Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force | |
| 12 | Parked in a residents' or shared use parking place without clearly displaying either a permit, voucher, or pay and display ticket for that place | This code relates only to resident or shared use bays. This code is used where the driver has made no attempt to park correctly and is either displaying nothing, or something that could never have been valid for that parking place, e.g. a permit for a different zone, no permit or P&D ticket that has been expired for more than 24 hours |
| 14 | Parked in an electric vehicles' charging place during restricted hours without charging | |
| 16 | Parked in a permit space without displaying a valid permit | Not for use in resident or shared use bays. Applies in permit bays designated for specific users such as businesses, ambulance, car club and doctors bays |

| | | |
|----|--|---|
| 18 | Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited | This is not used |
| 20 | Parked in a loading gap marked by a yellow line | This is not used |
| 21 | Parked in a suspended bay/space or part of a bay/space | |
| 23 | Parked in a parking place or area not designated for that class of vehicle | This depends on the tax class of the vehicle and applies where a vehicle of a different tax class uses a bay, e.g. a car parked in a motorcycle bay or a coach bay, a coach parked in a motorcycle bay. The bay has to be designated for a specific class of vehicle (not a type of vehicle, like a permit bay) and any vehicle of that class can park there, e.g. any coach can park in a coach bay, any motorcycle can park in a motorcycle bay - no permit is needed |
| 25 | Parked in a loading place or area not designated for that class of vehicle | On street loading bays |
| 26 | Vehicle parked more than 50 cm from the edge of the carriageway and not within a designated parking place | Double Parking |
| 27 | Parked adjacent to a dropped footway | If DYL then issue and remove unless blue badge holder in which case issue and relocate - Issue as a 01 If no yellow lines - providing a complaint from the resident then issue and remove on code 27 |
| 40 | Parked in a designated disabled persons' parking place without clearly displaying a valid disabled persons badge | If a vehicle is seen parked in a disabled parking bay not displaying a Valid Disabled Blue Badge, or displaying a badge the incorrect way this could lead to a PCN being issued and the vehicle being relocated |
| 41 | Parked in a parking place designated for police vehicles | |
| 45 | Parked in a taxi rank | |
| 46 | Stopped where prohibited (on a red route clearway) | This is not used |
| 47 | Stopped on a restricted bus stop/stand | |
| 48 | Stopped in a restricted area outside a school | |

| | | |
|-------------|---|---|
| 49 | Parked wholly or partly on a cycle track | |
| 55 | A commercial vehicle parked in a restricted street in contravention of the overnight Waiting Ban | This is not used |
| 56 | Parked in contravention of a commercial vehicle waiting restriction | This is not used (no overnight waiting restriction) |
| 57 | Parked in contravention of a coach ban | This is not used (no overnight waiting restriction) |
| 61 | A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways | This is not used |
| 62 | Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking) | This is not used |
| 99 | Stopped on a pedestrian crossing and/or crossing area marked by zig zags | |
| Code | On street - Lower level penalty charge parking contraventions | Traffic Management Act 2004 - Notes |
| 04 | Parked in a meter bay when penalty time is indicated | This is not used |
| 05 | Parked after the expiry of paid for time | Parked after the expiry time of the initial paid for ticket from the pay and display machine. If pay and display ticket has a time of 13.00 a PCN can be issued at 13.05 |
| 06 | Parked without clearly displaying a valid pay and display ticket | If a pay and display ticket has been purchased from the machine, but has not been placed in the vehicle clear to see. Also if no pay and display ticket is purchased, therefore parking with no payment. |
| 07 | Parked with payment made to extend the stay beyond initial time | Meter feeding' In pay and display bays after the initial payment to park has been made, then purchasing a further pay and display ticket to extend the time to park without moving the vehicle Providing the time in the bay has not been exceeded then we should issue |
| 08 | Parked at an out of order meter during controlled hours | This is not used |
| 09 | Parked displaying multiple pay and display tickets where prohibited | This is not used |
| 10 | Parked without clearly displaying two valid pay and display tickets when required | This is not used |

| | | |
|-------------|--|--|
| 11 | Parked without payment of the parking charge | This is not used |
| 15 | Parked in a residents' parking space without clearly displaying a valid residents' parking permit. | Not for use in England |
| 19 | Parked in a residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay and display ticket | As for a code 12, this is only for use in resident or shared use bays. It is used where the driver has made some attempt to park correctly and is displaying something which could have been valid or was valid at some time for that bay, for example, a resident permit that has expired (depending on what grace period is given for expired permits, e.g 7 days), or a pay and display ticket that has expired by less than 24 hours, or an incorrectly completed voucher. |
| 22 | Re parked in the same parking place or zone within one hour of leaving | On time limited bays (e.g. 3 hour max stay no return 1 hour) if the vehicle is parked in the same set of bays even if the vehicle has left and returned 1 hour would have had to lapsed. |
| 24 | Not parked correctly within the marking on the bay or space | If a vehicle is parked not fully within the markings of the bay as marked on the highway. (One third of the vehicle has to be overhanging the bay markings or one third of the connecting bay is obstructed) |
| 30 | Parked for longer than permitted | If there is a time limit to the bay (e.g.2 hours no return in 1 hour) and the vehicle is seen parked for longer than the allowable time then a PCN will be issued |
| 35 | Parked in a disc parking place without clearly displaying a valid disc | This is not used |
| 36 | Parked in a disc parking place for longer than permitted | This is not used |
| 63 | Parked with engine running where prohibited | This is not used |
| Code | Off street - Penalty Charge Parking contraventions | Traffic Management Act 2004 - Notes |
| 80 | Exceeded the max Stay - For example Haddington St where the max stay is 3 hours | Lower PCN |

| | | |
|----|--|------------------|
| 81 | In restricted area - Parked in a restricted area of the car park not designated as a parking bay | Higher PCN |
| 82 | Overstaying P&D ticket- Parked after expiry time | Lower PCN |
| 83 | No valid P&D ticket | Lower PCN |
| 84 | Additional payment made to extend the parking from the first time purchased | Lower PCN |
| 85 | In permit section - parked in permit bay without clearly displaying a valid permit | Higher PCN |
| 86 | Parked beyond the bay markings (outside the marking of the bay) | Higher PCN |
| 87 | Parked in a Disabled Persons parking space without clearly displaying a valid disabled persons badge | Higher PCN |
| 89 | height/weight limit | This is not used |
| 91 | Wrong class of vehicle | Higher PCN |
| 92 | Causing an obstruction -i.e. on ramp or blocking exit points | Higher PCN |

Code of Practice for Postal Penalty Charge Notices

Appendix 5

CCTV Parking Enforcement

To be undertaken in all locations visible to the static cameras located in North Street / Western Road, London Road, Lewes Road.

CCTV monitoring officers will be BTEC qualified in data protection and all relevant legislation and follow the Code of Practice for CCTV enforcement.

CCTV devices will be approved for parking enforcement by the Vehicle Certification Agency through submission of a technical file prior to enforcement and therefore be 'approved devices' in accordance with the legislation.

Only the following parking contraventions may be enforced by the CCTV cameras
Contravention 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 45 - Parked in a taxi rank

Contravention 47 – Parked on a restricted bus stop/stand.

Contravention 99 - Stopped on a pedestrian crossing and/or area marked by zigzags

For all contraventions CCTV monitoring officers will

- Zoom in for close up of vehicle
- Pan out for context shot
- Operator to make notes of any activity carried out by the driver

Regulation ten 'Postal' PCNs on issued foot

Regulation ten PCNs will only be issued by Civil Enforcement Officers following relevant training.

They may be issued for the following contravention codes

Contravention 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 40 – Parked in a designated disabled person's parking place without displaying a valid disabled person's badge

Contravention 45 - Parked in a taxi rank

Contravention 47 – Parked on a restricted bus stop/stand.

Contravention 48 – Parked in a restricted area outside a school

Contravention 49 – Parked wholly or partially on a cycle track

Contravention 99 - Stopped on a pedestrian crossing and/or area marked by zigzags

Comprehensive pocket book notes will be taken. Good quality photos are required for the contravention to be proved.

Regulation ten PCNs will be spot checked to establish whether sufficient evidence has been gathered for a PCN to be issued. Following enquiries with DVLA PCNs will be issued in accordance with statutory timescales and on notices specifically designed for regulation ten PCNs.



**Glossary
of Terms**

Customer Service Week comments from the public about 'If you could change one thing...'

Bus Lane Enforcement

A bus lane is restricted to buses and is used to speed up the bus service and aide in them running on time. In Brighton & Hove taxis and bicycles can also use bus lanes. The central bus lanes are enforced by the local authority. The police still enforce those outside of central Brighton.

Challenge

An objection made against a Penalty Charge Notice before a Notice To Owner is issued.

Cancellations

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case of when there is an applicable exemption.

Civil Enforcement Officer – CEO

This is the name given to officers who used to be known as Parking Attendants. They must be employed by the council or through a specialist contractor. In Brighton & Hove they are employed through NSL (formerly NCP).

Civil Parking Enforcement – CPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.

Contravention

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

Controlled Parking Zone - CPZ

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

Decriminalised

This means that it is not illegal to park in contravention of parking regulations. Enforcement of regulations within a Special Parking Area and is the sole responsibility of

the Local Authority and not the police. Parking is a civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.

Decriminalised Parking Enforcement –DPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Road Traffic Act 1991.

Department for Transport – DfT

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.

Differential Parking Penalties

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the offence.

Fixed Penalty Notice - FPN

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

Local Transport Plan – LTP

These are an important part of transport planning within England. We are required to prepare them as plans for the future and present them to the Department for Transport.

NO

Nitrogen Oxide

NO2

Nitrogen Dioxide

Notice To Owner – NtO

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice

(PENALTY CHARGE NOTICE (PCN)). This will be served when a PENALTY CHARGE NOTICE (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either ;

- make a payment of the full charge
- make representation (an appeal)

NSL – formerly National Car Parks (NCP)

NSL are Brighton & Hove's parking enforcement service provider working under contract.

Off-street parking

These are facilities provided through car parks

On-street parking

These are facilities provided on the kerbside such as pay and display or permit parking

Penalty Charge Notice – (PCN)

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

Registered Keeper

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA)

Representation

This is a challenge against the PCN after the Notice To Owner is issued.

Special Parking Area - SPA

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

Traffic Management Act 2004 – TMA

This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.

Traffic Penalty Tribunal –TPT

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London).

The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

Traffic Regulation Order – TRO

This is the statutory legal document necessary to support any enforceable traffic or highway measures.

Translation? Tick this box and take to any council office.

ترجمه؟ وضع علامه في المربع وخذها إلى مكتب البلدية. Arabic

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻译? 请在这方格内加刷, 并送回任何市议会的办事处。Cantonese

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi

Traduction? Veuillez cocher la case et apporter au council. French

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin

Tłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office). Polish

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz Turkish

other (please state)

This can also be made available in large print, Braille, or on CD or audio tape



Local Highway Authority: Parking Best Practice Research

Citywide Parking Review

October 2012

Brighton & Hove City Council



Issue and revision record

| Revision | Date | Originator | Checker | Approver | Description |
|-----------------|-------------|-------------------|----------------|-----------------|-----------------------------|
| A | 01/10/12 | M Ring | R Hearle | | 1 st Draft Issue |

This document is issued for the party which commissioned it and for specific purposes connected with the above-captioned project only. It should not be relied upon by any other party or used for any other purpose.

We accept no responsibility for the consequences of this document being relied upon by any other party, or being used for any other purpose, or containing any error or omission which is due to an error or omission in data supplied to us by other parties

This document contains confidential information and proprietary intellectual property. It should not be shown to other parties without consent from us and from the party which commissioned it.

1. Introduction

1.1 Background

Mott MacDonald has been requested to assist Brighton & Hove City Council (BHCC) with progressing the Citywide Parking Review (CPR).

The CPR is a thorough and detailed review of the City's current parking management policies and will be informed by consultation with residents, businesses and other stakeholders.

The end product of the CPR will be a suite of policy recommendations together with a proposed timetable for ongoing parking reviews.

One aspect of the CPR is a process of developing an understanding of best practice through an online survey sent to a number of UK based Local Highway Authorities asking what parking management operations they use, problems they or their residents/business owners encounter and what practices/policies they have adopted to mitigate these problems.

They were also asked to leave contact details should they be willing to accept follow-up telephone calls from Mott MacDonald to further discuss the answers given, should they be pertinent to the CPR, for the possible development of best practice examples that might be considered for adoption in Brighton and Hove.

The questions asked in the survey and the answer options were as follows:

1. Please confirm the name of your Local Authority.
2. Does your council operate any of the following?
 - a. Controlled Parking Zones (CPZ)
 - b. Residents' Parking Zones (RPS)
 - c. On-Street pay and display
 - d. Permit only schemes (resident, business etc)
 - e. Park and Ride
 - f. Sustainable on-street parking provision
 - g. Use of innovative parking management technology
 - h. 'Smart' parking enforcement
 - i. Other (to be specified)
3. Does your council experience problems associated with the following issues?
 - a. On-street parking controls
 - b. Parking controls in urban areas
 - c. On-street parking charges
 - d. Footway or verge parking
 - e. Commuter or long term visitor parking

- f. Displaced parking demand
 - g. Van and/or HGV parking
 - h. None
 - i. Other (to be specified)
4. Does the council have a strategy in place to mitigate the problems experienced in question 3?
 5. Which, if any, of the following groups experience parking demand issues which they regularly report to the council?
 - a. Residents
 - b. Businesses
 - c. Retail/trade outlets
 - d. Visitors
 - e. Not applicable
 6. Does the council have adopted parking principles/policy, perhaps as part of a parking strategy (not parking standards as part of the LDF/LP)?
 7. Does your council periodically review this document?
 - a. If yes please specify
 8. If you wish to make any additional comments, please leave them here.
 9. Would your council be willing to take part in a short telephone discussion about specific parking issues?
 10. Please enter your contact details
 - a. Name
 - b. Role
 - c. Telephone
 - d. Email address

What follows in Section Two of this report is a summary of the survey results and any further discussions held with local authorities.

2. Online Survey Results and Discussion

The following section provides a summary of the results of the online parking survey and provides a summary of discussions held with authorities who provided further contact details.

2.1 Online Survey Results

Please see Table 2.1 for a summary of the results from each LHA who responded to the online parking survey questionnaire.

A total of 143 LHA were contacted with 35 taking the time to respond, which a total of 18 agreeing to be contacted to discuss their answers further.

As the purpose of this exercise was to gather best practice advice from local authorities across England this report only considers the responses from authorities who were willing to be contacted to discuss their response to the survey in further detail.

The majority of LHA stated in Q2 that they operate either a CPZ or RPS and on-street pay and display. Not many stated that they operate 'smart' enforcement or sustainable on-street parking provision.

Many LHA reported that footway or verge parking, commuter or visitor parking and displaced parking demand cause issues in their area. Few authorities stated that on-street parking charges and parking controls in outer urban areas were causing issues in their area. Residents, businesses and retail outlets were the groups the council suggest experience parking demand issues and regularly report them to the council.

Eight of the 18 authorities stated they have a strategy in place to mitigate any parking issues experienced. 15 authorities stated they have a parking strategy in place, of which 14 periodically review. A number of the responses stated that the parking strategy is reviewed annually.

Analysis of these responses suggested there could be a benefit to contacting a number of these authorities further as the operations, problems and groups experiencing these problems are similar to those experienced by residents and businesses of Brighton & Hove.

Section 2.2 of this report summarises the outcome of the discussions between Mott MacDonald and a number of authorities identified for additional more detailed discussions following completion of the online survey.

2.2 Best Practice Discussions

LHA were chosen for further discussion based on a number of issues including the answers given to certain questions that were considered pertinent to Brighton and Hove, along with the type and location of the LHA.

What follows below is a summary of the telephone discussions held with the short-listed LHA that (a) agreed to further discussions, and (b) were available to discuss their answers in more detail.

2.2.1 Middlesbrough Council

Footway and verge parking is a problem for Middlesbrough Council, which is mainly experienced in residential areas due to oversubscription. The issue is monitored by highway maintenance and where appropriate, this is supported by grass-crete or stopped by using physical measures.

They are currently drafting a report for Members on options for addressing this issue of pavement parking and preparing a draft policy for the council to adopt.

2.2.2 Blackpool Council

Again, the main issue for Blackpool of interest to the CPR was footway/verge parking. Any parking undertaking of the highway and adjacent to yellow line restrictions are enforced for highway safety reasons and for *sending out the correct message*. Where yellow lines are not present, liaison with the police are undertaken to consider whether obstruction is relevant on an individual case basis.

The use of Permit Parking Only Beyond This Point (TSRGD Diag. No. 663.3) signs have been used in a number of areas. Problems have been experienced at the Traffic Penalty Tribunal (TPT) with the effectiveness of these signs for larger areas and therefore, the use of non-prescribed road markings have been used to reinforce the zone entry signs. These have been commented on favourably by the TPT (refer to figure 2.2).

They are currently exploring powers to be granted through an accreditation scheme for CEOs to enforce footway parking away from yellow lines as a community friendly approach to parking enforcement. This is seen as a way forward to reduce costs currently incurred by

subsidising the PCSOs in Blackpool that undertake some parking enforcement duties.

Credit card payment is accepted for all on and off-street parking that is considered to be a valuable service to visitors to simplify the payment for parking process and is considered convenient. It is acknowledged that there is a cost to upgrade the P&D system to accept these payment types.

Table 2.2: Reinforcing the use of Permit Parking Only Beyond This Point (TSRGD Diag. No. 663.3) signs in Blackpool, with road markings across the zone entrance boundary. This is a non-prescribed road marking and currently requires DfT approval.



Source: Mott MacDonald

2.2.3 London Borough of Islington

The LBI use GPRS to monitor CEO movements (70 on street at any time) for the enforcement of 1,400 streets (divided into areas and beats) and this data is cross referenced with PCN outputs. There is an expectation of what a beat should yield with regard to PCNs and if the level drops then better performing CEOs are moved in to the area to test the area. Continual monitoring ensures enforcement is effective and efficient.

They also use LogiXML dashboard reporting to interrogate datasets and explore all data available from beats, CEOs and PCNs etc. It was stated that the borough would be happy to discuss these features in more detail and provide a demonstration should BHCC think this is worthwhile.

The borough currently has over 1,000 P&D machines in operation mostly for short stay (less than 4 hours). So far 140 have been removed and replaced by pay by phone technology; the sites are chosen for removal by identifying the P&D machines that yield the least return. Those machines removed are stored and used for spare parts. The system is proving successful and brings longer term financial benefits.

The pay by phone system is also used for residents' e-permits removing the need to display permits in the vehicle reducing administration costs significantly. Enforcement is effective through the use of ANPR systems in the hand held computers and using mobile CCTV.

The e-permit system is being rolled out to include visitors' permits by the end of 2012 to further reduce on going costs.

Further opportunities are being considered to the way parking services are provided and managed as the business model moves away from a high dependency on PCN issue rates. Options include unused visitors permits being available to other users.

2.2.4 Swindon Borough Council

Although enforcement of parking on the footway/verge is undertaken where yellow lines are present, away from yellow lines Members are reluctant to enforce this type of parking due to the issues that are likely to result from this as it is often in residential areas.

In areas of persistent parking on footways and verges amendments to parking controls are explored and often result in consultation exercises and if appropriate, remedial measures are introduced to either protect the footway areas or hard surfaces introduced to support formalisation of the parking.

They have also introduced pay by phone technology for the majority of the off-street car parks where cash only P&D machines were available. This has been very popular with visitors and the local public alike.

2.2.5 Norwich City Council

Footway and verge is a problem for the city council outside permit zones. This problem is addressed for safety reasons but difficulties arise when attempts are made to address in some areas. Enforcement is undertaken against drop kerbs and adjacent to yellow lines.

Car clubs are being promoted to reduce demand and also exploring community lead 'place streets' initiative. They are also consider and are promoting the concept of being within a CPZ/RPS as a club and with that comes other benefits such as subsidies for sustainable travel options in the city.

Permits for larger vehicles are charged at a premium rate in controlled parking areas and there is a cap on the number of permits a registered address can obtain.

2.2.6 Derby City Council

The issue of footway parking has been addressed in certain locations by formalising with 'grasscrete' and/or managing using mini posts to eliminate off-carriageway parking. However, in more sensitive locations softer measures are applied in an attempt to discourage footway and verge parking where it is considered inappropriate.

Electric vehicles are used by mobile enforcement officers.

GPRS is also used for managing CEO beats that records locations and times. This aids in the deployment of CEOs and provides useful information on the efficiency of patrols to ensure that areas that are required to be enforced are appropriately attended.

2.2.7 Havant Borough Council and East Hants District Council

The council has not adopted a blanket ban on footway parking partly due to the displacement issues that would occur, at once. However, they do acknowledge this as a significant problem for them and therefore, introduce and enforce yellow lines where there are highway safety concerns.

The council have also, where possible, used experimental schemes to better understand the affects of a scheme's restrictive elements and to establish whether the scheme should be made permanent, amended or removed and some other course of action pursued.

Pay by phone technology has been adopted and this has proved successful. This also works well for 'corporate accounts' whereby businesses – a good example being estate agents undertaking lots of trips – can open a corporate account with the car parking smart phone service provider and get discounted service rates.

Hand held computers used by the CEOs are in real GPRS to aid faster on-line PCN case management including photographs of offence. There are plans to link with map base TRO schedules. The system is also utilising QR codes on the PCN to improve payment opportunities and access to PCN information.

QR codes are also being used on TRO advertisements as part of the ongoing improvements to communication and accessibility with the community.

No CCTV enforcement is currently used but body-cams are used by CEOs mainly for H&S reasons but also to be used in certain circumstances for PCN case evidence.

2.2.8 Sheffield City Council

Mobile phone payment systems have been adopted and are proving to be a valuable asset to the parking services provided. Currently the scheme operates on 200 P&D machines for 1,400 parking spaces and accounts for up to 250 transactions per day. Although there is marginal benefit to the council at present, the broader offer to the user has been well received. They stated that an amendment is required to the TRO to allow payment by mobile phones.

The CEO enforcement beat patterns are reviewed every six months to analyse outputs and performance of CEOs but importantly, also to continually monitor the PCN rates in areas of the city so as to be smarter with CEO resource distribution to focus on key problem areas.

The council has not adopted a blanket ban on footway parking partly due to the displacement issues that would occur. However, this is a significant problem due to the nature of older housing developments, narrow city centre streets and car ownership levels increasing. Members are reviewing the issue of footway parking now as this is seen as real concern and one that should be sensitively addressed.

2.2.9 Leeds City Council

Displaced parking following the introduction of parking schemes is experienced; the 'doughnut' effect as parking control schemes have extended outwards. This has partially been addressed by introducing limited waiting during the daytime.

In some areas, residential footway parking is accommodated to absorb the significant demand.

Smartphone pay by phone technology has been adopted that utilises start/stop payment systems whereby the user 'checks in' to a parking area and 'checks out' when the parking space is vacated. The charge for parking is then calculated according to the duration of stay available in that location/area. This links to the mobile hand held computers used by the CEOs.

3. Concluding Comments

3.1 Introduction

A number of similar experiences with regard to parking management issues experienced by local highway authorities were noted from the discussions and from these, different methods of response was realised. This can result from a number of issues accept payment for parking using pay by phone technology.

3.2 Conclusions

The following conclusions are drawn from the discussions held with those local highway authorities shown above.

- The council should consider the adoption of mobile phone payment systems for both on and off-street car parking. This should first be explored to ensure the most appropriate system is adopted and then if appropriate, adopted and expanded over a defined period.
- As part of the new enforcement contract currently being re-tendered, consider the adoption of technology to facilitate smarter enforcement practices and effective distribution of resources.
- The use of CCTV as a means of effectively enforcing in certain areas.
- Consider the adoption of permit only parking areas and the adoption of reinforcing lining to reinforce the measures introduced.
- Develop a methodology for appraising footway and verge parking demand and to prepare a policy/procedure for addressing the issue.

OVERVIEW AND SCRUTINY COMMITTEE

Agenda Item 27

Brighton & Hove City Council

| | | | |
|--------------------------|--|--------------------------------------|---------------------|
| Subject: | Council Tax Support Scheme scrutiny review | | |
| | OSC 5 November 2012 | | |
| | Policy and Resources Committee 29 November 2012 | | |
| Report of: | The Monitoring Officer | | |
| Contact Officer: | Name: | Tom Hook | Tel: 29-1110 |
| | Email: | Tom.hook@brighton-hove.gov.uk | |
| Ward(s) affected: | All | | |

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report summarises the findings of the Scrutiny Panel established to consider the Council's proposed council tax support scheme. The full scrutiny review is included as Appendix 1 to this report.

2. RECOMMENDATIONS:

- 2.1 That Members endorse the report of the Scrutiny Panel on the Council Tax Support Scheme and agree to refer it to Policy and Resources Committee.
- 2.2 That Members agree to a further scrutiny review of the impact of wider welfare reforms once implemented.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The Scrutiny Panel was set up to consider a draft Council Tax Support scheme at the request of the Council Leader Councillor Jason Kitcat, by 16 July 2012 Overview and Scrutiny Committee. It comprised Councillor Alex Phillips (Chair), and Councillors Graham Cox and Anne Pissaridou plus independent co-optee Rosemary Friggens, President of the East Sussex Credit Union.
- 3.2 The Scrutiny Review was originally scheduled as a one-day event but following legislative delays a second Panel meeting was arranged to hear from further witnesses. The scrutiny report is being referred to 29 November 2012 Policy and Resources Committee (not 11 October P&R as originally planned.)
- 3.3 Panel meetings on 17 September and 1 October heard evidence from representatives of Brighton Housing Trust, Brighton's Women's Centre, Brighton Unemployed Families Centre Families Project, Community and Voluntary Sector Forum, Job Centre Plus, Southern Landlords Association and Council Officers. Written information was submitted by YMCA and the Fed Centre for Independent Living and the Sussex Deaf Association arranged a meeting about the scrutiny review.

- 3.4 The Panel considered the draft Equality Impact Assessment, replies submitted to the Council's on-line consultation and the approach being taken by different local authorities. The Panel welcomed the involvement of CVSF in the consultation and engagement process.
- 3.5 Members acknowledged that within the current constraints of budget, time and emerging legislation, the proposed scheme itself cannot be significantly improved. However the Panel was concerned about the impact that the proposals would have on vulnerable residents.
- 3.6 After a debate it was agreed to ask the administration to reconsider the overall funding arrangements so that the full costs of the changes would be absorbed by the Council.
- 3.7 Other recommendations referred to: localisation of the whole council tax system; providing information and advice, including to people who are hard to reach; monitoring the impact of the scheme during implementation in Year 1; the annual review; progressing financial and digital inclusion measures; and - in the context of wider welfare reforms – working closer in partnership to address the needs of individual residents.
- 3.8 A scrutiny review of wider welfare reforms at a suitable time is also recommended.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 The Panel heard details of the consultation programme to date. The list of witnesses speaking to the Panel and minutes of the meetings are included in Volume 2 of the Panel's report.

5. FINANCIAL & OTHER IMPLICATIONS:

- 5.1 Financial Implications:
The financial implications from the reports recommendations will be highlighted when reported through to Policy and Resources Committee.
- 5.2 Legal Implications:
In accordance with the Overview & Scrutiny Procedure Rules, once OSC has agreed the Panel's recommendations it will prepare a report and submit it to the Chief Executive for consideration at the relevant policy committee.
- 5.3 Equalities Implications:
The Panel has considered the draft Equality Impact Assessment. In responding to each of the recommendations, equalities implications should be addressed.
- 5.4 Sustainability Implications:
None directly in relation to this report.
- 5.5 Crime & Disorder Implications:
None directly in relation to this report.
- 5.6 Risk and Opportunity Management Implications:
None directly in relation to this report.

- 5.7 Public Health Implications:
None directly in relation to this report.
- 5.8 Corporate / Citywide Implications:
None directly in relation to this report.

SUPPORTING DOCUMENTATION

Appendix 1:

1. Report of the Scrutiny Panel

Background Documents

Background Documents are included in Volume 2 of the scrutiny panel report.



**Brighton & Hove
City Council**

**Report of the
Overview & Scrutiny Committee**

October 2012

**Council Tax Support
Scrutiny Panel**

Panel Members

**Councillor Alex Phillips (Chair)
Councillor Graham Cox
Councillor Anne Pissaridou
Rosemary Friggens (East Sussex Credit Union)**

CONTENTS

| | |
|--|--------------------|
| Chair's Foreword | page 3 |
| 1. Executive Summary | pages 4-5 |
| 2. Recommendations | page 6 |
| 3. Introduction | page 7 |
| 4. The Process | page 8 |
| 5. The Proposed Scheme | page 9 |
| 6. Findings & Recommendations | pages 10-16 |
| 7. Conclusion | pages 17-18 |

Volume Two contains all supporting evidence.

CHAIR'S FOREWORD

The Council Tax Benefit system is fundamentally changing; from April 2013 the support scheme will be for local determination. However with more localised control comes a reduction in funding of 10%, or about £2.5 million for Brighton and Hove.

Government has set a very challenging timetable for Council Tax Benefit reform, with legislation still going through Parliament as schemes are developed across the country. The Leader of the Council requested that this Scrutiny Panel review the Brighton & Hove Council Tax Low Income Discount Scheme to ensure that it is the best scheme possible.

Witnesses from advice and support agencies gave evidence as to the potential consequences the changes may have for many of the most vulnerable residents of the city. Witnesses from Jobcentre Plus also gave evidence regarding the current state of the jobs market in the city as one of the main motivations of the changes is to move people off benefits and back into work.

The Panel has recognised that the scheme proposed does attempt to mitigate the worst of the possible impacts on residents, placing a £3 weekly limit on the detriment possible in the first year, providing a £100,000 discretionary fund and doubling the earnings disregard from £5 to £10 per week.

However the Panel was still concerned that the impact of the scheme will be heavily felt by some of the most vulnerable residents of our city and has asked the administration to look again to see whether this impact can be reduced further, and the full cost of the changes absorbed by the council.

I'd like to thank my fellow panel members and everyone who attended the panel to provide evidence.



Cllr Alex Phillips
Scrutiny Panel Chair, Council Tax Support
October 2012

1. EXECUTIVE SUMMARY

- 1.1 From 1 April 2013 the national Council Tax Benefit system will be replaced by a new localised support scheme. The Council has brought forward proposals for a local support scheme, known as the 'Draft Council Tax Low Income Discount Scheme' (referred to in this report as "the Scheme") which is the focus of this scrutiny review.
- 1.2 Council Tax Benefit is a system for low income households. It offers support to those who pay council tax but whose income and capital fall below a set level. It is payable whether an individual rents or owns their own property, is in work or out of work.
- 1.3 Central Government has set out some parameters within which the new scheme has to operate, these are:
- Funding will be reduced by 10% from the current system. This equates to approximately £2.5 million for Brighton and Hove.
 - Pensioners will not be affected by the changes; only working age people will be affected.
 - Work incentives should be maximised.
 - Vulnerable groups should be protected as determined locally.
- 1.4 Proposals for a local scheme have undergone extensive consultation with residents and local community and voluntary groups, many of whom have also given evidence to this scrutiny review.
- 1.5 The draft scheme and transition principles were agreed at the Policy and Resources Committee on 12 July 2012.¹
- 1.6 The local scheme that has been consulted upon is summarised below:
- Not all of the reduction in funding will be passed on to residents. The council is proposing to meet £1million of the £2.5 million funding shortfall from within its overall budget.
 - The council tax discount for people of working age will be assessed on the basis of 90% of full council tax liability.
 - The earnings disregard for single working age people will be doubled from £5 to £10 per week.
 - There will be a cap on the maximum detriment that any household faces of £3 per week for 2013/14 assuming no other change in circumstances.
 - A £100,000 discretionary fund will be available to support the most vulnerable in exceptional circumstances.²
- 1.7 The scrutiny panel, consisting of Councillors Alex Phillips (Chair), Graham Cox and Anne Pissaridou, along with co-optee Rosemary Friggens from the East Sussex Credit Union, held a number of evidence gathering meetings before arriving at eleven recommendations.

¹ <http://present.brighton-hove.gov.uk/mgAi.aspx?ID=27803#mgDocuments>

² <http://present.brighton-hove.gov.uk/mgAi.aspx?ID=27803#mgDocuments>

2. RECOMMENDATIONS

1. Absorbing £1million of the £2.5million cost of the council tax support changes is welcomed; consideration should be given to funding the additional £1.5 million required from savings elsewhere in the council's budget.
2. Within the budget and time constraints, the 'Draft Council Tax Low Income Discount Scheme' cannot be significantly improved. The Panel acknowledges however that the scheme will impact negatively on some residents, including vulnerable groups.
3. The Panel supports the £3 per week maximum detriment and £5 per week increase in earnings disregard. The implication of both elements should be reviewed prior to any removal after the transition year.
4. Further representations should be made to central Government to allow councils to alter all elements of the council tax system, such as single person discounts, and the current exclusion of full time students, within their new council tax arrangements.
5. The scheme and specific amounts payable needs to be communicated as early as possible to affected residents. This should be carried out in person, through community & voluntary sector organisations and all available media and marketing channels.
6. To inform the annual review of the scheme, the Panel recommends that a robust mechanism be established, utilising community & voluntary sector organisations and employment agencies, to closely monitor the impact of the changes.
7. Monitoring arrangements should be reported alongside the proposed scheme including timescales and names of those responsible.
8. Administration of the scheme should seek to support residents with wider financial inclusion issues. Work on financial inclusion being developed by the council should progressed as a matter of urgency.³
9. Administration and monitoring of the scheme should seek to identify any areas where digital inclusion becomes a barrier to residents engaging with welfare changes and the jobs market. This should also be considered as part of the wider scrutiny review into welfare reform.⁴
10. The City Overview Group- Welfare Reform should be expanded to include landlord representatives.
11. The Panel recommends a further scrutiny review of the impact of wider welfare reforms once implemented.

³ Financial inclusion refers to good financial decision-making (the 'demand side' of the equation) and access to suitable products and services (the 'supply side') – JRF 2008.

⁴ Digital inclusion relates to the ability to access technology (especially the internet in this case) and the skills to use it successfully. It is also about ensuring that the benefits of technology fully exploited – CLG 2008.

3. INTRODUCTION

Changes to Council Tax Benefit

- 3.1 The national Council Tax Benefit system is being abolished under the Welfare Reform Act 2012. The Local Government Finance Bill going through its stages in Parliament (at the time of writing) requires local authorities to introduce their own Council Tax Support Scheme by January 2013. With the introduction of the new scheme comes a 10% reduction in funding.
- 3.2 In Brighton & Hove, based on November 2011 caseload, there are nearly 28,000 claimants of Council Tax Benefit at a cost of an estimated £25m. Brighton & Hove City Council will therefore receive approximately £2.5million less money from Government as a result of this change.
- 3.3 Currently Council Tax Benefit is a national system for low income households. Council Tax Benefit is available if you pay council tax and your income and capital (savings and investments) are below a certain level. Individuals apply for Council Tax Benefit through a single application process for Housing & Council Tax Benefits. If you are eligible for Council Tax Benefit you will receive a reduction in your council tax bill and the council receives a grant to pay for this. Home ownership and employment status are not determining factors as to Council Tax Benefit eligibility.
- 3.4 The Government has stated that pensioners should receive the same level of support under the new scheme as at present, but support for people of working age is to be reduced.
- 3.5 The effect of pensioner protection means that the reduction in expenditure will need to be delivered across the other claimant groups. On average this would mean a reduction of at least £145.05 per annum, or £2.79 per working age claimant per week.
- 3.6 The Policy and Resources Committee papers of 12 July 2012 contain detailed contextual information that forms the basis of the scrutiny review; it can be accessed in full under agenda item 25:

<http://present.brighton-hove.gov.uk/ieListDocuments.aspx?CId=689&MId=4315&Ver=4>

4. THE PROCESS

- 4.1 Early preparations for a local scheme were agreed at 19 April 2012 Cabinet. The report set out the planning, initial range of potential options and a timescale for multi-phased engagement and consultation processes. The report included a summary of the current Council Tax Benefits claimants workload, vulnerable groups, work incentives and options plus a decision-making timetable.⁵
- 4.2 A scrutiny workshop on designing a scheme was held for Overview and Scrutiny Committee (OSC) members. The workshop heard a presentation from then Director of Finance Catherine Vaughan, considering an initial draft Equality Impact Assessment and discussing feedback from the first phase of consultation with Emma Daniel, Policy and Research Manager for the Community and Voluntary Sector Forum.
- 4.3 The 'Draft Council Tax Low Income Discount Scheme' was agreed for publication and consultation by Policy and Resources on 12 July 2012, noting the results of the first phase of consultation and engagement.⁶
- 4.4 At the request of the Leader of the Council, Councillor Jason Kitcat, the OSC agreed to establish a Scrutiny Panel to consider the proposals regarding changes to the Scheme on 16 July 2012.⁷
- 4.5 The Council Tax Support Scrutiny Panel comprised Councillor Alex Phillips (Chair) and Councillors Graham Cox and Anne Pissaridou together with President of East Sussex Credit Union Rosemary Friggens as an independent co-optee.
- 4.6 The Scrutiny Review was originally scheduled as a one-day event but following legislative delays a second Panel meeting was arranged to hear from further witnesses. Its final report is being referred to 29 November 2012 Policy and Resources Committee (not 11 October P&R as planned) in considering an agreed scheme.
- 4.7 The Panel meetings on 17 September and 1 October heard evidence from representatives of Brighton Housing Trust, Brighton's Women's Centre, Brighton Unemployed Centre Families Project, Welfare Rights, Community and Voluntary Sector Forum, Jobcentre Plus, the Southern Landlords Association and council officers. Written submissions were also received from the Fed Centre for Independent Living and the YMCA. The Sussex Deaf Association arranged a separate meeting to discuss the scrutiny review.

⁵ Agenda item 245. <http://present.brighton-hove.gov.uk/ieListDocuments.aspx?CId=120&MId=3231&Ver=4>

⁶ <http://present.brighton-hove.gov.uk/mgAi.aspx?ID=27803#mgDocuments>

⁷ Agenda item 9. <http://present.brighton-hove.gov.uk/ieListDocuments.aspx?CId=726&MId=4178&Ver=4>

5. THE PROPOSED SCHEME

5.1 Full details of the draft scheme can be found in 12 July 2012 Policy and Resources Committee paper.⁸ In summary it includes:

- support for council tax for people of pensionable age will be provided through a means tested discount equivalent to what they would have been entitled to under the previous Council Tax Benefit system
- support for council tax for people of working age will be provided through a means tested discount and in 2013/14 will take into account similar criteria to the old Council Tax Benefits scheme in deciding who is eligible
- the council tax discount for people of working age will be determined on the basis of 90% of full council tax liability
- the earnings disregard for single working age people will be doubled from £5 to £10 per week
- a cap on the maximum detriment that any household faces of £3 per week from 2012/13 to 2013/14 as a result of the replacement of Council Tax Benefits with this new Scheme– so long as there is no other change in circumstance
- up to £100,000 per annum available in a discretionary fund to provide additional assistance in exceptional circumstances to the most vulnerable

⁸ <http://present.brighton-hove.gov.uk/mgAi.aspx?ID=27803#mgDocuments>

6. FINDINGS AND RECOMMENDATIONS

The Proposed Scheme

- 6.1 The Council Tax Support Scrutiny Panel was established with the very tight remit to evaluate the draft scheme. In undertaking this piece of work however the Panel has also been mindful that these changes are part of a wider agenda of welfare reform and localism.
- 6.2 The Panel heard from a number of witnesses, including the CVSF and BHT that there was no 'win: win' solution to the implementation of the scheme. There was a general consensus that the proposed draft scheme cannot be improved within the given budget and time constraints. Any extra provisions intended to help one or other group of vulnerable residents would inevitably be to the detriment of other groups, and the current balance was felt to be about right.
- 6.3 There was a consensus that the proposal, taken as a whole and with its various mitigating elements as outlined in section 5 above, does manage to implement a scheme whilst protecting as far as possible the most vulnerable residents in the city.
- 6.4 The Panel was especially pleased that £1million of the funding gap was being found from within the wider council budget. The Panel had an extended debate as to whether or not to recommend that the full reduction in funding of £2.5 million should be found from within the council budget. There was concern that merely asking for the funding to be found would result in unknown cuts from other important services.
- 6.5 There was also a more fundamental debate as to whether the council should be seeking to implement the scheme at all, or whether it would be counter-productive hitting those households least able to pay and whom the council will have to support in more drastic ways as their circumstances deteriorate due to wider welfare changes. It was noted that a number of councils are looking to absorb the cost of the changes within their budgets in the first year.⁹
- 6.6 Linked to this was the idea that collecting council tax from residents who have never paid it before and may in many cases struggle to pay will negatively impact upon council tax collection rates.
- 6.7 The Panel noted that a number of local authorities are consulting on their council tax support in tandem with the full range of council tax changes. Some local authorities are proposing to meet the cost of any reduction from revenue raised by other council tax changes such as to second and empty home rules.¹⁰ Detailed briefings from Brighton & Hove City Council's finance team indicate that these changes are

⁹ At the time of writing these include West Oxfordshire, South Oxfordshire, Cherwell, Vale of White Horse, Tower Hamlets, Durham, and Nottingham.

¹⁰ Including a number of those above and Breckland, Worcester, Kingston and Corby.

unlikely to raise the full £1.5million required. This briefing is attached in volume 2 to this report.

- 6.8 The Panel also noted that the Local Government Association and a number of councils have lobbied central Government regarding full localisation of council tax. Whilst allowing councils to change some elements of council tax, Government has protected pensioners, and prevented changes to single person discounts, and the exemption for students. The Panel was in agreement that if the council tax system is to be for local determination then all elements of it should be available for change. This would also dovetail with the Government's 'localism' agenda.
- 6.9 The Panel compared the proposed scheme in Brighton and Hove to those in other local authorities. Although our proposed scheme does appear to be relatively generous, there are a number of authorities that, for at least the first year, are absorbing the reduction in funding in full within their budgets.
- 6.10 The Panel felt unable to recommend where the funding to cover the full £2.5million gap might come from without looking at the council budget in its totality. It is fair to reflect that the Panel was somewhat split as to this issue.
- 6.11 One of the stated aims of the changes is to lift 'the poorest off benefits, by supporting them into work' and reduce 'reliance on support for council tax in the long term'.¹¹ To better understand these aims and the design of the scheme the Panel held a session with Jobcentre Plus representatives. A particular focus was whether there are the jobs available to allow people to find work. The only real win-win situation from the scheme is obtained if people can be found employment.

The Panel was advised that Jobcentre Plus had 336 vacancies in Brighton, of which 261 were permanent and 229 were full time. Hove had 125 vacancies. On a wider catchment area of approximately 90 minutes travel time (reaching eg to Worthing and Crawley) there were 1682 vacancies.

- 6.12 Alongside the actual number of vacancies the issues of skills and matching appropriate people to the right jobs was highlighted as an issue. The Panel noted that due to a lack of suitable jobs, graduates wishing to stay in the city following university were taking jobs that the local population without degrees are also seeking. This obviously has implications for unemployment.

¹¹ <http://www.communities.gov.uk/documents/localgovernment/pdf/2146581.pdf>

RECOMMENDATION 1

Absorbing £1million of the £2.5million cost of the council tax support changes is welcomed; consideration should be given to funding the additional £1.5 million required from savings elsewhere in the council's budget.

RECOMMENDATION 2

Within the budget and time constraints, the 'Draft Council Tax Low Income Discount Scheme' cannot be significantly improved. The Panel acknowledges however that the scheme will impact negatively on some residents including vulnerable groups.

RECOMMENDATION 3

The Panel supports the £3 per week maximum detriment and £5 per week increase in earnings disregard; the implication of both elements should be reviewed prior to any removal after the transition year.

RECOMMENDATION 4

Further representations should be made to government to allow councils to alter all elements of the council tax system, such as single person discounts, and the current exclusion of full time students, within their new council tax arrangements.

Engagement and Communication

- 6.12 The draft Equalities Impact Assessment (EIA), case studies and anecdotal evidence presented to the Panel gave an indication of those who could be affected by the change. Speakers gave examples of vulnerable groups on low incomes including – amongst others – women, single parents, younger people out of work on means-tested benefits, carers, people with disabilities or mental health problems, families with reduced child maintenance payments, families on benefits living in bigger houses and those for whom English is not their first language.
- 6.13 A lack of suitable information about council tax as a whole was cited by the Brighton Unemployed Centre Families Project as an area of concern, plus a lack of help for people with budgeting and other problems in dealing with benefits at a time of increasing complexity.
- 6.14 The Panel recognised the challenge in contacting those affected by the changes in good time. Timing of information advice and support is particularly important because in the interests of both the council and householders the aim is to issue as many council tax bills as possible at the start of the financial year.

- 6.15 The Panel feel that more basic 'over the fence' communication is also required. Written material alone, either in hard copy or on the internet won't reach all those affected. The Panel asks that 'hard to reach' people are targeted through radio and TV, through the local print media, as well as in person.

RECOMMENDATION 5

The scheme and specific amounts payable need to be communicated as early as possible to affected residents. This should be carried out in person, through community & voluntary sector organisations and all available media and marketing channels.

Monitoring

- 6.16 The Panel was concerned that the possible impact of the scheme on vulnerable household groups would not be fully known until after implementation. Monitoring these effects would be central to the review of the scheme after the transition year.
- 6.17 It would be especially important to publicise the scheme in a variety of ways and to advise, help and support residents, in particular the most vulnerable and those who had not paid council tax before.
- 6.18 The EIA gives an indication of the possible effects on different groups of council tax payers at least for the transition year. However it is only through implementing the scheme that the detailed impact on low income households would become apparent, including the nature of the demand for discretionary funds.
- 6.19 Added to this uncertainty the impact of other, perhaps more significant welfare changes, means that a robust monitoring arrangement will be required. This will mean working closely with advice services from the community and voluntary sector to understand how their caseload changes too.
- 6.20 Members were also of the opinion that a review should include evidence from local businesses, landlords and organisations supporting employment.
- 6.21 Panel Members were anxious that details of how a review of the scheme will be undertaken are published as early as possible and allow for a partnership approach to the review. Evidence heard indicated that many community and voluntary sector organisations would welcome a chance to input into monitoring and reviewing the implementation of the scheme.

RECOMMENDATION 6

To inform the annual review of the scheme the Panel recommends that a robust mechanism be established, utilising community & voluntary sector organisations and employment agencies, to closely monitor the impact of the changes.

RECOMMENDATION 7

Monitoring arrangements should be reported alongside the proposed scheme including timescales and names of those responsible.

Support and Advice

- 6.22 The Panel heard from a number of support and advice groups, whose representatives described disturbing cases of helping households whose outgoings exceeded income.
- 6.23 It was highlighted that many people affected by the changes would not be using support groups and would be particularly hard to reach. It was crucial that council and other staff and volunteers would be available and trained to provide appropriate information, advice, help and support tailored to people's circumstances. This ranged from basic information: 'What is Council Tax?' 'Why do I have to pay and why is it a priority debt?' to specialised interventions at the enforcement stage.
- 6.24 The Panel was reassured that preparatory work on this was in progress between the council and advice services.
- 6.25 Members were aware that some families with multiple needs or struggling to meet their financial commitments were already known by different teams in the council and other organisations. Several speakers referred to the need for more 'joining up' with and between other work areas including integrated families and child poverty. Early intervention is extremely beneficial and can help prevent arrears.
- 6.26 Access to and capability to use on-line financial services (advice, credit, savings and accounts) would be key so digital and financial inclusion measures were needed to be well linked in at an early stage to help vulnerable residents.
- 6.27 Members acknowledged the different interests of the council, landlords, utility and water companies in terms of financial inclusion strategies and recommended a more formalised joined up approach (to include landlords) to the needs of individual residents.
- 6.28 This reform is part of a wider policy of decentralisation, giving councils increased financial autonomy and a greater stake in the economic future of their local area.

Financial and Digital Inclusion

- 6.29 Whilst the Panel has not investigated financial inclusion in any depth, it has gained an understanding of how the council tax reform agenda fits into wider welfare changes and concerns regarding financial inclusion issues.
- 6.30 A number of witnesses highlighted that the opportunity exists, and should be taken, to signpost to wider financial advice and guidance whilst supporting residents with the new Scheme.
- 6.31 Financial inclusion is defined as the ability to access appropriate financial services or products. Without this ability people are often referred to as financially excluded. For example, many services are cheaper when paid for by direct debit; a bank account is required to access this service.
- 6.32 Anyone can be financially excluded, and as a result of the economic downturn many more people than usual are struggling financially. People that are financially excluded might;
- Not be able to access affordable credit
 - Have difficulty obtaining a bank account
 - Be financially at risk through not having home insurance
 - Struggle to budget and manage money or plan for the unexpected
- 6.33 Panel members were advised that a piece of work is ongoing looking at how best the council, advice providers and financial organisations can address some of the financial inclusion issues evident within the city. A report went to Cabinet in April 2012. Members were keen for this to be progressed rapidly with updates provided as part of the monitoring of this report.
- 6.34 Digital inclusion, linked to the issue of financial inclusion, was raised by a number of witnesses. Digital inclusion is about ensuring that all residents have access to technology and the skills to use it to improve their lives. It is also about ensuring that the indirect benefits of technology to improve all aspects of service planning and delivery are fully exploited.
- 6.35 Digital inclusion will be especially important as Universal Credit will be claimed online. Evidence from Jobcentre Plus also highlighted the importance for jobseekers to have good IT skills to be able to fully engage with the jobs market.
- 6.36 Research shows a clear correlation between digital and social exclusion. This means that those already at a disadvantage and arguably with the most to gain from the internet are the least likely to be making use of it and further disadvantaged by not using it.

RECOMMENDATION 8

Administration of the scheme should seek to support residents with wider financial inclusion issues. Work on financial inclusion being developed by the council should progressed as a matter of urgency.¹²

RECOMMENDATION 9

Administration and monitoring of the scheme should seek to identify any areas where digital inclusion becomes a barrier to residents engaging with welfare changes and the jobs market. This should also be considered as part of the wider scrutiny review into welfare reform.¹³

Wider Welfare Reforms

- 6.37 The Panel focused purely on the changes to Council Tax Support. However members heard potentially worrying evidence on wider changes to welfare and the potential impact of the Welfare Reform Bill 2012 including the total benefits cap and Universal Credit.
- 6.38 Regarding the City's response to the wider welfare reforms, and addressing the needs of individual residents, the Brighton Housing Trust referred to the work of the City Overview Group – Welfare Reform, suggesting that more closely integrated working was needed on financial and digital inclusion, advice, community banking and fuel poverty, plus including key stakeholders such as social and private landlords to ensure a joined up approach.

RECOMMENDATION 10

The City Overview Group- Welfare Reform should be expanded to include landlord representatives.

- 6.39 The Panel felt that further scrutiny work would be very timely once the changes have been implemented. The review into the impact of wider welfare changes should also include a look at support for financial inclusion within the city and whether current arrangements are suitable to meet future challenges.

RECOMMENDATION 11

The Panel recommends a further scrutiny review of the impact of wider welfare reforms once implemented.

¹² Financial inclusion refers to good financial decision-making (the 'demand side' of the equation) and access to suitable products and services (the 'supply side') – JRF 2008.

¹³ Digital inclusion relates to the ability to access technology (especially the internet in this case) and the skills to use it successfully. It is also about ensuring that the benefits of technology fully exploited – CLG 2008.

7. CONCLUSION

- 7.1 Generally the Panel is persuaded that within the given constraints the suggested Scheme for Brighton & Hove cannot be significantly improved.
- 7.2 A more fundamental question as to whether the council should be looking to absorb the 10% reduction in funding resulted in less of a consensus amongst Panel members.
- 7.3 The Panel was content that the proposals for a local scheme have undergone extensive consultation with residents and local community and voluntary groups.
- 7.4 The Panel's eleven recommendations of the panel are set out below.
- 1) **Absorbing £1million of the £2.5million cost of the council tax support changes is welcomed; consideration should be given to funding the additional £1.5 million required from savings elsewhere in the council's budget.**
 - 2) **Within the budget and time constraints, the 'Draft Council Tax Low Income Discount Scheme' cannot be significantly improved. The Panel acknowledges however that the scheme will impact negatively on some residents including vulnerable groups.**
 - 3) **The Panel supports the £3 per week maximum detriment and £5 per week increase in earnings disregard; both elements should be reviewed prior to any removal after the transition year.**
 - 4) **Further representations should be made to government to allow councils to alter all elements of the council tax system, such as single person discounts, and the current exclusion of full time students, within their new council tax arrangements.**
 - 5) **The scheme and specific amounts payable need to be communicated as early as possible to affected residents. This should be carried out in person, through community & voluntary sector organisations and all available media and marketing channels.**
 - 6) **To inform the annual review of the scheme the Panel recommends that a robust mechanism be established, utilising community & voluntary sector organisations and employment agencies, to closely monitor the impact of the changes.**

- 7) Monitoring arrangements should be reported alongside the proposed scheme including timescales and names of those responsible.**
- 8) Administration of the scheme should seek to support residents with wider financial inclusion issues. Work on financial inclusion being developed by the council should progressed as a matter of urgency.**
- 9) Administration and monitoring of the scheme should seek to identify any areas where digital inclusion becomes a barrier to residents engaging with welfare changes and the jobs market. This should also be considered as part of the wider scrutiny review into welfare reform.**
- 10) The City Overview Group- Welfare Reform should be expanded to include landlord representatives.**
- 11) The Panel recommends a further scrutiny review of the impact of wider welfare reforms once implemented.**

Agenda Item 28

Draft OSC Work Programme

| Issue | Responsible Officer | Overview & Scrutiny Activity |
|---|--|---|
| 26 th July 2012 | | |
| Equalities Update | Commissioner: Communities & Equality | Noted. Information on pay grades by gender requested plus an update to include action on trans scrutiny panel |
| Support for the Retail Sector | Head of Scrutiny, BHCC | Report endorsed for referral to P&R. Costing of scrutiny recommendations queried and report asked for. |
| New constitutional arrangements | Head of Scrutiny, BHCC | Noted |
| OSC workplan | Head of Scrutiny, BHCC | Agreed as 'draft' to include flexibility |
| Workshop on Council Tax Reform | Head of Scrutiny, BHCC | Noted. Scrutiny panel agreed following request from Council Leader. |
| 10 th September 2012 | | |
| Local Strategic Partnership (LSP) presentation and report | Chair of LSP | Noted |
| Annual Performance Update of the Council's Corporate Plan 2011/2012 | | Officers asked to develop scrutiny approach to performance management |
| City Performance Plan and Organisational Health Report | Head of Analysis and Performance, BHCC | Noted |
| Proposal for a Budget Scrutiny Panel | Head of Scrutiny | Agreed |
| Proposal for Urgency Sub-Committee | Head Of Scrutiny | Agreed |
| Financial Implications of Scrutiny Reports | Head of Scrutiny | Agreed |

| | | |
|---|---|---|
| Feedback re topics for scrutiny | Head of Scrutiny | Panels agreed as listed below |
| 5 th November 2012 | | |
| Council Tax Support Scheme Scrutiny Panel | Head of Scrutiny | To agree scrutiny panel report |
| Parking Review | Lead Commissioner, City Regulation & Infrastructure | To comment on the work of the review prior to a decision early 2013 |
| 28 th January 2012 | | |
| Trans Equality Scrutiny Panel Report | Head of Scrutiny | To endorse the report & recommendations |
| Budget Scrutiny Panel Report | Head of Scrutiny | To endorse the report & recommendations |
| Annual Report of Complaints & Compliments | Standards and Complaints Manager, BHCC | To identify areas of future scrutiny challenge |

Scrutiny Update

| Scrutiny Panel/Workshop | Members | Update to November 2012 OSC | Next steps |
|--------------------------------|--|--|---|
| Trans Equality Panel | Cllr MacCafferty (Chair) Cllr Cobb, Cllr Morgan plus 2 co-optees | Final evidence gathering meetings have been held. Report currently being drafted to report to January OSC. | Findings and recommendations to be tested with trans community. |
| Council Tax Support | Cllr Phillips (Chair), Cllr Cox, Cllr Pissaridou, Rosemary Friggens (Chair, East Sussex Credit Union) | Legislative timetable slipped so panel held extra sessions. | Agreement at Nov OSC to P&R in November. |
| Youth Justice | Cllr Wealls, Wakefield, Pissaridou Mark Price (University of Brighton) | The panel will initially be quality assuring the recently completed needs analysis and YOT action plan which should also address the issue raised by the HMIP report. Should the panel be satisfied with the documents they will then be | Meeting arranged for 6 th December. |

| | | | |
|--------------------------------|--|---|------------------------|
| | | recommending that the proposed changes are allowed time to bed down, and that scrutiny looks again at progress in delivering the action plan in 18 months time. | |
| Homelessness | Cllrs Wealls, Sykes, Robins | Scoping meeting held on the 11 th October. | |
| Budget Scrutiny Panel | Cllrs Norman, Sykes, Pissaridou, Wealls, Deane & Fitch CVSF – Jo Martindale | Timetable of meetings agreed. First meeting end of November. | To report January OSC. |
| Public Toilet Provision | Cllrs Kennedy, Cobb, Robins | Initial research being undertaken. | |
| Shared Services | | Referred to October 11 th P&R. | |
| Social Value | | | |
| Alcohol | | | |
| Community Mental Health | | | |