

# Public Document Pack

Simon Young, Solicitor  
Head of Legal and Democratic Services



## ENVIRONMENT COMMITTEE

Tuesday 25 October 2016 at 7.30 pm

Council Chamber - Epsom Town Hall

The members listed below are summoned to attend the Environment Committee meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor John Beckett (Chairman)

Councillor Lucie Dallen (Vice-Chairman)

Councillor Richard Baker

Councillor Steve Bridger

Councillor Liz Frost

Councillor Rob Geleit

Councillor Keith Partridge

Councillor Jane Race

Councillor Mike Teasdale

Councillor Tella Wormington

Yours sincerely

A handwritten signature in black ink, appearing to read "S Young".

Head of Legal and Democratic Services

For further information, please contact Fiona Cotter, tel: 01372 732124 or email: [fcotter@epsom-ewell.gov.uk](mailto:fcotter@epsom-ewell.gov.uk)

## AGENDA

### 1. QUESTION TIME

To take any questions from members of the Public

**Please Note: Members of the Public are requested to inform the Democratic Services Officer before the meeting begins if they wish to ask a verbal question at the meeting**

### 2. DECLARATIONS OF INTEREST

Members are asked to declare the existence and nature of any Disclosable Pecuniary Interests in respect of any item of business to be considered at the meeting.

**3. MINUTES OF PREVIOUS MEETING** (Pages 5 - 10)

The Committee is asked to confirm as a true record the Minutes of the meeting of the Environment Committee held on 7 June 2016 and to authorise the Chairman to sign them.

**4. BUDGET TARGETS FOR 2017/18** (Pages 11 - 16)

This report informs the Committee of the Council's revenue budget targets approved by the Strategy and Resources Committee. The report seeks support for changes to services and any further guidance on the preparation of the Committee's service estimates for 2017/18 and for the next two financial years.

**5. EPSOM & EWELL COMMUNITY SAFETY PARTNERSHIP** (Pages 17 - 20)

The Committee is asked to consider and agree to the combining of the current Epsom & Ewell and East Surrey areas into a single Community Safety Partnership.

**6. CORPORATE PLAN: PERFORMANCE REPORT ONE 2016 TO 2017** (Pages 21 - 36)

This report provides an update against our Key Priority Performance Targets for 2016 to 2017 under our new Corporate Plan.

**7. PARKING FEES AND CHARGES 2017/18** (Pages 37 - 84)

This report seeks the agreement of the Committee in respect to off street parking fees and charges for 2017/18 and the introduction of new proposals to be considered within car parks in the forthcoming year, having regard to the recommendations of the Parking Working Group, and responses to the Epsom Retailers Consultation on Car Parking.

**8. REFUSE AND RECYCLING POLICIES** (Pages 85 - 92)

The Council will be launching its new, weekly recycling and refuse collections, known as 'Simply Weekly Recycling', in spring 2017. This report proposes the introduction of policies coincident with the launch of the new collections, designed to maximise recycling and minimising refuse.

**9. OUTSTANDING REFERENCES** (Pages 93 - 96)

This report lists outstanding references to Officers as at 25 October 2016

**10. EXCLUSION OF PRESS AND PUBLIC**

The Committee is asked to consider whether it wishes to pass a resolution to exclude the Press and Public from the meeting in accordance with Section 100A (4) of the Local Government Act 1972 on the grounds that the business involves the likely disclosure of exempt information as defined in paragraphs 1, 2, and 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**11. MINUTES OF PREVIOUS MEETING - PROPOSAL TO SITE A BREAST SCREENING UNIT IN HOPE LODGE CAR PARK AND EPSOM HOSPITAL PARK AND RIDE SCHEME (Pages 97 - 100)**

These Minutes from the meeting of the Environment Committee held on 7 June 2016 have not been published because the meeting was closed to the press and public on the grounds that the nature of the business to be transacted/nature of the proceedings dealt with information relating to the financial or business affairs of any particular person (including the authority holding the information)

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**Minutes of the Meeting of the ENVIRONMENT COMMITTEE held on 7 June 2016**

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**PRESENT -**

Councillor John Beckett (Chairman); Councillor Lucie Dallen (Vice-Chairman);  
Councillors Richard Baker, Liz Frost, Rob Geleit, Keith Partridge, Jane Race,  
Mike Teasdale and Tella Wormington

Absent: Councillor Steve Bridger

Officers present: Joy Stevens (Head of Customer Services and Business Support),  
Richard Chevalier (Parking Manager), Michael Smith (Chief Accountant) and Fiona  
Cotter (Democratic Services Manager)

**1 QUESTION TIME**

No questions were asked or had been submitted by members of the public.

**2 DECLARATIONS OF INTEREST**

No declarations of interest were made by Councillors regarding items on the agenda.

**3 MINUTES OF PREVIOUS MEETING**

The Minutes of the Meeting of the Environment Committee held on 12 April 2016 were agreed as a true record subject to noting that Councillor Richard Baker was in attendance.

**4 COMMUNICATIONS PLAN FOR "SIMPLY WEEKLY RECYCLING"**

The Committee received and noted a report which set out the overall programme of publicity regarding the introduction of new refuse and recycling arrangements in the spring of 2017.

A comprehensive communications plan would underpin the launch of "Simply Weekly Recycling" and was designed to ensure that residents clearly understood the benefits of the service as well as how it worked. It included "The Big Switch" of green and black wheelie bins.

It was noted that the estimated cost of the publicity campaign was £60,000. £30,000 had been built into the base budget for 2016/17 as a growth item but the remaining £30,000 had yet to be identified.

19 roadshows had been confirmed and would be advertised in Borough Insight and on the Council's website. It was requested that the dates also be included in "Members Update" for their information.

Officers were aware of the need for very clear communications around the changes to the service and took on board that particular messaging needed to go out about the cessation of the nappy collection service, the acceptance of ordinary plastic bags in food waste bins and the disposal of pet waste.

## 5 FOOD SAFETY/HEALTH AND SAFETY SERVICE PLANS

As a result of the recent committee restructuring, environmental health matters, previously the remit of the former Social Committee, now fell under the remit of the Environment Committee. The Environmental Health Team Leader, Oliver Nelson gave a brief overview to members of the new services which now came under their remit.

As best practice, and in response to statutory obligations, a report setting out proposed service plans relating to Health and Food Safety had been considered on an annual basis by the Social Committee. It was proposed that this now be considered by the Environment Committee.

In considering the plans, it was noted that of the 501 food premises in the Borough, 152 fell into the high risk categories of A to C. These were not necessarily failing premises – the classification also reflected the inherent risk in certain businesses – for example, catering for vulnerable people. Whilst it was not mandatory to display certificates issued under the Food Hygiene Rating scheme, ratings were publically available on a national website: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings).

Accordingly, the Committee adopted the service plan for food safety, the intervention plan for health and safety and agreed to receive revised food and health and safety plans for 2017-18 at the Environment Committee meeting in the summer cycle of meetings in 2017.

## 6 REVISED FEE STRUCTURE AND CHARGING POLICY FOR STRAY DOGS COLLECTION SERVICE

The Committee received and considered a report which proposed a revised fee structure for the stray dog collection service and the policy for charging customers.

The stray dog collection service operated as a 24 hour a day service on an outsourced contract. The Council was entitled to recover all of its costs from the owners of the dogs but only sought to recover 80% of the costs in the case of night time seizures. This was on the basis that this offered a pragmatic solution to the heightened problem out of hours of non-payment and abandonment of the animal which in the long term represented a greater drain on resources.

Overall, the proposals in the report sought to strike a balance between economical cost recovery whilst being sensitive to genuine cases of hardship

and would be reviewed after the first year of operation. However, the report highlighted that the option to pay by direct debit was dependent on an individual presenting during office hours to the Town Hall as the dog warden contractor had no facility for setting up direct debits.

The Committee:

- (1) Adopted the following revised fee structure:

<b>Service</b>	<b>Cost to the Council £</b>	<b>Proposed fee £</b>
Full Day Service	165	165
Day service (dogs taken back directly to owners and NOT booked in at dog kennel)	130	130
Full Night Service	270	216
Night Service (dogs taken back directly to owners and NOT booked in at dog kennel)	245	196

- (2) Agreed, except where there was an outstanding amount owed from a previous seizure, and for cases of genuine hardship where payment was made during the day, to permit half the appropriate fee to be taken up front followed by the remainder taken by monthly direct debit over no longer than four months;
- (3) Delegated to Officers the ability to waive or vary the fee payable in individual circumstances where it was judged to be necessary.

## 7 PROPOSAL ASSUME RESPONSIBILITY FOR THE ADMINISTRATION OF PARKING SUSPENSIONS AND WAIVERS

The Committee received and considered a report which outlined the proposal that Epsom & Ewell Borough Council assume responsibility for managing Parking Suspensions & Waiver Certificates for current on-street parking restrictions on behalf of Surrey County Council.

The report highlighted that Epsom & Ewell Borough Council was currently the only Borough/District carrying out parking enforcement on behalf of Surrey County Council which did not also manage parking suspension and waiver certificate requests.

The County Council made a charge for waivers. If administered by this Council, all income received would be placed in this Council's on-street parking account. Any surplus on the relevant account would be split out between the parties at the end of a financial year. However, the report further highlighted that this Council had been unable to obtain any information from the County Council regarding the previous operation of suspensions and waivers in this Borough and concern was

expressed that there appeared to be little incentive for the County to set realistic charges which would cover the administrative costs.

It was proposed to mitigate the potential financial risk to the Council by running a trial scheme after which time the position could be reviewed. A trial period represented a good opportunity to properly monitor costs, particularly additional staff time and administration, which would be charged into the on street account along with the corresponding income. It had been agreed between the parties that any financial loss incurred by this Council during the trial period would be met by Surrey County Council and this Council would have the option of handing back the administration of this service at the end of the trial period or continue to carry out the operation if future costs were covered by Surrey County Council.

It was currently proposed that the trial period would commence in July thereby lasting for eight months but it was confirmed that this timeframe could be extended should Officers consider it prudent to do so.

Accordingly, the Committee:

- (1) Agreed to Epsom and Ewell Borough Council assuming responsibility for the management of parking suspensions and waiver certificates on behalf of Surrey County Council on a trial basis until the end of financial year or such additional period as considered appropriate by the Head of Customer Services and Business Support;
- (2) Agreed the Parking Suspension and Waiver Certificate Policy set out in Annexe 1 to the report;
- (3) Delegated agreement of the start date of this trial period to the Head of Customer Services and Business Support.

## 8 BUILDING CONTROL FEES AND CHARGES

The Committee received and noted a report which reviewed the Building Control chargeable account following the end of the 2015/16 financial year.

It was noted that the building control account had performed strongly in 2015/16 with surpluses contributing towards overspends in other service areas. The chargeable account contributed c£81,000 annually towards the Council's central service charges (fixed costs). The budget for 2016/17 had taken the increased income received in 2015/16 into account and had been built into the Council's 4 year financial plan. Current forecasts suggested that 2016/17 would be another strong year for building control income.

## 9 OUTSTANDING REFERENCES

The Committee noted references to Officers outstanding as at 7 June 2016.



**10 EXCLUSION OF PRESS AND PUBLIC**

The Committee resolved to exclude the Press and Public from the meeting in accordance with Section 100A (4) of the Local Government Act 1972 on the grounds that the business involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

**11 MINUTES OF PREVIOUS MEETING**

The Committee confirmed as a true record the Minutes (considered exempt from publication) of the Meeting of the Environment Committee held on 12 April 2016 and authorised the Chairman to sign them. This was subject to noting that Councillor Richard Baker was in attendance at the meeting.

**12 PROPOSAL TO SITE BREAST CANCER SCREENING UNIT IN HOPE LODGE CAR PARK**

The Committee agreed a way forward as set out in the Minutes

*Note: The details of the decision are considered officially sensitive at this time and the Minute for this item will be exempt from publication.*

**13 EPSOM HOSPITAL PARK AND RIDE SCHEME**

The Committee agreed a way forward as set out in the Minutes

*Note: The details of the decision are considered officially sensitive at this time and the Minute for this item will be exempt from publication.*

*The meeting began at 7.30 pm and ended at 9.09 pm*

COUNCILLOR JOHN BECKETT (CHAIRMAN)

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**BUDGET TARGETS FOR 2017/18**

<u>Report of the:</u>	Chief Accountant
<u>Contact:</u>	Brian Thompson
<u>Urgent Decision?(yes/no)</u>	No
<u>If yes, reason urgent decision required:</u>	N/A
<u>Annexes/Appendices (attached):</u>	None
<u>Other available papers (not attached):</u>	Budget Targets Report to Strategy & Resources Committee 27 September 2016

**REPORT SUMMARY**

**This report informs the Committee of the Council's revenue budgets targets approved by the Strategy & Resources Committee. The report seeks support for changes to services and any further guidance on the preparation of the Committee's service estimates for 2017/18 and for the next two financial years.**

**RECOMMENDATIONS**

- (1) That the Committee notes the implications of the budget targets approved by the Strategy & Resources Committee;**
- (2) That the Committee supports the changes to services and savings identified in section 3.4 of this report and that these are included within the budget presented to this Committee in January 2017;**
- (3) That the Committee notes the future saving options previously agreed as set out in 3.4 of this report for further work and inclusion in the Medium Term Financial Strategy;**
- (4) That the Committee considers how additional savings can be generated to address the Council-wide funding gap of £220,000 as identified in section 3.7 of this report;**
- (5) That this Committee endorses the work streams as set out in 3.6 of this report.**

*Notes*

## **1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy**

- 1.1 The Medium Term Financial Strategy and Efficiency Plan aims to maintain the financial health of the Council whilst delivering the priorities in the Corporate Plan.

## **2 Background**

- 2.1 At the meeting on 27 September 2016, Strategy & Resources Committee approved the following General Fund budget targets for 2017/18 based on the financial requirement within the four year Medium Term Financial Strategy and Efficiency Plan. The targets are as follows:-

- Estimates are prepared including options to reduce organisational costs organisational costs by £556,000 to minimise the use of working balances and maintain a minimum working balance of £2.5m in accordance with the medium term financial strategy;
- That at least £200,000 in additional revenue is generated from an increase in discretionary fees and charges, based on minimum overall increase in yield of 3% in 2017/18;
- That a provision for 2017/18 pay award is made of £180,000 which represents 1% pay increase and 0.6% progression;
- That further efficiencies be identified to address the budget shortfalls of £220,000 in 17/18, £374,000 in 18/19 and £688,000 in 19/20;
- That the Capital Member Group seeks to limit schemes included within the capital expenditure programme that enable the retention of agreed minimum level of capital reserves.

## **3 Budget Savings to meet the targets for this Committee**

- 3.1 The budget targets outlined above include operational and efficiency savings across the organisation in 2017/18 of £556,000. This Committee has previously agreed savings of £127,000 for 2017/18 and details of the £127,000 savings are listed in para 3.3 – 3.5 below. Efficiency savings and income generation of £48,430 have also been identified by Officers in 17/18 making the total savings for this Committee £175,430. The Committee is to note that the savings required for the Council wide shortfall of £220,000 in 17/18 is in addition to the savings detailed in this report.
- 3.2 The delivery of all these savings will assist the Council in being able to deliver its services in a sustainable way in the future with no reliance on the Council's limited working balances.
- 3.3 The savings previously agreed in principle for this Committee in 2017/18 are listed below in the following tables:

<b>Table 1 - Savings agreed in principle (based on the 2016/17 savings list agreed for this Committee)</b>	<b>2017/18 £'000</b>
Charging for Enabling Officer	3
Cease additional cuts to highways verges (note 3.4 below which amends this saving)	150
<b>Total</b>	<b>153</b>

- 3.4 This Committee has also agreed a number of changes to the savings based on recent decision previously proposed:

<b>Table 2 – Changes made to the above savings based on recent decisions / amendments</b>	<b>2017/18 £'000</b>
Option to cease additional cuts to highway verges rejected (Note cross reference to Table 1 above)	(150)
Cease sweeping up verge grass cutting (brought forward from 18/19)	52
Restructuring of Highways Horticultural team	41
Handback of Highways Tree Maintenance to SCC	31
<b>Total</b>	<b>(26)</b>

- 3.5 The Committee should note that also found are £48,430 of operational efficiency and income generation proposals for 2017/18 and these will be built into the 2017/18 budget.

- 3.6 In addition to the savings identified above, the Committee has endorsed the future work streams below which are essentially existing service reviews which will assist in the identification of current and future savings, and additional income generation:

3.6.1 Charging at Auriol, Kingston Road, Court Rec, Richards Fields, Ewell Court House, Harrier Centre and Downs car parks

3.6.2 Parking enforcement

3.6.3 CCTV provision

3.6.4 Car Parking service review

- 3.7 Subject to the savings agreed for this Committee in paragraphs 3.4 and 3.5 and the discretionary fees and charge increases required from paragraph 2.1, this still leaves the Council with a budget deficit of £220,000 for 2017/18 as reported to Strategy and Resources Committee on 27 September 2016. Further savings are therefore still required by Committees to address the funding gap through:

3.7.1 Continued Service reviews – In addition to the venues review we will also be looking at car parks through the car park working group for ways to increase income and reduce costs.

3.7.2 Efficiency savings – officers will continue to review service delivery to identify any further efficiencies, income streams and economies of scale.

3.7.3 Income generation – The Capital bid process will include schemes that have the potential to generate future income streams for the Council.

3.8 It is proposed that Officers continue to undertake reviews throughout the year and during the budget setting process to help deliver a balanced budget for 2017/18. If necessary a list of proposals will be presented to members of this Committee with suggestions of how to reduce the Council-wide £220,000 shortfall.

#### 4 Capital

4.1 The capital programme agreed in February 2016 can be found in the Policy Book 2016/17.

4.2 The total of capital schemes approved is £3.4m; £2.38m for schemes brought forward and £1.03m for new schemes in 2016/17.

4.3 The capital programme review for 2017-2018 is under way. The Capital Member Group will meet this month to review draft bids. However, no new capital receipts have been obtained therefore any additional bids will need to be funded from reprioritising existing approved schemes.

#### 5 Financial and Manpower Implications

5.1 **Chief Financial Officer's comments:** Decisions on a pay settlement for April 2017 are not required prior to the budget being agreed however, resource constraints will need to be taken into account in any pay award.

5.2 The financial outlook for 2017/18 and four year plan was detailed in the report - Budget Targets Report to Strategy & Resources Committee 27 September 2016.

5.3 The 2017/18 budget figures will change throughout the budget setting process as managers and Accountants review budgets and trends.

#### 6 Legal Implications (including implications for matters relating to equality)

6.1 The Council will continue to fulfil its statutory obligations on all services provided.

6.2 **Monitoring Officer's comments:** None for the purposes of this report.

## **7 Partnerships**

- 7.1 Partnership issues will be identified in the preparation of service budgets.

## **8 Risk Assessment**

- 8.1 The Financial Plan includes an assessment of the main financial risks faced by the Council, along with measures to help manage those risks.

## **9 Conclusion and Recommendations**

- 9.1 The current budget strategy involves continuing to deliver efficiency savings and generate extra service income whilst reviewing service levels so that service costs can be reduced as needed to achieve a balanced budget year on year.
- 9.2 This report identifies the impact of the budget targets on this Committee's budget. It also provides an opportunity for the Committee to give guidance on the preparation of the service estimates and savings options for 2017/18 and 2018/19 to 2019/20.
- 9.3 The Committee will receive service estimates on 31 January 2017.

**WARD(S) AFFECTED: All**

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**EPSOM & EWELL COMMUNITY SAFETY PARTNERSHIP**

<u>Report of the:</u>	Chief Executive
<u>Contact:</u>	Kelvin Shooter
<u>Urgent Decision?(yes/no)</u>	No
<u>If yes, reason urgent decision required:</u>	N/A
<u>Annexes/Appendices (attached):</u>	None
<u>Other available papers (not attached):</u>	None Stated

**REPORT SUMMARY**

**The Committee is asked to consider and agree to the combining of the current Epsom & Ewell and East Surrey areas into a single CSP.**

**RECOMMENDATION (S)**

*Notes*

- (1) The committee agree in principle to the combining of the Epsom & Ewell and East Surrey areas to form a single East Surrey Community Safety Partnership.**
- (2) The Chief Executive be authorised to finalise the terms of a combination agreement with the other responsible authorities in the combined area and to enter into that agreement on behalf of the Council.**

**1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy**

- 1.1 There are no specific references to Community Safety but the concept of a safe and secure community is implicit in all services the Council provides.

**2 Background**

- 2.1 The Crime & Disorder Act 1998, amongst other things, imposed a duty on local authorities and chief police officers to formulate and implement a strategy for the reduction of crime and disorder in the local authority's area. There was a requirement for the responsible authorities to consider a range of information and to consult other organisations prior to formulating their strategy. To do so we were required to establish a strategy group for the area. This was managed under the banner of 'Crime & Disorder Reduction Partnership'.

- 2.2 Over the years the legislation evolved, to add to the “responsible authorities”, to include organisations such as the Fire and Rescue Service, the Probation Service and Clinical Commissioning Groups. The obligation to formulate and implement a strategy has also broadened to encompass the following matters:
  - 2.2.1 The reduction of crime and disorder (including anti-social behaviour adversely affecting the local environment);
  - 2.2.2 Combatting the misuse of drugs alcohol and other substances in the area;
  - 2.2.3 Reducing re-offending in the area.
- 2.3 To reflect the wider partnership, and role, the name was changed to the ‘Community Safety Partnership’ (CSP).
- 2.4 In 1998 the funding of CSPs was mainly from direct Home Office grants to local authorities. The model of funding in Surrey saw this grant split between the 11 boroughs and districts and the County Council. In 2011 central government removed the direct funding from local authorities and placed community safety funding, and with it the decision on how it could be utilised, with the newly created Police and Crime Commissioners. The Surrey PCC chose to fund county wide projects and have a pot available for small grants that could be bid for by individuals and community groups.
- 2.5 Without the direct core funding from Government, all CSPs within Surrey have reviewed their community safety operations. This has resulted in a rethink of how the requirements of the legislation and local needs for maintaining a joined up approach to community safety could be achieved.
- 2.6 One of the options open to CSPs is to combine across local government areas. This is specifically permitted by the 1998 Act, as amended in particular by Police Reform and Social Responsibility Act 2011.
- 2.7 To implement a combined area, all of the responsible authorities must enter into a combination agreement with the relevant local policing body. In respect of combination agreements, the “relevant local policing body” is the Surrey Police & Crime Commissioner (PCC). The PCC may only enter into a combination agreement if he considers that it would be in the interests of one or more of the following to do so:
  - 2.7.1 Reducing crime and disorder
  - 2.7.2 Reducing re-offending
  - 2.7.3 Combatting the misuse of drugs, alcohol and other substances.
- 2.8 The Epsom & Ewell CSP explored this option to form the East Surrey CSP in 2013 along with the district and boroughs of Mole Valley, Reigate & Banstead and Tandridge. The option was taken up by the other three CSPs and signed off by the County Police & Crime Commissioner.

Epsom & Ewell undertook a review at the time of the East Surrey amalgamation and agreed not to amalgamate at that time but to monitor how the amalgamated CSPs operated in particular how they maintained a local focus. The option of joining the East Surrey CSP was kept open and this position was agreed by the East Surrey CSP.

### 3 Proposals

- 3.1 A further invitation has been received from the East Surrey CSP and East Surrey Police Division for Epsom & Ewell to consider amalgamation. Discussions held with the East Surrey CSP confirm the Epsom & Ewell CSP would retain its ability to address local issues through sub groups and at the same time be part of a wider, strategic body that considers county and wider issues such as counter terrorism, child sexual exploitation, cybercrime and serious organised crime. We will continue to hold Joint Action Groups (JAG), and Community Incident Action Groups (CIAG) as necessary.
- 3.2 The invitation to amalgamate was tabled at a meeting of the Epsom & Ewell CSP in September 2016 where representatives of all responsible authorities present agreed in principle to seek such an amalgamation. East Surrey CSP has also met and, again, the representatives of all responsible authorities present agreed in principle to extending the combined area to include Epsom & Ewell.
- 3.3 It is therefore proposed that the Chief Executive be authorised to finalise arrangements and enter into the required combination agreement.

### 4 Financial and Manpower Implications

- 4.1 There are no direct financial or manpower implications for Epsom & Ewell Borough Council associated with combining with East Surrey CSP. It is intended that the funds currently held by the Epsom & Ewell CSP will continue to be used for the benefit of Epsom and Ewell, and will, for example, continue to fund the administrative work arising from the CSP, and sub-groups.
- 4.2 **Chief Finance Officer's comments:** *It is important that suitable arrangements are made to ensure that the funds currently held by the Epsom & Ewell CSP remain available for current spending commitments, including in relation to administrative support, and are only pooled and used for purposes to benefit the wider East Surrey CSP area where this is considered to be the best and most appropriate use of the funds*

### 5 Legal Implications (including implications for matters relating to equality)

- 5.1 The Epsom and Ewell CSP was formed pursuant to Part I of the Crime and Disorder Act 1998, as was the East Surrey CSP.
- 5.2 CSPs are permitted to combine under the 1998 Act. This requires the agreement of all responsible authorities in the combined area and requires the agreement of the Surrey Police and Crime Commissioner.

5.3 There are no equalities implications arising from this report.

5.4 **Monitoring Officer's comments:** *The legal considerations are set out in the body of the report. It should also be noted that, once a combination agreement has been completed, it can only be terminated by further agreement of all responsible authorities – one authority acting alone cannot bring the arrangements to an end. In particular, the PCC can only agree to termination of a combination agreement if he is satisfied that termination will be in the interests of one or more of the considerations listed in clause 2.7 above.*

## 6 Sustainability Policy and Community Safety Implications

6.1 The action of amalgamating the Epsom & Ewell CSP with the East Surrey CSP will aid sustainability and add value to the Boroughs ability to tackle cross borough issues.

## 7 Partnerships

7.1 The concept of a CSP is to bring together agencies within the area to find solutions to crime and anti-social behaviour. This partnership working will be maintained with the amalgamation.

## 8 Risk Assessment

8.1 There is a risk that Epsom & Ewell issues could receive less attention than they can now under the current CSP. However, it is considered that this is unlikely to arise. It is mitigated by the intention to allow sub-groups to be established, and it must be remembered that each of the responsible authorities retains their statutory obligations to deal with issues in the Borough. Combining with East Surrey CSP provides a positive opportunity to work better with other responsible authorities and tackle the larger strategic issues.

## 9 Conclusion and Recommendations

9.1 The position of the Epsom & Ewell CSP has become more difficult, in large part due to the lack of resources and capacity since the removal of the direct Home Office funding in 2011. It has also been increasingly difficult for all responsible authorities to engage with CSPs and meet their statutory obligations – working together across East Surrey should help address this issue.

9.2 The opportunity to amalgamate with neighbouring CSPs that form the East Surrey CSP allows the local work of the Epsom and Ewell CSP to continue and adds value in its ability to tackle strategic issues that have an area and county focus.

9.3 It is therefore recommended that the Committee agree to the Council entering into a combination agreement with the other responsible authorities.

**WARD(S) AFFECTED: (All Wards);**

**CORPORATE PLAN: PERFORMANCE REPORT ONE 2016 TO 2017**

Report of the:	Chief Executive
Contact:	Adama Roberts
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	<u>Annexe 1</u> – Performance Report One 2016 to 2017 <u>Annexe 2</u> – Streetcare Quality Survey Results
<u>Other available papers</u> (not attached):	None

**REPORT SUMMARY**

**This report provides an update against our Key Priority Performance Targets for 2016 to 2017, under our new Corporate Plan.**

**RECOMMENDATION (S)**

- (1) That the Committee considers the performance reported in Annexe 1 and identifies any areas of concern.**
- (2) That the Committee notes the results of the Streetcare Quality Survey reported in Annexe 2**
- (3) That the Committee considers the actions that have been proposed or taken where performance is currently a concern as shown in table 3.1**

*Notes*




**1 Background**

- 1.1 The Council has a four-year Corporate Plan for the period 2016-2010.
- 1.2 The Corporate Plan sets out the Council's vision together with its four Key Priorities. The four Key Priorities are underpinned by 19 Key Priority Objectives and measured against 57 Key Priority Performance Targets.

- 1.3 The delivery of the Corporate Plan will be captured in the performance reports, which are based around Committee cycles and detail what will be done, what the Key Priority Performance Targets are and how these will be measured. The desired key outcomes have also been outlined in the Corporate Plan. An annual year-end report will be produced to highlight delivery against the Corporate Plan.

## 2 Corporate Plan: Delivery against Key Priority Performance Targets set

- 2.1 This report tracks the progress against the Key Priority Performance Targets previously agreed by the Committee. On the whole performance is good as shown in the table below. Consideration should be given to the Key Priority Performance Target where performance is currently a concern as shown in table 3.1.

Performance status		
Key to reporting status		Number
Achieved	Target achieved	3
	On track	2
	Slightly off track not a major concern or slippage	2
	Off track or unlikely to be achieved for projected year	1
Missing Key Priority Performance Target	Information not available	0
Total		8

## 3 Actions identified for the Key Priority Performance Target where performance is currently a concern

- 3.1 Red Key Priority Performance Target and remedial actions identified

Off track/not achieved	Actions identified to achieve targets
Keeping the Borough clean and green Remove each abandoned vehicle on Borough Council land within five working days from being reported.	<p>All vehicles reported to be abandoned are investigated and if they fall under DEFRA's classification as an abandoned vehicle, are then removed by the Council, DVLA or the police. On average it takes the Council 8.2 days to remove an abandoned vehicle.</p> <p>However, the only vehicles which can prudently be removed within 5 working days are those which have strong factors which would indicate that the vehicle is truly abandoned such as burnt out, heavily vandalised or dangerous to the public. These are extreme cases and</p>

Off track/not achieved	Actions identified to achieve targets
	most often relate to stolen cars and motorbikes. All other vehicles must follow due process according to the guidelines set out by DEFRA. All attempts are made to contact the owner, police and other interested parties, which can take more than 5 days to get the information required to inform a decision to legally remove from the Council's land. In many cases a vehicle reported as abandoned by the public, is taxed and MOT'd and fully entitled to be on the highway. It is worth mentioning that since the Tax Disc has been abolished we have noticed an increase in reports of abandoned vehicles (238 cases to date) which are fully investigated but often unfounded.

#### **4 Financial and Manpower Implications**

- 4.1 There are no financial implications for the purposes of this particular report.

#### **5 Legal Implications (including implications for matters relating to equality)**

- 5.1 There are no legal issues relating to this report.

#### **6 Sustainability Policy and Community Safety Implications**

- 6.1 Prompt removal of abandoned vehicles and fly-tips contributes to a feeling of living in a safer community and reducing crime.

#### **7 Risk Assessment**

- 7.1 Actions have been identified for the Key Priority Performance Target where performance is currently a concern.

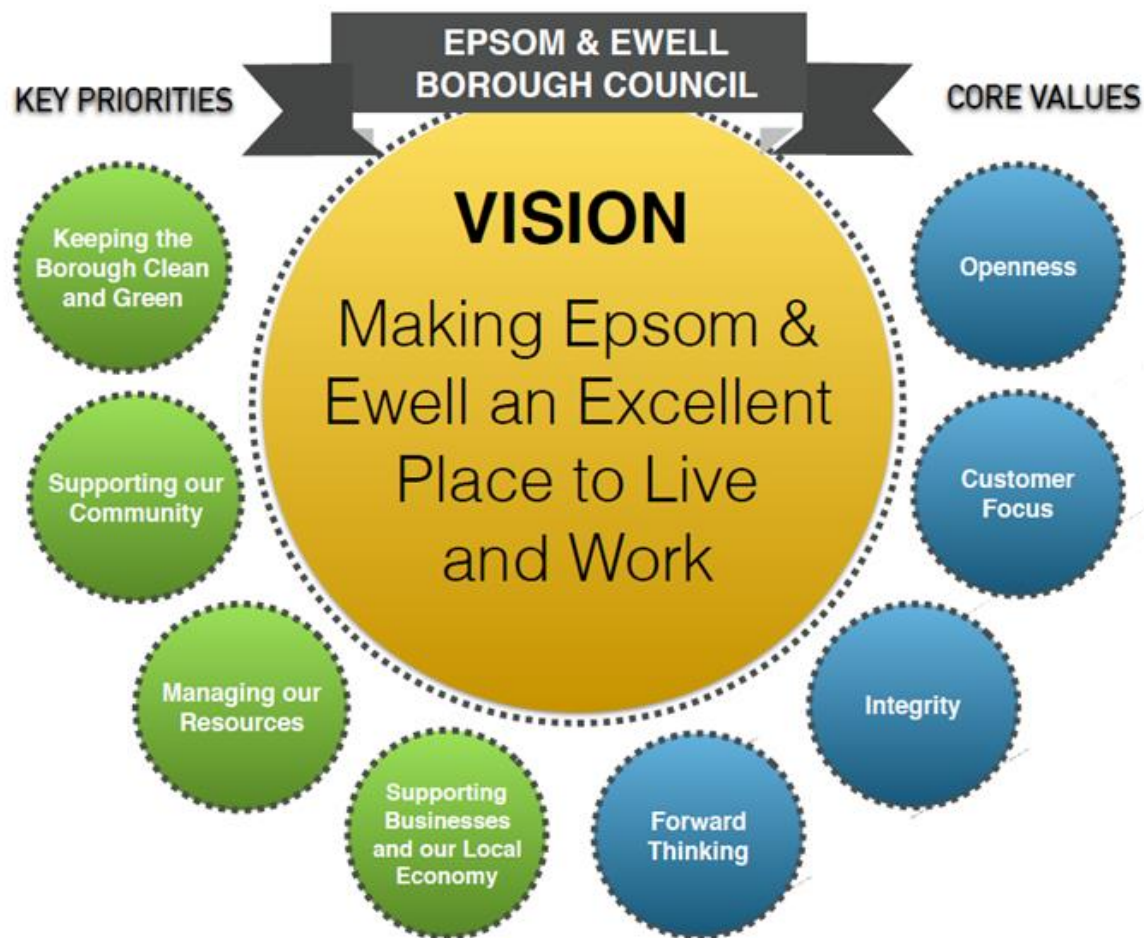
#### **8 Conclusion and Recommendations**

- 8.1 The Committee is requested to consider the performance reported and identifies any areas of concern.
- 8.2 The Committee is requested to note the results of the Streetcare Quality Survey.
- 8.3 The Committee is requested to consider the actions that have been proposed or taken for the Key Priority Performance Target where performance is currently of concern.

**WARD(S) AFFECTED: N/A**

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**Corporate Plan: Key Priority Performance Targets**  
**Environment Committee – Performance Report One 2016/2017**

## Keeping our Borough Clean and Green

### We will do this by:

Providing quality parks, nature reserves and other public spaces that are safe, pleasant and well maintained

Accommodating sustainable development whilst protecting the green belt in accordance with Policy

Introducing a premium weekly waste and recycling service as standard for all residents and encourage more household waste to be recycled

Keeping the streets and public spaces clean and tidy

Taking action to reduce graffiti, littering, flytipping, flyposting illegal, advertising and dog fouling

### KEY OUTCOMES


- Management plans for all major parks and public spaces
- Premium weekly recycling and waste service as standard for all residents introduced from Spring 2017
- Recycling clubs with local schools


### KEY SUCCESS MEASURES

- External accreditation for our major parks and public spaces
- Delivery of the Biodiversity Action Plan
- Increase in recycled household refuse
- Street cleanliness assessment

## Performance status

Key to reporting target status		Number
<b>Achieved</b>	Target achieved	<b>3</b>
<b>G</b>	On track	<b>2</b>
<b>A</b>	Slightly off track not a major concern or slippage	<b>2</b>
<b>R</b>	Off track or unlikely to be achieved for projected year	<b>1</b>
<b>Missing Key Priority Performance Target</b>	Information not available	<b>0</b>
<b>Total</b>		<b>8</b>

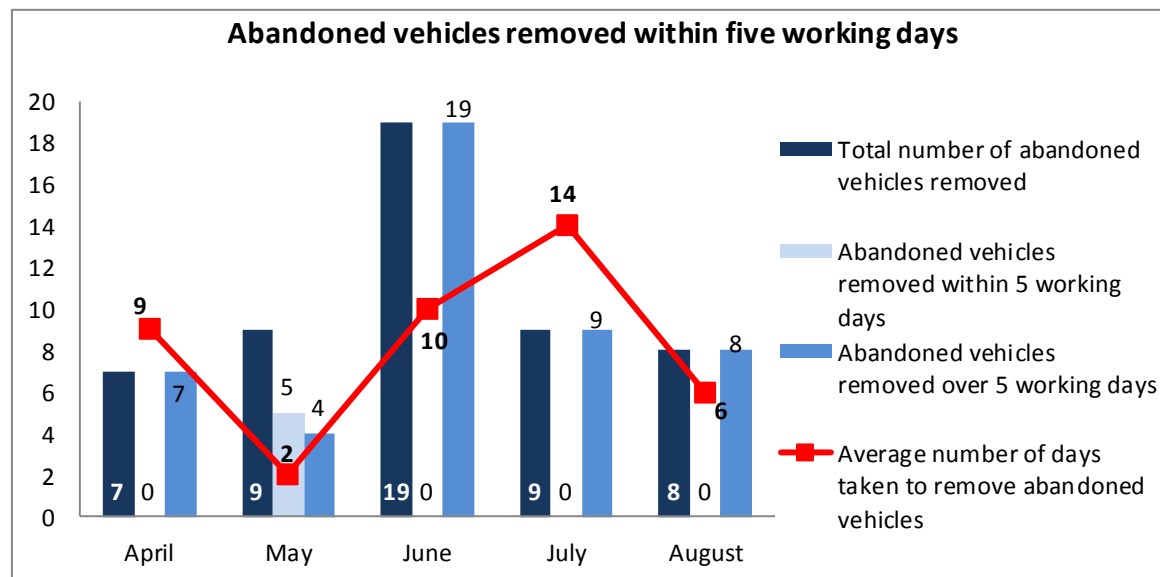
Keeping our borough clean and green – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Introducing a premium weekly waste and recycling service as standard for all residents and encouraging more household waste to be recycled	Consult members on the action plan for the introduction of the new weekly premium recycling and waste service as standard for all residents and Implement the Plan enabling weekly collection	Head of Operational Service Ian Dyer	30 April 2016	<b>April to Sept:</b> Completed - report reviewed and approved by Environment Committee 7 June 2016.	<b>Achieved</b>
Taking action to reduce graffiti, littering, flyposting, illegal advertising and dog fouling	Report to be considered by members identifying measures designed to reduce incidents of graffiti, littering, fly-tipping, flyposting, illegal advertising, dog fouling and improve dog control	Head of Operational Service Ian Dyer	31 March 2017	<b>April to September:</b> Meetings have taken place and investigative work has been carried out by officers, of the Legal, Community Safety and Operational Teams along with Surrey Police, in to the laws and type of enforcement that could be applied if the Council wished to pursue this route to tackle Environmental issues. This information will be provided to the Leadership Team to discuss prior to drawing up a report which will be submitted to the relevant committees in January 2017.	
		Head of Legal & Democratic Services Simon Young		<b>Oct to Dec:</b>	
		Head of Environmental Health Rod Brown		<b>Jan to March:</b>	

Keeping our borough clean and green – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Keeping the streets and open spaces clean and tidy	At least 75% of streets to have met the national standard for street cleanliness based on a sample of five streets per quarter. (Included in the survey will be parks and shopping areas. The survey will grade litter, graffiti, weeds and grass verges during cutting season)	Head of Operational Service Ian Dyer	31 March 2017	<p><b>April to September:</b> A spreadsheet has been designed and surveys have been completed in line with the target. Overall, 45 roads and 11 shopping areas have been surveyed. Those areas surveyed in Cuddington were graded A (ie the attribute is above contract spec in all ways) while areas in Cuddington, Ewell Court, Ruxley, West Ewell, Town, Court, Stamford and Woodcote were graded B (ie the attribute is above standard in a number of ways).</p> <p>Please refer to annexe two for the results of the Streecare Quality Survey.</p>	
				<b>Oct to Dec:</b>	
				<b>Jan to March:</b>	

## Keeping our borough clean and green – Key priority

Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Keeping the streets and open spaces clean and tidy	Remove each abandoned vehicle on Borough Council land within five working days from being reported	Head of Operational Service Ian Dyer	31 March 2017	<b>April to Sept:</b> In total, 54 vehicles have been removed; 28 have been removed by EEBC; 25 by DVLA and one by the police.	<b>R</b>
				<b>Oct to Dec:</b>	
				<b>Jan to March:</b>	

**Note:** Of the 238 cases reported to date only 52 were actual cases of abandoned vehicle. However the team has to investigate all 238 to ensure they do not fall under the abandoned vehicle classification given by DEFRA.



Keeping our borough clean and green – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Keeping the streets and open spaces clean and tidy	Remove general fly-tips on Borough Council land from when they are reported within five working days	Head of Operational Service Ian Dyer	31 March 2017	<b>April to Sept:</b> There were 354 cases of fly-tipping reported during this period. In total, 328 fly-tips were removed within 5 working days (93%).	<div><div></div>A</div>
				<b>Oct to Dec:</b>	
				<b>Jan to March:</b>	
<div><div>Fly-Tipping removed within 5 working days</div><div><div><div>No of Reports</div><div>Cleared within 1 to 5 days</div><div>Cleared 5 days and over</div><div>Average number of days</div></div><div><div><div>Number of fly-tip reports</div><div>100</div><div>80</div><div>60</div><div>40</div><div>20</div><div>0</div></div><div><div>April</div><div>May</div><div>June</div><div>July</div><div>August</div></div><div><div>58</div><div>73</div><div>62</div><div>82</div><div>79</div></div><div><div>55</div><div>64</div><div>58</div><div>78</div><div>73</div></div><div><div>3</div><div>9</div><div>4</div><div>4</div><div>6</div></div><div><div>3.1</div><div>3.2</div><div>2.8</div><div>2.9</div><div>3.1</div></div></div></div></div>					

Keeping our borough clean and green – Key priority																																								
Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:																																			
Introducing a premium weekly waste and recycling service as standard for all residents and encouraging more household waste to be recycled	At least 99% of bins to be collected each week	Head of Operational Service Ian Dyer	31 March 2017	<b>April to Sept:</b> On average, 99.88% of bins were collected for the period April to August.	<div>G</div>																																			
				<b>Oct to Dec:</b>																																				
				<b>Jan to March:</b>																																				
				<div><h3>Percentage of bins collected</h3><div><div>% Collected</div><div>% Missed</div></div><table><thead><tr><th>Month</th><th>% Collected</th><th>% Missed</th></tr></thead><tbody><tr><td>April</td><td>99.89%</td><td>0.11%</td></tr><tr><td>May</td><td>99.91%</td><td>0.09%</td></tr><tr><td>June</td><td>99.88%</td><td>0.12%</td></tr><tr><td>July</td><td>99.88%</td><td>0.12%</td></tr><tr><td>August</td><td>99.86%</td><td>0.14%</td></tr><tr><td>September</td><td></td><td></td></tr><tr><td>October</td><td></td><td></td></tr><tr><td>November</td><td></td><td></td></tr><tr><td>December</td><td></td><td></td></tr><tr><td>January</td><td></td><td></td></tr><tr><td>February</td><td></td><td></td></tr><tr><td>March</td><td></td><td></td></tr></tbody></table></div>		Month	% Collected	% Missed	April	99.89%	0.11%	May	99.91%	0.09%	June	99.88%	0.12%	July	99.88%	0.12%	August	99.86%	0.14%	September			October			November			December			January			February	
Month	% Collected	% Missed																																						
April	99.89%	0.11%																																						
May	99.91%	0.09%																																						
June	99.88%	0.12%																																						
July	99.88%	0.12%																																						
August	99.86%	0.14%																																						
September																																								
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March																																								

Keeping our borough clean and green – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
	Promote household recycling by holding: <ul style="list-style-type: none"> <li>• Three road shows, and</li> <li>• 12 school events</li> </ul>	Head of Operational Service Ian Dyer	31 March 2017	<p><b>April to Sept:</b> Overall, 21 roadshow events have been completed. A further 2 roadshows will take place on 22 and 23 October respectively, which will complete our planned programme of 23 events.</p> <p>Schools activities will be ongoing throughout the year and over 12 events have been completed so far.</p> <p>In addition, we have now decided to do:</p> <ul style="list-style-type: none"> <li>○ Some more Simply Weekly Recycling- focusing on specific schools events closer to Christmas</li> <li>○ Some more Simply Weekly Recycling roadshows in the spring, just before launch. For these, we'll focus on the key message of "how will you know when The Big Switch is happening for you?", which will synchronise with a similarly-themed Borough Insight article that will go in the March edition of Insight.</li> </ul> <p>This target is ongoing but those set for 2016/17 as detailed in this report have been completed.</p> <p><b>Oct to Dec:</b></p> <p><b>Jan to March:</b></p>	Achieved



## Supporting our Community

### We will do this by:

Supporting and enabling the delivery of affordable homes

Helping those at risk of homelessness

Promoting healthy and active lifestyles, especially for the young and elderly

Encouraging and supporting volunteering initiatives

### KEY OUTCOMES

Increase supply of homes to meet local needs

Residents supported from becoming homeless

Implement the Leisure Development Strategy

### KEY SUCCESS MEASURES

Delivery of affordable homes

Long term empty properties brought back into use

Reduction in homelessness  
Increase our supply of temporary accommodation

Deliver the targets within the Leisure Development Strategy

Supporting our community – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Encouraging and supporting volunteering initiatives	Support at least three community/volunteer clean up campaigns	Head of Operational Service Ian Dyer	31 March 2017	<p><b>April to September:</b> There have been a number of new volunteer initiatives and a booklet has been produced in liaison with our Legal Team to enable volunteer groups to participate in clean up campaigns for the Council whilst being covered by our insurance.</p> <p>We have achieved our target of three volunteer campaigns. The volunteer litter picking groups that we have supported this year include Kingston Road Residents, Ewell Village RA, Stoneleigh RA, Epsom Town RA and Noble Park Residents.</p> <p>We are also in discussion with running groups at Nonsuch Park and volunteers from County Care Independent Living who are interested in litter picking in the parks.</p>	<b>Achieved</b>

Streetcare Quality Survey														
No of roads surveyed this quarter	45													
No of parks surveyed this quarter	24													
No of shopping areas surveyed this quarter	11													
	Grass Cutting Score	Grade	Detritus Score	Grade	Litter Score	Grade	Weed Score	Grade	Flyposting	Grade	Graffiti	Grade	Total	Area Grade
Auriol	29	B	28	B	27	B	15	C	36	A	36	A	171	B
Cuddington	25	A	26	A	23	B	18	B	28	A	28	A	148	A
Ewell Court	22	B	22	B	21	B	19	B	28	A	28	A	140	B
Ruxley	30	B	28	B	32	B	19	C	40	A	40	A	189	B
West Ewell	29	B	28	B	21	C	19	C	40	A	40	A	177	B
Stoneleigh	0	NS	0	NS	0	NS	0	NS	0	NS	0	NS	0	NS
College	0	NS	0	NS	0	NS	0	NS	0	NS	0	NS	0	NS
Ewell	0	NS	0	NS	0	NS	0	NS	0	NS	0	NS	0	NS
Nonsuch	0	NS	0	NS	0	NS	0	NS	0	NS	0	NS	0	NS
Town	32	A	25	B	24	B	24	B	36	A	36	A	177	B
Court	26	B	23	B	21	B	25	B	32	A	32	A	159	B
Stamford	40	B	31	B	36	B	21	C	48	A	48	A	224	B
Woodcote	24	B	24	B	21	B	18	C	32	A	32	A	151	B
The attribute is above contract spec in all ways	4	A												
The attribute is above standard in a number of ways	3	B												
The attribute has been maintained but is marginally below standard	2	C												
The attribute has not been maintained and is out of specification	1	D												
Not Surveyed	0	NS												

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**PARKING FEES AND CHARGES 2017/18**

<u>Report of the:</u>	Head of Customer Service & Business Support
<u>Contact:</u>	Joy Stevens/Richard Chevalier
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	Annexe 1 – Epsom Car Park fees Annexe 2 – Parking Permit fees Annexe 3 – Parker Card & Lost Token fees Annexe 4 – Ewell Car Park fees Annexe 5 - Retailer Consultation Report
<u>Other available papers</u>	None stated

**REPORT SUMMARY**

**This report seeks the agreement of the Committee to off street parking fees and charges for 2017/18 and the introduction of new proposals to be considered within the car parks in the forthcoming year, having regard to the recommendations of the Parking Working Group, and responses to the Epsom Retailers Consultation on Car Parking.**

**RECOMMENDATION (S)**

**That the Committee:**

- (1) Notes the Epsom Retailer Consultation analysis and that as a result of the consultation, the Parking Working Group recommend that:**
- a) that the 1 hour minimum stay rate for the Ashley Centre Car Park be retained**
  - b) that officers contact the retailers who were interested in permit parking within Hook Road car park**
  - c) that officers discuss the possibility of validator or discounted parking options with the retailers who indicated that they may be interested in subsidising parking at one of the Council car parks for visitors to their retail premises at no cost to the Council.**

*Notes*

- |   |  |
|---|--|
| <p>d) That Officers be instructed to investigate opportunities for paid advertising in council car parks with local retailers expressing an interest in the consultation to generate additional income for the Council.</p> <p>(2) Agrees in principle the changes to car park fees identified in Annexe 1.</p> <p>(3) Agrees in principle the changes to business and residential permit fees in Annexe 2.</p> <p>(4) Agrees in principle the changes to parker card fees &amp; lost tokens in Annexe 3.</p> <p>(5) Agrees in principle the changes to car park fees identified in Annexe 4 including:</p> <ul style="list-style-type: none"><li>a) the introduction of a 40p overnight rate in Ewell High Street, Dorset House &amp; Bourne Hall car parks.</li><li>b) the introduction of a 30p 30-minute tariff in Ewell High Street &amp; Dorset House.</li><li>c) the change in discounted parking for users of the Rainbow Centre who use Hook Road Car Park to a flat rate of £1 for up to 3 hours.</li></ul> <p>(6) subject to planning permission being granted for Ewell Grove School:-</p> <ul style="list-style-type: none"><li>a) approves the harmonisation of charging times in Ewell village car park to allow parents to drop off their children without charge before 09:00 from a date to be determined by the Head of Customer Services &amp; Business Support.</li><li>b) authorises the Head of Customer Services &amp; Business Support to continue discussions with Surrey County Council &amp; Ewell Grove School regarding permits for staff working at Ewell Grove School and to issue such permits for Ewell car parks on such terms as she considers appropriate up to a maximum of 12 permits.</li></ul> <p>(7) Authorises the Head of Customer Services &amp; Business Support to give such notice(s) and/or make such order as is considered necessary in order to give effect to the above recommendations.</p> |  |
|---|--|

## **1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy**

- 1.1 In considering parking fees and parking charges in this report the Committee will need to consider and balance the effective management of parking spaces and of the economic impact on the Borough.

## **2 Background**

- 2.1 At the meeting of the Financial Policy Panel on 16 September 2016 members agreed that at least £200,000 additional revenue needed to be generated from an increase in discretionary fees and charges, based on minimum overall increase in yield of 3% in 2017/18.
- 2.2 To achieve this figure it was estimated that 3% yield on car park fees would generate approximately an additional £100k. If lower charges are agreed, the Council will be required to identify cost savings elsewhere to enable the Council to meet its overall budget target.
- 2.3 As part of the terms of reference for the cross party parking working group fees & charges have been discussed by the group for 2017/18. These proposed changes are outlined in the attached annexes on a fee per fee basis.
- 2.4 As car park fees can only be raised by coinage denominations of 10p due to the coinage held in our parking machines, charges which change will need to be rounded up to the nearest 10p denomination.
- 2.5 At the Environment Committee on 21 January 2016 the Committee agreed that a consultation programme be undertaken to inform a six month review of future car park fees and charges.
- 2.6 At quarter one there was a shortfall against the estimated budget for 2016/17 at the Ashley centre car park due to a reduction in the number of visitors to the car park. This reduction of around 4% in visitor numbers can be seen before the April fees & charges were introduced in 2016. However, since April 2016 there has been a further 3% decrease in visitors to the car park. There could be a number of factors affecting this including the increase in car park charges, the changes in retail offering in the Ashley Centre and the economic impact as a result of Brexit.
- 2.7 All other car parks as a group are currently performing to budget.

## **3 Investment in Car Parks**

- 3.1 In the last 5 financial years the Council has reinvested an average of 66% of the total income back into our car parks through revenue and capital expenditure. This expenditure is crucial to continue running the overall car park service and undertaking essential repairs and remedial works.

<b>Revenue and Capital Costs and Income</b>	<b>2011/12 £'000</b>	<b>2012/13 £'000</b>	<b>2013/14 £'000</b>	<b>2014/15 £'000</b>	<b>2015/16 £'000</b>
<b>Total Expenditure</b>	<b>1,926</b>	<b>1,715</b>	<b>1,973</b>	<b>1,904</b>	<b>1,989</b>
Direct Car Park Income	(2,631)	(2,801)	(2,790)	(3,069)	(3,252)
<b>Net income</b>	<b>(704)</b>	<b>(1,086)</b>	<b>(816)</b>	<b>(1,164)</b>	<b>(1,263)</b>
% income reinvested as expenditure	73.22%	61.23%	70.73%	62.06%	61.17%

3.2 In 2016/17 the introduction of a new polymer £5 note and the forthcoming introduction of a new £1 coin have increased costs for machinery to be upgraded. So far the Council has incurred an additional £6.5k in costs to upgrade the machines with an additional cost still to be confirmed.

3.3 Capital bids have been put forward to take forward investment in, for example, new pay and display machines. We are also at the early stages of discussion with the owners of the Ashley Centre about how we can improve the centre and increase footfall. These discussions will include consideration of the car park.

#### **4 Epsom Retailers Car Parking Consultation**

4.1 The consultation was undertaken with the retailers during the summer 2016. The survey ran from 4 July to 19 August 2016. Due to the initial poor response the original closing date was extended by two weeks and a further letter was hand delivered by officers to encourage participation in the survey.

4.2 This extension of the closing deadline for the survey means that the summary results and initial analysis of the consultation were received by officers and the parking working group on 14 September 2016.

4.3 The survey was posted to 256 retailers located in central Epsom. Overall, 90 responses were received (a response rate of 35%). Of the 90 responses received 22% (n=20) were from retailers in the Ashley Centre. Most respondents were chain businesses (62% n=55) with 5 or more stores. The largest number of respondents employed between one and five people (42% n=37), 8 businesses employed more than fifty people. Not all respondents answered every question.

4.4 The Epsom retailer consultation concluded that 60% (n=51/85) were in favour of removing the one hour minimum stay rate for customers within our car parks, with customers being required to pay the minimum 2 hour charge instead. However, on further analysis 56% (n=9/16) of the larger retailers (20 employees or more) were not in favour of removing the one hour charge. Of the retailers within the Ashley Centre 55% (n=11/20) were not in favour of removing the one hour charge. The most common reason given for saying 'No' to removing the one hour minimum stay rate was that it would 'deter short-stay customers'. It is relevant to note that there has



been a growth in recent years in “click & collect”, where shoppers order online then come into shops to collect their goods. Anecdotally, some retailers are concerned that the removal of the one hour charge may deter shoppers from collecting goods in Epsom, and this may have a knock-on effect on other retailers/sales.

- 4.5 The Epsom retailer consultation concluded that 24% (n=21) of respondents were interested in purchasing permits in Hook Road car park.
- 4.6 The Epsom retailer consultation concluded that 91% (n=77) of the retailers did not want to subsidise parking for their customers at one of the Council car parks.
- 4.7 When asked about advertising in Council owned car parks 48% (n=41) indicated that they would like to see more advertising. Of these 19 retailers indicated they would be interested in advertising themselves.
- 4.8 When asked to rate which aspects of parking were important 98% of retailers ticked parking charges followed by 95% personal safety, 93% location and 92% a safe environment.
- 4.9 When asked to provide further comments or feedback the top 3 responses were that 32% (n=8) made reference to faulty equipment in car parks, 28% (n=7) made reference to the appearance of the car parks, 16% (n=4) made reference to the state of repair of the car park surfaces/state of repair.
- 4.10 When asked to expand, the greatest issues appeared to be with failure of the pay machines in Depot Road, the appearance of the Ashley Centre stairwells, the perception of Hook Road.
- 4.11 Officers have submitted a Capital Bid to update the pay machines in Depot Road car park and make improvements to the Ashley Centre which will be assessed through the Capital Bid process of the council.
- 4.12 The consultation also asked about the Shop Mobility Scheme. This is likely to be the subject of a separate report in due course.

## **5 Parking Working Group – Overall Strategy and General Proposals**

- 5.1 The strategy of the Parking Working Group is to propose fees to promote Hook Road as a long term stay car park, Upper High Street and Depot Road as long to medium term parking options, Ashley Centre as a medium to short term car park and Town Hall and Hope Lodge as short term stay car parks.
- 5.2 The Parking Working Group is recommending changes to 24 car park tariffs of the 103 tariffs currently charged. This means that 23% of car park tariffs are proposed to increase for 2017/18.

- 5.3 In 2016/17 over 400 annual business permits have been purchased in Epsom car parks. 334 of these are within Hook Road Car Park. Hudson House Car Park remains full and continues to operate a waiting list. The Parking working Group is recommending an increase to all permit charges for 2017/18.
- 5.4 As part of the review of fees and charges the Parking Working Group also considered the following:
- a) Parker card fees and lost tokens
  - b) The introduction of an overnight rate in Ewell village car parks
  - c) The introduction of an up to 30 minute stay tariff in Ewell High Street and Dorset House car parks
  - d) The approach from Surrey County Council regarding a transport plan for the extension of Ewell Grove School to include accommodating additional parking requirements for parents and staff
  - e) The discount rate offered to users of the Rainbow Leisure Centre who park at Hook Road car park
- 5.5 As agreed at Environment Committee in January 2013 holders of a regular parker card have been able to park at Hook Road car park at a discounted rate of a maximum of £3 per day. This amount has not increased since this time. In 2016/17, 285 people have purchased parker cards for Hook Road car park. Income received from visitors paying by parker card in Hook Road Car Park from 1/9/15 to 31/8/16 was 50k. It is therefore estimated that, assuming visits continue on the same basis, the additional 50p should generate an additional £8.3k income.
- 5.6 The cost of chip coin tokens used to gain entry to the barrier controlled car parks has increased from when the systems were first introduced at under £3 per token to £5 per token. Currently where time of entry can be proven, the lost charge is £3 for the lost token plus the relevant parking charge. Where the time of entry cannot be proven the maximum daily rate for parking plus the cost of the lost token will be levied. The charge in fees and charges is the maximum charge for a full days parking plus the lost token. On average 8 chip coins are lost by car park users each day. Whilst a lost token fee is being levied there is still an attrition rate due to unreadable and damaged tokens which are increasing as the tokens are older and have been used for longer.

## Proposals

- 5.7 The Car Parking Working Group recommends that:
- 5.7.1 following the results of the retail consultation a one hour minimum stay rate is retained in the Ashley Centre Car Park.

- 5.7.2 officers approach the 21 local retailers who indicated in the retail consultation that they would be interested in permit parking in Hook Road car park.
- 5.7.3 officers discuss the possibility of validator or discounted parking options with the 9 retailers who indicated that they may be interested in subsidising parking at one of the Council car parks for visitors to their retail premises.
- 5.7.4 The proposed tariff changes in annexe 1 be agreed in principle.
- 5.7.5 The proposed permit changes in annex 2 be agreed in principle.
- 5.7.6 The proposed changes in annex 3 be agreed in principle.

## **6 Ewell Car Parks**

- 6.1 Currently the car parks in Ewell are free to use after 18:30 Monday to Saturday.
- 6.2 Currently the minimum stay in Dorset House and Ewell High Street is one hour. Bourne Hall currently offers a 30 minute tariff.
- 6.3 Epsom & Ewell Borough Council have been approached by Surrey County Council in relation to the proposed extension of Ewell Grove School in 2017 subject to planning permission being granted and the requirement for a school transport plan. The request was in relation to parking for people dropping off and picking up their children from school and also a request for parking permits for staff working at the school.
- 6.4 Members are asked to note if Epsom & Ewell Borough Council harmonise the charging hours in Ewell as per recommendation 8a based on current car park usage figures at Dorset House before 9am the loss of revenue within the car park would be £2.4k per year and £1.2k per year in Ewell High Street Car Park. These figures are based on charging hours moving from 7:30am to 9am.
- 6.5 The Parking Working Group has made the following proposals:
  - 6.5.1 An evening/overnight rate of 40p is introduced in the Ewell car parks running from 18:30 Monday to Saturday to 7 am the following morning.
  - 6.5.2 A 30 minute charge is introduced into Dorset House & Ewell High Street to allow people to park for short timescales to carry out short term visits to Ewell which are less than an hour in duration. It was also felt that it may encourage users to park in the car park rather than on the road and also make it easier for residents. It will also allow users to collect children from school without paying for an hour's parking.

6.5.3 That subject to planning permission being granted for Ewell Grove School the Committee approves the harmonisation of charging times in Ewell village car park to allow parents to drop off their children without charge before 9am from a date to be agreed by officers with Surrey County Council.

6.5.4 That the Committee instructs officers to continue discussions with Surrey County Council regarding permits for staff working at Ewell Grove School subject to planning permission being granted.

6.5.5 That permit numbers are limited so as not to cause capacity issues in the Ewell car parks and are split between the car parks at a rate agreed by officers.

## 7 Rainbow Centre

7.1 As agreed at Environment Committee in January 2013 Rainbow Centre users are able to park at Hook Road car park for a discounted rate of 50p for up to 3 hours. This amount has not increased since.

7.2 Table of users from the period 1 September 2015 to 31 August 2016 is as follows:

Length of stay	No. of users	Discounted rate paid	Full Rate
0-1 hours	967	£0.50	£1.50
1-2 hours	11,545	£0.50	£1.50
2-3 hours	4,864	£0.50	£2.50

7.3 It is therefore estimated that on the above figures £18.5k per year is currently being discounted. However the Council is receiving £7.2k from the current users.

7.4 If the 50p rate was increased to £1 and usage continued in the same way then approximately £12.7k would be discounted in 2017/18 if the Hook Road fees in annex 2 are agreed. However the Council could expect to receive approximately £14.4k from users.

7.5 The Parking Working Group proposes that the discount rate applied to users of the Rainbow Centre parking at Hook Road car park is increased to £1 for up to 3 hours use.

## 8 Financial and Manpower Implications

8.1 **Chief Finance Officer's comments:** Budget targets, as set out in the Medium Term Financial Strategy, anticipate additional income from car parking of £109,300 in 2017/18, an increase of 3%. The charges proposed in the attached annexes would generate an additional £95,350 income, net of VAT. This is a shortfall of £13,950. Other savings or additional income elsewhere will need to be identified to offset this.

## **9 Legal Implications (including implications for matters relating to equality)**

- 9.1 Off street parking is regulated by Orders made under Part IV of the Road Traffic Regulation Act 1984. There is a statutory process to be followed if an order is to be made or amended.
- 9.2 In summary the process is as follows:
  - 9.2.1 Prior to making an order there is a requirement to consult with certain organisations, to publish a notice of proposals in a local newspaper, and to display/deliver notices in places affected by the proposals.
  - 9.2.2 If any objections are made to the proposals, the Council must consider these and may make modifications to the proposals. If the modifications are significant and may affect certain persons, they should be given further opportunity to make representations about the modifications.
  - 9.2.3 The Council may then make the order.
  - 9.2.4 The Council must then publish and where relevant give notice that it has made the order, setting out details such as a brief statement of the general nature of the order and description of the key provisions.
  - 9.2.5 After this has all been done, the order can come into effect.
- 9.3 Where an order makes provision as to the charges to be paid in connection with the use of an off-street parking place, and there is a proposal only to vary the charges to be paid, it is not necessary to make a full new order; a shorter process is available under section 35C of the 1984 Act.
- 9.4 A notice of variation of parking charges must be published in a local newspaper at least 21 days before the new charges are to come into force. Notice must also be displayed in the parking place. There is no provision for representations to be made or considered.
- 9.5 ***Monitoring Officer's comments:*** *It is important that the changes proposed in this report are implemented in a way which is compliant with the relevant legislation.*

## **10 Sustainability Policy and Community Safety Implications; Partnerships**

- 10.1 No implications for the purposes of the report.

## **11 Risk Assessment**

- 11.1 It should be noted by members that there is already a small decline in visitors to the Ashley Centre. This shortfall of around 4% can be seen before the April fees & charges were introduced in 2016. However, since

April 2016 there has been a further 3% decrease in visitors to the car park. There could be a number of factors affecting this including the increase in car park charges, the changes in retail offering in the Ashley Centre and the economic impact as a result of Brexit.

- 11.2 It is expected that significant highway improvement works will begin in January 2017. The effect of this on traffic flow around the town centre and usage of the car parks could adversely affect car park visitor numbers and income, particularly in the Ashley Centre.
- 11.3 Parking income could also be adversely affected by other changes within the local community and economic factors.
- 11.4 All of these factors create a significant risk that car parking income could be affected.

## **12 Conclusion and Recommendations**

- 12.1 Members note the results of the retailer consultation and authorise officers to:
  - 12.1.1 contact retailers interested in permit parking within Hook Road car park
  - 12.1.2 contact retailers expressing an interest in discounted parking options
  - 12.1.3 investigate opportunities for advertising in Council car parks with local retailers.
- 12.2 Members to agree in principle the fees and charges in annexes 1, 2 & 3
- 12.3 Members to agree in principle the fees and charges in annex 4 including:
  - 12.3.1 a decision regarding the introduction of a 40p overnight rate within Ewell Village Car Parks.
  - 12.3.2 a decision regarding the introduction of a 30p 30-minute tariff in Ewell High Street and Dorset House car parks.
  - 12.3.3 authorising officers to increase the flat rate fee being charged to users of the Rainbow Centre who park in Hook Road car park for up to 3 hours to £1 from 50p per visit.
- 12.4 Members authorise officers to:
  - 12.4.1 harmonise the charging hours within Ewell village car parks subject to planning permission being granted for Ewell Grove School whilst accepting there is a loss of income.
  - 12.4.2 continue discussions regarding permits with Surrey County Council

- 12.5 The proposed changes to fees are designed to maintain car parking infrastructure roles across Epsom & Ewell for short, medium and long term parking.
- 12.6 Continued and proportionate cost effective investment in car parks will help protect and grow income streams thereby helping to protect service provision during a time when other income streams are seriously at risk.

**WARD(S) AFFECTED: All**

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The current and proposed tariffs at these car parks are shown in the tables below.

### ASHLEY CENTRE CAR PARK TARIFFS

Period of Stay	Last Change	Current Tariff	Proposed Tariff	Change	Potential net revenue
Up to 1hr	Apr-16	£1.80	£1.80	No change	£0
Up to 2hrs	Apr-16	£2.50	£2.60	£0.10	£19,956
Up to 3 hrs	Apr-16	£3.00	£3.10	£0.10	£8,339
Up to 5 hrs	Apr-16	£5.50	£5.70	£0.20	£6,441
Up to 6hrs	Apr-16	£12.00	£12.00	No change	£0
Over 6hrs	Apr-16	£20.00	£20.00	No change	£0
<b>Mon – Fri *</b>					
13:00 - 05:00 **	New 2014	£10.00	£10.00	No change	£0
15:00 - 05:00 **	New 2014	£5.00	£5.00	No change	£0
16:00 - 05:00 **	Apr-16	£2.00	£2.00	No change	£0
<b>Sat *</b>					
13:00 - 05:00 **	New 2014	£10.00	£10.00	No change	£0
15:00 - 05:00 **	New 2014	£5.00	£5.00	No change	£0
18:00 - 05:00 **	Apr-16	£2.00	£2.00	No change	£0
<b>Sun</b>					
Up to 2hrs	Apr-16	£1.50	£1.50	No change	£0
Over 2hrs	Apr-16	£2.50	£2.50	No change	£0
				<b>Total</b>	<b>£34,736</b>

**HOOK ROAD CAR PARK TARIFFS**

<b>Period of Stay</b>	<b>Last Change</b>	<b>Current Tariff</b>	<b>Proposed tariff</b>	<b>Change</b>	<b>Potential net revenue</b>
<b>Up to 2hrs</b>	Apr-13	£1.50	£1.60	£0.10	£3,149
<b>Up to 3 hrs</b>	Apr-16	£2.50	£2.60	£0.10	£891
<b>Up to 5 hrs</b>	Apr-16	£4.00	£4.00	No change	£0
<b>5 - 24 hours</b>	Apr-13	£5.50	£5.70	£0.20	£1,780
<b>Mon – Fri *</b>					
<b>15:00 - 05:00 **</b>	New 2014	£3.50	£3.50	No change	£0.00
<b>16:00 - 05:00 **</b>	Apr-16	£2.00	£2.00	No change	£0.00
<b>Sat *</b>					
<b>15:00 - 05:00 **</b>	New 2014	£3.50	£3.50	No change	£0.00
<b>18:00 - 05:00 **</b>	Apr-16	£2.00	£2.00	No change	£0.00
				<b>Total</b>	<b>£5,820</b>

**UPPER HIGH STREET AND DEPOT ROAD CAR PARK TARIFFS**

<b>Period of Stay</b>	<b>Last Change</b>	<b>Current Tariff</b>	<b>Proposed tariff</b>	<b>Change</b>	<b>Potential net revenue</b>
<b>Up to 1hr</b>	Apr-14	£1.00	£1.20	£0.20	£7,479
<b>Up to 2hrs</b>	Apr-16	£1.80	£1.80	No change	£0.00
<b>Up to 3 hrs</b>	Apr-16	£2.50	£2.60	£0.10	£3,883
<b>Up to 5 hrs</b>	Apr-16	£4.00	£4.00	No change	£0.00
<b>Over 5 hrs</b>	Apr-16	£6.00	£6.00	No change	£0.00
<b>Weekly Season</b>	Apr-16	£25.00	£25.00	No change	£0.00

**UPPER HIGH STREET AND DEPOT ROAD CAR PARK TARIFFS (Cont)**

Period of Stay	Last Change	Current Tariff	Proposed tariff	Change	Potential net revenue
<b>Mon – Fri *</b>					
<b>15:00 - 05:00 **</b>	Apr-16	£4.00	£4.00	No change	£0
<b>16:00 - 05:00 **</b>	Apr-16	£2.00	£2.00	No change	
<b>Sat *</b>					
<b>15:00 - 05:00 **</b>	Apr-16	£4.00	£4.00	No change	
<b>18:00 - 05:00 **</b>	Apr-16	£2.00	£2.00	No change	
<b>Sun</b>					
<b>Up to 2hrs</b>	Apr-16	£1.50	£1.50	No change	£0.00
<b>Over 2hrs</b>	Apr-16	£2.50	£2.50	No change	£0.00
				<b>Total</b>	<b>£11,362</b>

**REAR OF TOWN HALL AND HOPE LODGE CAR PARK TARIFFS**

Period of Stay	Last Change	Current Tariff	Proposed tariff	Change	Potential net revenue
<b>Up to 30 mins</b>	Apr-08	£1.00	£1.00	No change	£0
<b>Up to 1hr</b>	Apr-08	£1.80	£1.80	No change	£0
<b>Up to 2hrs</b>	Apr-08	£2.50	£2.60	£0.10	£4,155
<b>Up to 3 hrs</b>	Apr-16	£4.00	£4.00	No change	£0
<b>Up to 5 hrs</b>	Apr-16	£6.00	£6.00	No change	£0
<b>Up to 6hrs</b>	Apr-16	£12.00	£12.00	No change	£0
<b>Over 6hrs</b>	Apr-16	£20.00	£20.00	No change	£0
<b>Mon – Fri *</b>					
<b>13:00 - 05:00 **</b>	Dec – 15	£10.00	£10.00	No change	£0
<b>15:00 - 05:00 **</b>	Dec - 15	£5.00	£5.00	No change	£0
<b>16:00 - 05:00 **</b>	Apr-16	£2.50	£2.50	No change	£0
<b>Sat *</b>					
<b>13:00 - 05:00 **</b>	Oct 15	£10.00	£10.00	No change	£0
<b>15:00 - 05:00 **</b>	Oct 15	£5.00	£5.00	No change	£0
<b>18:00 - 05:00 **</b>	Apr-16	£2.50	£2.50	No change	£0

**REAR OF TOWN HALL AND HOPE LODGE CAR PARK TARIFFS (Cont)**

Period of Stay	Last Change	Current Tariff	Proposed tariff	Change	Potential net revenue
<b>Sun</b>					
<b>Up to 2hrs</b>	Apr-16	£1.50	£1.50	No change	£0
<b>Over 2hrs</b>	Apr-16	£2.50	£2.50	No change	£0
				<b>Total</b>	<b>£4,155</b>

**FRONT OF TOWN HALL CAR PARK**

Period of Stay	Last Change	Current Tariff	Proposed tariff	Change	Potential net revenue
<b>Up to 30mins</b>	Dec -14	£1.00	£1.00	No change	£0
<b>Up to 1hr</b>	Dec -14	£1.80	£1.80	No change	£0
<b>Up to 2hrs</b>	Dec - 14	£2.50	£2.60	£0.10	£104
<b>Mon to Fri *</b>					
<b>16:00 to 05:00 **</b>	Apr-16	£2.50	£2.50	No change	£0
<b>Sat*</b>					
<b>18:00 to 05:00 **</b>	Apr-16	£2.50	£2.50	No change	£0
<b>Sun</b>					
<b>Up to 2hrs</b>	Apr-16	£1.50	£1.50	No change	£0
<b>Over 2hrs</b>	Apr-16	£2.50	£2.50	No change	£0
				<b>Total</b>	<b>£104</b>

**WEST HILL CAR PARK**

Period of Stay	Last Change	Current Tariff	Proposed tariff	Change	Potential net revenue
Up to 1.5hrs	Apr-13	£1.00	£1.50	£0.50	£3,134
Up to 3hrs	Apr-16	£2.00	£2.50	£0.50	£1,640
				<b>Total</b>	<b>£4,774</b>

**ATKINS CAR PARK (Saturdays only)**

<b>Period of Stay</b>	<b>Last Change</b>	<b>Current Tariff</b>	<b>Proposed tariff</b>	<b>Change</b>	<b>Potential net revenue</b>
<b>Up to 2hrs</b>	Apr-16	£2.00	£2.00	No Change	£0
<b>Up to 5 hrs</b>	Apr-13	£3.50	£4.00	£0.50	£668
<b>Over 5 hrs</b>	Apr-13	£5.50	£6.00	£0.50	£96
				<b>Total</b>	<b>£764</b>

**NOTE:**

- \* Customers will pay either the time based tariff or the maximum charge, whichever is the **lowest** of the two
- \*\* Vehicles entering during this period will be permitted to stay to 09:00 without incurring additional charges; however the appropriate time based tariff will be added to the maximum charge if the vehicle remains after 09:00

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The current and proposed charges for Business and Resident permits are shown in the tables below.

### Business Permits

Description	Current tariff (per year)	Proposed tariff (per year)	Change	Potential net revenue
Ashley Centre	£1,855	£1,950	£95	£1,188 **
Ashley Centre (Blue Badge)	£575	£605	£30	0
Depot Road (Existing Permit holders only)	£575	£605	£30	£750
Ewell Court House	£265	£280	£15	£25
Hook Road	£575 *	£605 *	£30	£8,350
Hudson House	£1,060	£1,115	£55	£1,421
Upper High Street (Existing permit holders only)	£575	£605	£30	0

\* Bulk discounts may be applied at officers discretion

\*\* 9 of the 15 existing permits are held by an organisation which may be relocating. Total impact on revenue would be £17,550 at the proposed rate if 9 permits are not renewed.

### Resident Permits

Description	Current tariff (per year)	Proposed tariff (per year)	Change	Potential net revenue
Adelphi Road	£110	£115	£5	£63
Hook Road (Hope Lodge o/night)	£315	£330	£15	£150
Hope Lodge (Hook Road during day - existing only)	£315	£330	£15	£13
Hudson House	£850	£895	£45	£583

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The current and proposed charges for Parker Cards are shown in the tables below:

<b>Description</b>	<b>Last Change</b>	<b>Current tariff (per year)</b>	<b>Proposed tariff (per year)</b>	<b>Change</b>
<b>Hook Road parker card discounted rate</b>	2012	£3 per day	£3.50 per day	50p per day
<b>Hook Road parker card</b>	Apr-16	£15	£15	£0
<b>Lost parker card</b>	Apr-16	£15	£15	£0

The current and proposed charges for lost tokens are shown in the tables below:

<b>Description</b>	<b>Last Change</b>	<b>Current tariff (per year)</b>	<b>Proposed tariff (per year)</b>	<b>Change</b>
<b>Hook Road lost token</b>	Apr-12	£8	£10	£2
<b>Ashley Centre lost token</b>	Apr-16	£23	£25	£2
<b>Hope Lodge lost token</b>	Apr-16	£23	£25	£2
<b>Town Hall lost token</b>	Apr-16	£23	£25	£2

Proposed change is based on the maximum stay in the car park plus £5.00 for the cost of the token.

Where time of entry can be proven then the lost charge will be £5 for the lost token plus the relevant parking charge.

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**BOURNE HALL CAR PARK**

Period of Stay	Last Change	Current Tariff	Proposed tariff	Change	Potential net revenue
Up to 30mins	Apr-16	£0.30	£0.30	No change	£0
Up to 1hr	Apr-16	£0.50	£0.60	£0.10	£1,878
Up to 2hrs	Apr-16	£1.20	£1.20	No change	£0
Up to 3 hrs	Apr-16	£2.00	£2.00	No change	£0
Up to 4hrs	Apr-13	£3.00	£3.00	No change	£0
Evening Rate (18:30 – 7am)	<b>NEW</b>		<b>£0.40</b>		n/k
				<b>Total</b>	<b>£1,878</b>

**DORSET HOUSE & HIGH STREET EWELL CAR PARKS**

Period of Stay	Last Change	Current Tariff	Proposed tariff	Change	Potential net revenue
Up to 30 mins	<b>NEW</b>		<b>£0.30</b>		
Up to 1hr	<b>Apr-16</b>	<b>£0.30</b>	<b>£0.40</b>	<b>£0.10</b>	<b>£2,583</b>
Up to 2hrs	Apr-16	£0.80	£0.80	No change	£0
Up to 3 hrs	Apr-16	£1.20	£1.20	No change	£0
Up to 4hrs	<b>Apr-16</b>	<b>£1.50</b>	<b>£1.60</b>	<b>£0.10</b>	<b>£574</b>
Over 4hrs	<b>Apr-13</b>	<b>£3.50</b>	<b>£3.60</b>	<b>£0.10</b>	<b>£485</b>
Evening Rate (18:30 – 7am)	<b>NEW</b>		<b>£0.40</b>		n/k
				<b>Total</b>	<b>£3,642</b>

**HOOK ROAD (RAINBOW CENTRE USERS ONLY)**

Period of Stay	Last Change	Current Tariff	Proposed tariff	Change	Potential net revenue
Up to 3 hours	<b>Apr-13</b>	<b>£0.50</b>	<b>£1.00</b>	<b>£0.50</b>	<b>£7,240</b>

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**Draft: For discussion only**

# **Epsom Retailers Car Parking Consultation 2016**

Report prepared for:  
Customer Services & Business Support Team

Date: September 2016

Please contact the Epsom & Ewell Borough Council's Consultation and Communication Team should you require any information on the Epsom Retailers Car Parking Consultation

Email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)

# Epsom Retailers Car Parking Consultation 2016

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## Epsom Retailers Car Parking Consultation – 2016

### Summary of main findings:

- The survey started from 04 July to 19 August 2016 - a period of six weeks (which included a two week extension to boost survey responses). The survey was posted to 256 retailers located in central Epsom. Overall, 90 responses (35%, n=90) were received. Of the 90 responses received, 22% (n=20) were from retailers in the Ashley Centre.
- The majority of respondents were chain businesses (62%, n=55 ie 5 or more stores) and 38% (n=34) were independent traders.
- Most respondents employed between one and five staff members (42%, n=37). Eight per cent of respondents employed more than 50 staff - including four businesses that employed more than 100 staff.
- Business indicate that staff using vehicles to work use mostly on-street parking (51%, n=46). This was followed by 'Other parking' (39%, n=35) relating to private, on-site, off-street, or privately rented parking. This was followed by: Hook Road car park (22%, n=20); Upper High Street/Depot Road car park (13%, n=12); Ashley Centre car park (12%, n=11); and Town Hall/Hope Lodge car park (3%, n=3).
- When asked if you would like to offer your staff discounted parking at Hook Road car park, the majority said 'No' (76%, n=68). Of those businesses who said 'Yes', 16 were interested in purchasing between one and five permits. Five businesses expressed an interest in purchasing between six and 15 permits. None of the businesses were interested in purchasing more than 15 permits.
- When asked to rate the importance of various aspects of parking, 'Parking charges' scored the highest importance. This was followed by: 'Personal safety'; 'Location'; 'Safe environment'; 'Effective surveillance'; 'Appropriate lighting'; 'Number of spaces'; 'No/little queueing'; 'Size of parking space'; and 'Ease of access (eg. height restriction)'.
- When asked if there was any other aspect of parking that was of importance to you, most responses were around 'cost and/or value for money' (48%, n=13).
- When asked if there was a parking charge you would like to change, the majority said 'Yes' (59%, n=45) – especially the Ashley Centre and/or other central car parks (34%, n=16). Other themes that emerged were: 'Cost/value for money' (30%, n=14); 'Discounted rates or time incentives' (23%, n=11); 'More free parking for local businesses & on-duty staff' (6%, n=3); and 'Hook Road open evenings/Sundays/holidays' (6%, n=3) (tie).
- When asked to explain further, the majority of respondents (55%, n=22) felt that 'Cost/value for money' were important factors. This was followed by 'Discounted rates or time incentives' (28%, n=11), 'Free for local businesses & on-duty staff' (10%, n=4), and 'Hook Road open evenings/ Sundays/ holidays' (8%, n=3).

- When asked if you would be in favour of removing the one-hour minimum stay rate for customers to a two-hour minimum stay rate, the majority said 'Yes' (60%, n=51/85) and 40% (n=34/85) said 'No'.
  - However, when the responses were cross-analysed with the size of the business, larger businesses (ie. businesses with more than 20 employees) said 'No' (56%, n=9/16) and 44% (n=7/16) said 'Yes'.
  - A further analysis looking only at responses received from businesses in the Ashley Centre shows the majority of respondents said 'No' (55%, n=11/20) and 45% (n=9/20) said 'Yes'.
- The most common reason for saying 'No' to removing the one-hour minimum stay rate for a two-hour minimum stay rate was that it would 'deter short-stay customers' (47%, n=16).
- When asked if your business wants to offer your customers discounted parking (at your cost) at one of the Council car parks, the vast majority said 'No' (91%, n=77). The main reason was: 'Not required/no benefit/not company policy' (54%, n=38%). Other reasons included: 'Business can't afford' (38%, n=15); and 'Parking charges costly' (8%, n=3).
- Of the nine businesses that said 'Yes' to offering customers discounted parking (at your cost) at one of the Council car parks, the most popular option was (tie):
  - 'A portion off the cost of parking for spending a minimum amount in your business' (33%, n=3)
  - 'An additional one hour free parking, subject to payment of the minimum rate' (33%, n=3).
- When asked how useful do you find the Shopmobility scheme to your business, most responses were 'neutral' (42%, n=27). 24% (n=15) found it 'very useful/useful' and 35% (n=23) 'little use/not useful'.
- The vast majority of respondents said 'No' to sponsoring a Shopmobility scooter (98%, n=78).
- When asked if you wanted to see more advertising in Council owned car parks: 52% (n=44) said 'No' and 48% (n=41) said 'Yes'.
- Most respondents were not interested in advertising in council car parks ('No': 79%, n=65). However, 19 businesses said 'Yes' and they preferred to advertise in the Ashley centre car park (89%, n=17).
- When asked if you have any comments regarding the condition of the car parks, 22 respondents said 'Yes' and the three most prevalent themes relate to:
  1. Faulty ticket machines/ barriers (32%, n=8)
  2. Security/ lighting/ cleanliness (28%, n=7)



3. Road surfaces/ holes/ state of repair (16%, n=4)
- When asked if you have any additional information, comments or proposals, 30 respondents provided information and the three most prevalent themes relate to:
    1. Cost/ value for money (32%, n=12)
    2. Discounted rates or time incentives (25%, n=8)
    3. Business permits/ allocated bays or Park and ride (22%, n=7)

## Objectives and methodology:

The survey was conducted by Epsom & Ewell Borough Council for the Customer Services & Business Support Team on behalf of the Parking Working Group. The survey was directed to retailers located in central Epsom requesting their opinion on a number of parking-related matters in order to help shape the future strategy of our car parks.

In setting the future strategy a number of issues will be taken into account:

- The need for a thriving, economically successful town centre
- The need to reduce town centre congestion (and car park queueing)
- The cost of car parking in neighbouring town centres
- The income that comes from car parks that can be used to support council services
- The need to encourage more sustainable forms of transport
- Encouraging use of the car parks for their designated purpose (ie. short, medium or long stay).

### Methodology:

The survey started from 04 July to 19 August 2016 - a period of six weeks (which included a two week extension to boost survey responses). The survey was posted to 261 retailers in central Epsom. Responses were captured into the survey design and analysis package (SNAP v11) and results analysed by the Council's Consultation and Communication Team.

The figures in this report are calculated as a proportion of respondents who answered each question – excluding 'No Reply' responses. Percentages in a particular chart might not always add up to 100% due to rounding, or because a respondent was allowed to give more than one answer to a question.

### Questionnaire Development:

The questions were developed in liaison with the Head of Customer Services & Business Support, Parking Manager, and Town Centres Manager. Areas included:

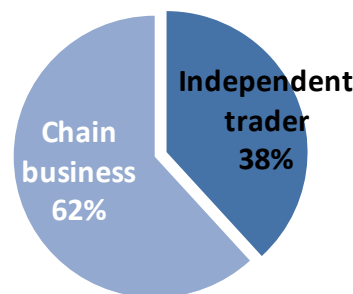
- Type of retail business
- How many staff do you employ?
- Where do your staff currently park?
- Would you like to offer your staff discounted parking at Hook Road car park?
- Rate various aspects of parking
- Is there a parking charge you would like to change?
- Would you be in favour of removing the one-hour minimum stay rate for customers to a two-hour minimum stay rate? (ie. short stay customers pay a minimum of two hours parking)

- Do you want to offer your customers discounted parking?
- How useful do you find the Shopmobility scheme to your business?
- Would your business like to sponsor a Shopmobility scooter?
- Advertising in council-owned car parks
- Condition of the car parks
- Additional information comments or proposals.

## Analysis of results:

### Respondent profile:

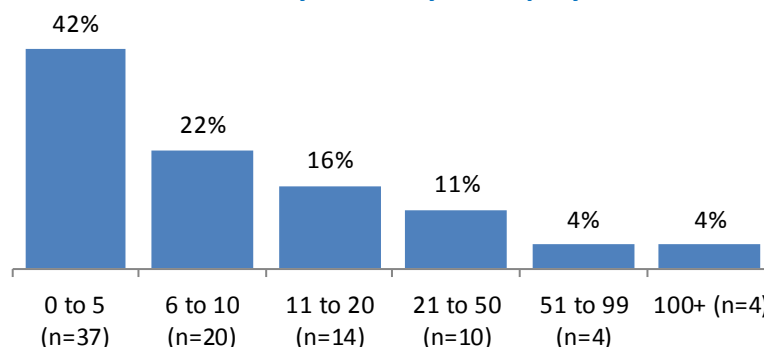
**What type of retail business are you?**



Number of respondents: n=89

The majority of respondents (62%, n=55) were chain businesses (ie. 5 or more stores) and 38% (n=34) were independent traders. A further 22% (n=20) of responses were received from retailers located in the Ashley Centre.

**How many staff do you employ?**

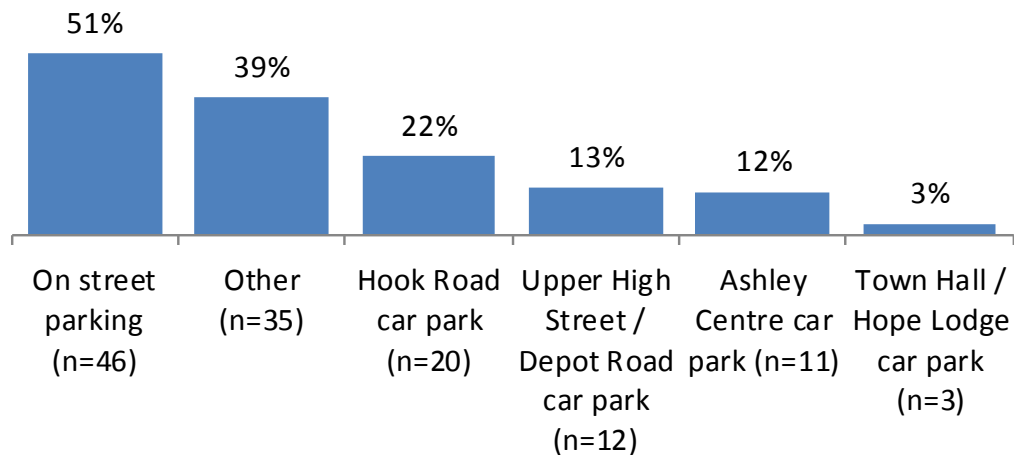


Number of respondents: n=89

Most respondents (42%, n=37) employed between one and five staff members. Eight per cent of respondents employed more than 50 staff - including four businesses that employed more than 100 staff.

## About Parking:

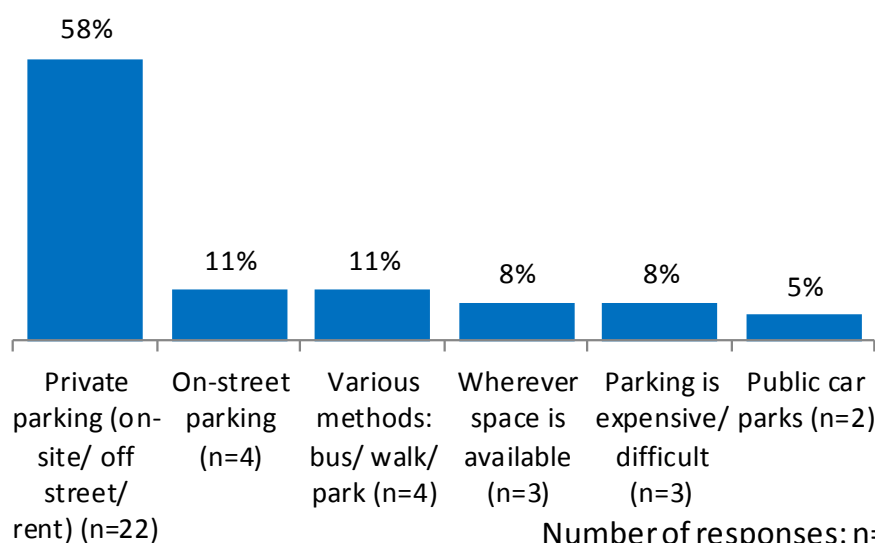
### Where do your staff currently park?



Number of respondents: n=90

Business indicate that staff using vehicles to work use mostly on-street parking (51%, n=46). This was followed by: 'Other parking' (39%, n=35); Hook Road car park (22%, n=20); Upper High Street/Depot Road car park (13%, n=12); Ashley Centre car park (12%, n=11); and Town Hall/Hope Lodge car park (3%, n=3).

### Where do your staff currently park? If 'Other' please specify



Number of responses: n=38

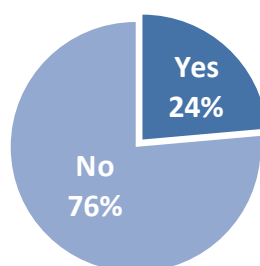
An analysis of 'Other' responses shows the majority of responses relate to private parking – either on-site, off street or rented parking (58%, n=22).

Respondents who selected 'Other' provided further information (examples below):

**Examples:**

- Own private parking behind the building
- We have two parking spaces, plus use of two off-street bays
- Rent garage and parking spaces
- Own off-street car park
- We have our own spaces
- We pay for private parking to the rear of the office
- Find parking in free roads and walk 10-15 minutes in
- Walk/public transport/street parking
- Wherever we can find a space
- Car parking in Epsom is very expensive, enough that it would put customers off
- Ashley Centre Sunday only as Hook Road closed.

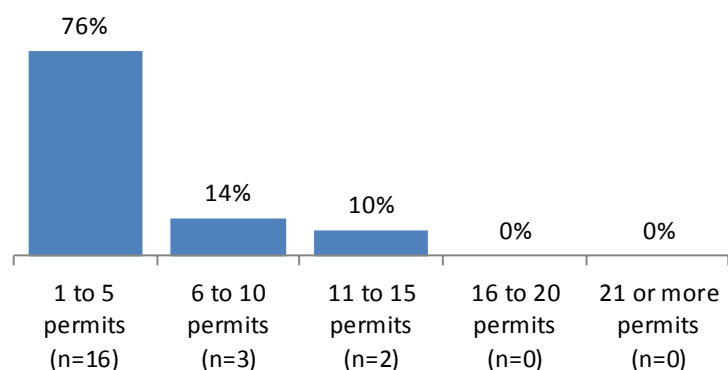
**Would you like to offer your staff discounted parking at Hook Road car park?**



Number of respondents: n=89

When asked if you would like to offer your staff discounted parking at Hook Road car park, the majority said 'No' (76%, n=68).

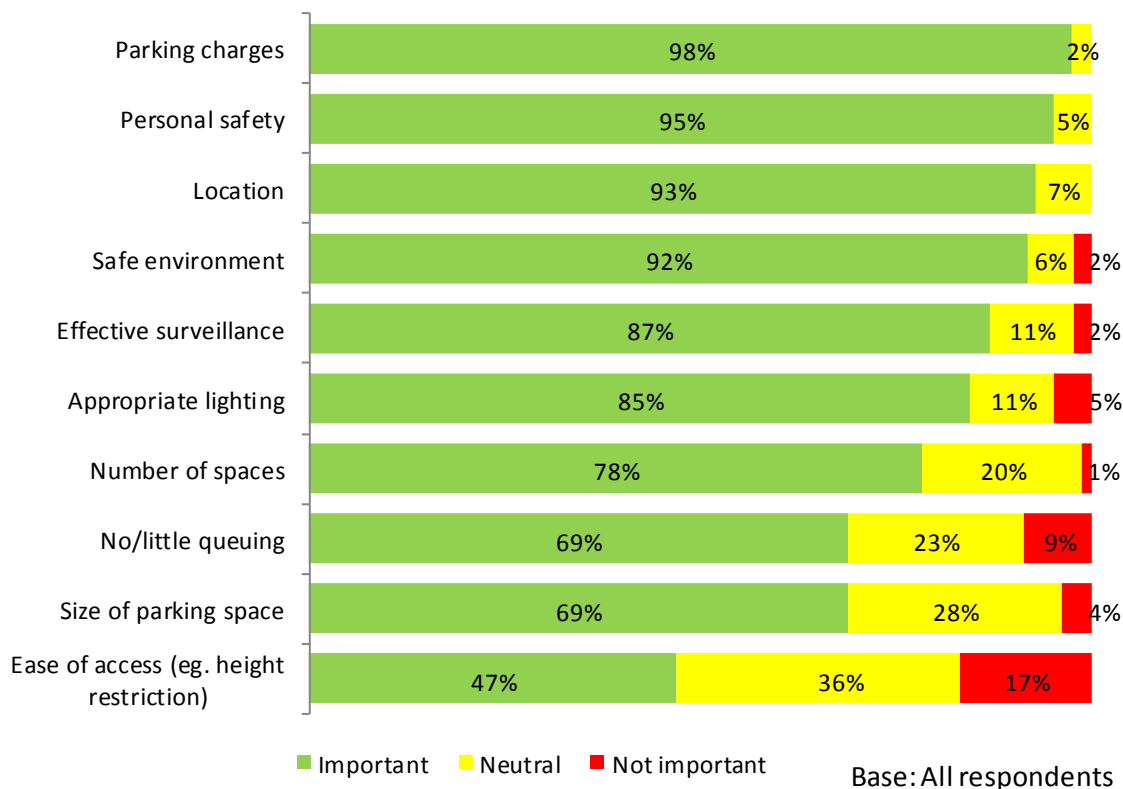
**How many discounted parking permits would you be interested in?**



Number of respondents: n=21

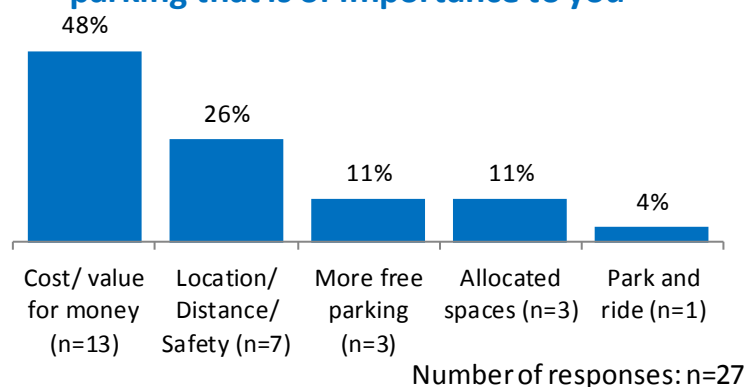
Of those businesses that said 'Yes' to offering staff discounted parking at Hook Road car park, 16 were interested in purchasing between one and five permits. Five businesses expressed an interest in purchasing between six and 15 permits. No businesses were interested in purchasing more than 15 permits.

### Please rate the following aspects of parking:



When asked to rate the importance of various aspects of parking, 'Parking charges' scored the highest importance. This was followed by: 'Personal safety'; 'Location'; 'Safe environment'; 'Effective surveillance'; 'Appropriate lighting'; 'Number of spaces'; 'No/little queueing'; 'Size of parking space'; and 'Ease of access (eg. height restriction)'.

### Please indicate any other aspect of parking that is of importance to you

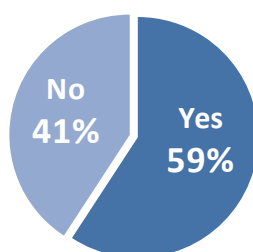


When asked to if there was any other aspect of parking that was of importance to you, most responses were themed around 'cost and/or value for money' (48%, n=13). Other themes include: Location/ Distance/ Safety (26%, n=7); More free parking (11%, n=3); Allocated spaces (11%, n=3); and one respondent said 'Park and ride' (4%, n=1).

**Examples:**

- There is not enough reasonably priced parking spaces in Epsom
- Reasonable parking charges as Epsom is way too expensive to park
- Parking charges are important for me as my business is reliant on football..., we need to provide value for money on parking
- Cost is the biggest aspect of parking
- At present I park in a residential street as the cost of parking is prohibitive, added on top of petrol costs
- All aim to juggle close proximity against cost
- As we are nearly all female staff, safety is a big thing for me
- Distance from shop
- Business parking in allocated spaces and not for general use.

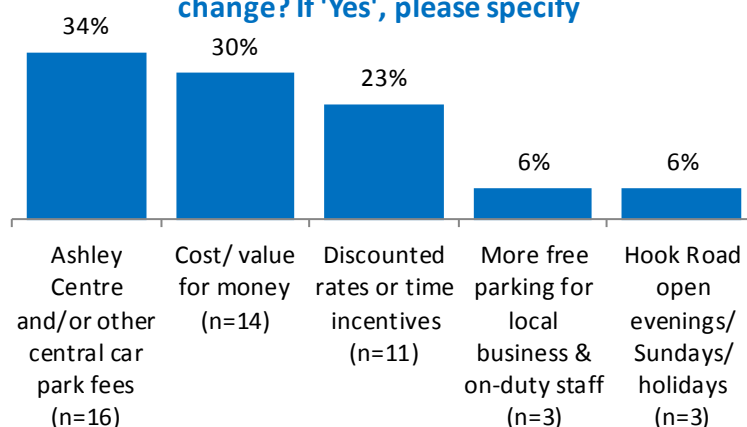
**Is there a parking charge you would like to change?**



Number of responses: n=76

When asked if there was a parking charge you would like to change, the majority said 'Yes' (59%, n=45).

**Is there a parking charge you would like to change? If 'Yes', please specify**



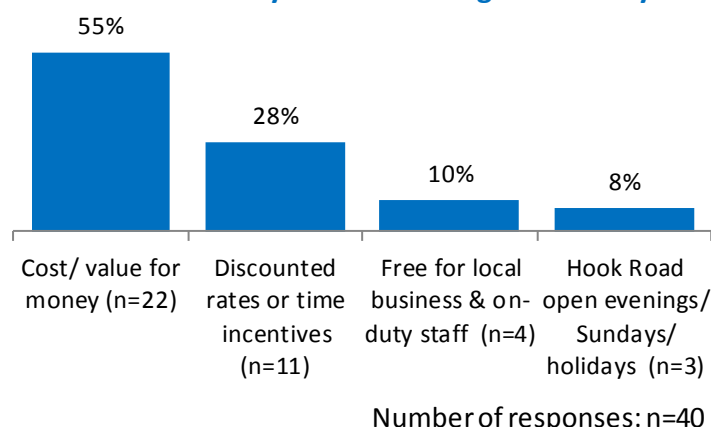
Number of responses: n=47

Most respondents would like to change the parking charges at the Ashley Centre and/or other central car parks (34%, n=16). Other themes include: 'Cost/value for money' (30%, n=14); 'Discounted rates or time incentives' (23%, n=11); 'More free parking for local businesses & on-duty staff' (6%, n=3); and 'Hook Road open evenings/Sundays/holidays' (6%, n=3) (tie).

Examples:

- The Ashley Centre charges are far too high. Compared to far larger towns with a lot more options for shopping, we even have customers moaning about this
- The Ashley Centre parking prices are ridiculous, £20 a day! Do you think we are all millionaires?
- Ashley Centre car park fees to be reduced
- Lower rates at Ashley Centre
- Ashley Centre is too expensive even on a bank holiday it is normal prices
- All main car parks that are used for high street shopping
- Epsom is too expensive
- The increase in charges has put people off, they choose Kingston instead
- First 30 minutes free or concessions to encourage Sunday shoppers so reduced rates of free parking
- We need to park close to our store so that we can re-stock. I would give discounted parking to retailers
- Free parking on Sundays
- It would benefit my business if the car parks in Epsom, specifically Hook Road, would be free of charge after 7 p.m.

What would you like to change it to? Why?



When asked to explain further (why?), the majority of respondents felt that 'Cost/value for money' were important factors (55%, n=22). This was followed by 'Discounted rates or time incentives' (28%, n=11), 'Free for local businesses & on-duty staff' (10%, n=4), and 'Hook Road open evenings/ Sundays/ holidays' (8%, n=3).

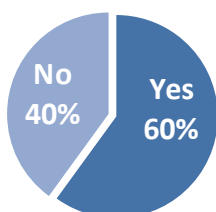
Examples:

- At least by half, free on Sundays, extra hour free Monday - Saturday. In my opinion first hour should be free at the very least
- So expensive versus other local towns for all day. For example, Sutton St. Nic's. £5 for all day, Kingston even some car parks, Croydon central £5 all day Monday - Friday
- A charge that significantly undercuts parking in Kingston and Sutton
- £10. If people want to meet for lunch and shopping experience, £17 is too much to pay

**Examples:**

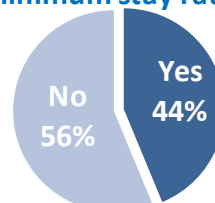
- £10 a day. To encourage more people to shop in Epsom
- £10, it would encourage more shoppers to stay longer in town
- Cheaper charges, very expensive
- 2 hour parking instead of 1 hour at the Ashley Centre car park. Free parking or reduced fee on Sundays
- Free parking on Sundays and after 6 p.m. to compete with other shopping centres
- Change evening and Sunday parking, make it free. Also, charge less for a few hours parking
- As a business owner why can't we all park for free? Our business rates are already huge!
- Hook Road car park should also be open Sundays and bank holidays.

**Would you be in favour of removing the one-hour minimum stay rate for customers to a two-hour minimum stay rate?**



Number of responses: n=85

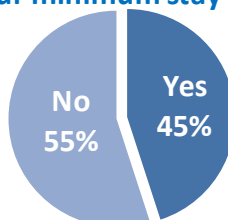
**Larger businesses:  
Businesses with >20 employees in favour of removing the one-hour minimum stay rate for a two-hour minimum stay rate**



Number of responses: n=16

When asked if you would be in favour of removing the one-hour minimum stay rate for customers to a two-hour minimum stay rate, the majority said 'Yes' (60%, n=51). However, when cross-analysing the responses with the size of the business, larger businesses (ie. businesses with more than 20 employees) said 'No' (56%, n=9).

**Businesses in the Ashley Centre in favour of removing the one-hour minimum stay rate to a two-hour minimum stay rate**



Number of responses: n=20

A further analysis looking only at responses received from businesses in the Ashley Centre shows the majority of respondents said 'No' to removing the one-hour minimum stay rate for customers to a two-hour minimum stay rate (55%, n=11).

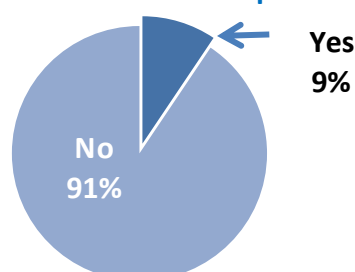


The most common reason for saying 'No' to removing the one-hour minimum stay rate for a two-hour minimum stay rate was that it would 'deter short-stay customers' (47%, n=16). Other reasons include: 'Too costly/ expensive/ value for money' (35%, n=12); 'Flexibility needed/ no fixed minimum' (12%, n=4); and 'Parking required' (6%, n=2).

**Examples:**

- This change would drive customers away who only need to be in town for short period
- Because this would be stupid! Do we want to deter visitors? Only a person interested in harming the town would think of such a thing
- Two hours is too long. Most people are in then out
- When customers have ordered something to collect in store, they do not need 2 hours... They want to just park, collect and go
- If I am coming to shop or pick something up I do not want to be charged more
- Customers should be given the flexibility of how long they would like to stay rather than dictating it on to them. In my opinion it often deters customers to come to this town for short, quick errands and those in a hurry
- We are already losing customers to other centres because of the cost and the size of the centre
- The cost would go up and may stop people coming into Epsom if only want to pop to one or two shops
- There should not be a minimum stay rate, you should pay for the time you use the car park.

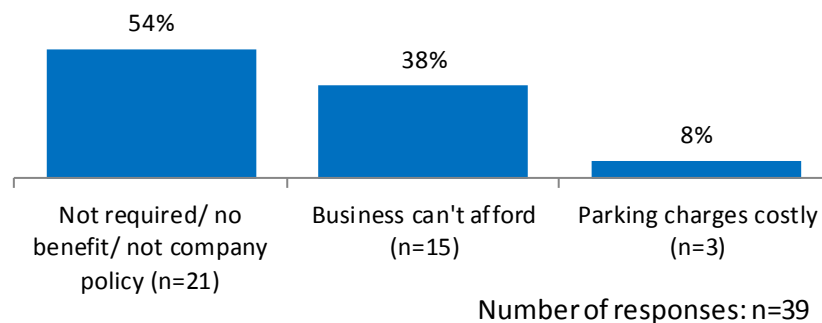
**Does your business want to offer your customers discounted parking at your cost at one of the Council car parks?**



Number of responses: n=85

When asked if your business wants to offer your customers discounted parking at your cost at one of the Council car parks, the vast majority said 'No' (91%, n=77).

**Does your business want to offer your customers discounted parking at your cost at one of the Council car parks? If 'No', please explain?**

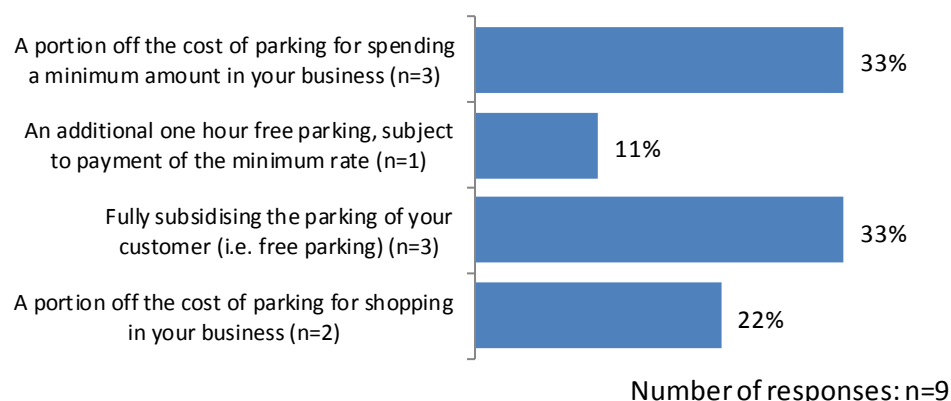


The main reason for not wanting to offer discounted parking at one of the Council was: 'Not required/no benefit/not company policy' (54%, n=38). Other reasons included: 'Business can't afford' (38%, n=15); and 'Parking charges costly' (8%, n=3).

**Examples:**

- Not needed
- It is too far from our location
- Would be no benefit to the company
- We would need to offer internationally, this is not under our local control
- Small business, cannot afford the cost
- Not economically viable
- Our prices and margins are very low and would not make sense for us.

**Discounted parking at your cost: Please indicate which option you prefer?**

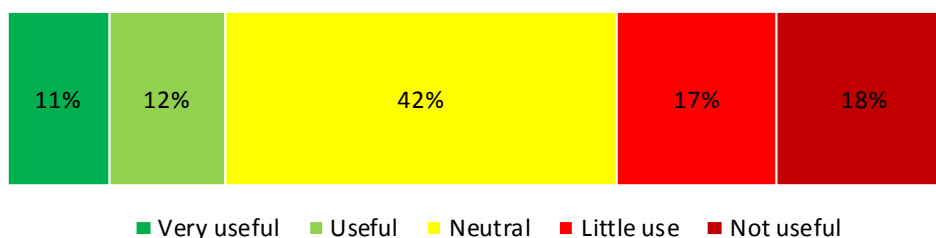


Of the 9 businesses that said 'Yes' to offering customers discounted parking at one of the Council car parks, the most popular option was (tie):

- 'A portion off the cost of parking for spending a minimum amount in your business' (33%, n=3)
- 'An additional one hour free parking, subject to payment of the minimum rate' (33%, n=3).

## Shopmobility:

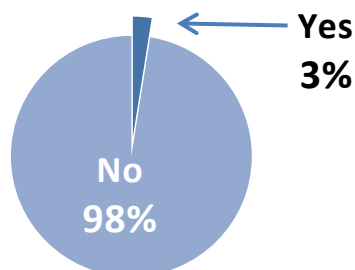
**How useful do you find the Shopmobility scheme to your business?**



Number of responses: n=65

When asked how useful do you find the Shopmobility scheme to your business, most responses were 'neutral' (42%, n=27). 24% (n=15) found it 'very useful/useful' and 35% (n=23) 'little use/not useful'.

**Would your business like to sponsor a Shopmobility scooter?**

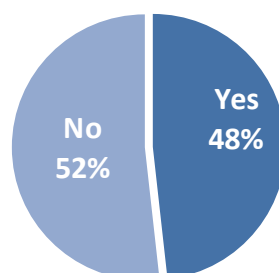


Number of responses: n=80

The vast majority of respondents said 'No' to sponsoring a Shopmobility scooter (98%, n=78).

## Advertising:

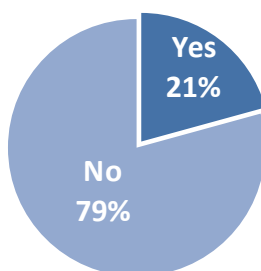
**Would you like to see more advertising in council-owned car parks?**



Number of responses: n=85

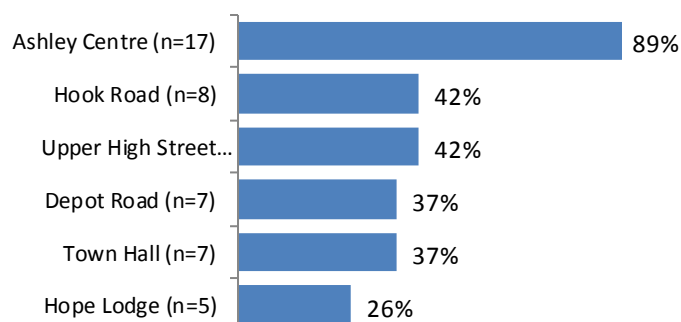
When asked if you wanted to see more advertising in Council owned car parks: 52% (n=44) said 'No' and 48% (n=41) said 'Yes'.

**Would your business be interested in advertising in council car parks?**



Number of responses: n=82

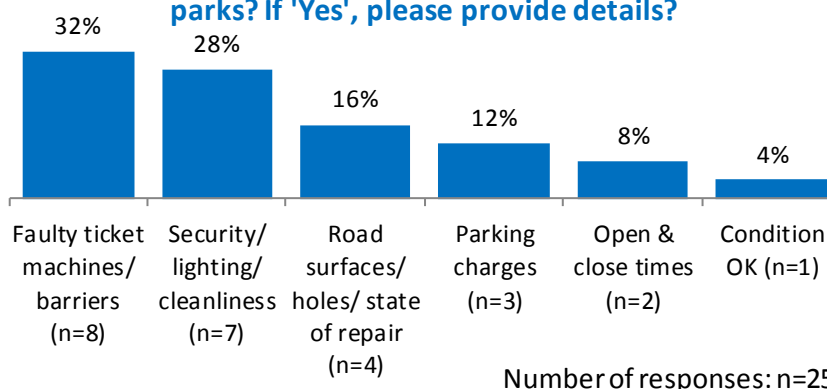
**Which car park would you advertise your business in?**



Number of responses: n=19

Most respondents were not interested in advertising in council car parks ('No': 79%, n=65). However, 19 businesses said 'Yes' and the majority preferred to advertise in the Ashley Centre car park (89%, n=17).

**Do you have any comments regarding the condition of the car parks? If 'Yes', please provide details?**



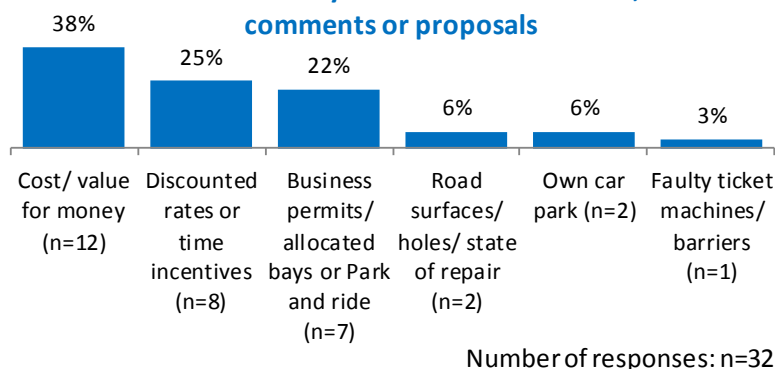
When asked about the condition of the car park, 22 respondents provided feedback/comment. The most prevalent themes relate to:

1. Faulty ticket machines/ barriers (32%, n=8)
2. Security/ lighting/ cleanliness (28%, n=7)
3. Road surfaces/ holes/ state of repair (16%, n=4)

**Examples:**

- Depot Road car park entrance is poorly maintained, machines often do not work
- Depot Road ticket machines rarely work properly, which causes a lot of annoyance as most people have tight schedules
- Machines at Depot Road often do not work though
- Depot Road car park often has issues with the machines
- The barriers are often out of order at Ashley Centre, causing queues, deterring people from stopping and from visiting Epsom in future. Exit barriers have reduced from 3 to 2, also increase queues
- Hook Road car park looks and feels scary, dim lights, low ceilings, no staff. There should be random staff patrols
- The Ashley Centre car park stairs are always dirty and cluttered
- Some of the road surface is bumpy and needs re-tarring, many holes
- Open the access into Ashley Centre from the Ashley Centre car park at 7 a.m.

**Please state any additional information, comments or proposals**



When asked if you have any additional information, comments or proposals, 30 respondents provided feedback/comment. The most prevalent themes relate to:

1. Cost/ value for money (32%, n=12)
2. Discounted rates or time incentives (25%, n=8)
3. Business permits/ allocated bays or Park and ride (22%, n=7)

**Examples:**

- Bring the prices of parking in Epsom down please!
- Epsom car park is too expensive
- More shoppers would appreciate cheaper parking fees
- I think to increase parking charges would have a huge negative impact on the centre. We are against large towns, such as Guildford and I think increased parking would push people to use these towns more. I think it is disgusting and purely money grabbing
- The Council must understand that parking in Epsom is too expensive, almost double of parking in Dorking, why?
- Parking charges should not be used as a tool to drive profits, they are an important part of attracting footfall into the town and thus a balance needs to be struck
- £48 a month is simply too expensive. We work in retail, many are on minimum wage so we cannot afford this
- Epsom Council does not care about businesses outside of Ashley Centre. Parking control for EC is all about revenue
- We would like some flexibility in our car park charges to facilitate part-time and casual staff members. We propose that the staff members should have the facility to be able to park at a discounted all day parking rate that should be set at £2.50 per day
- Why can't Epsom have a park and drive from Epsom Downs into Epsom? This would be the best solution.

## Conclusion:

Businesses report that staff using vehicles to work use mostly on-street parking. Although the majority of businesses did not want to offer their staff discounted parking at Hook Road car park, 16 businesses expressed an interest in purchasing between one and five permits – with a further five businesses expressing an interest in purchasing between six and 15 permits.

The majority of business did not want to offer their customers discounted parking at one of the Council car parks - citing: 'Not required/no benefit/not company policy', 'Business can't afford', and/or 'Parking charges costly'. Of the 9 businesses that said 'Yes', the most popular method was via offering 'a portion off the cost of parking for spending a minimum amount in your business' and 'an additional one hour free parking, subject to payment of the minimum rate'.

When asked to rate the importance of various aspects of parking, 'Parking charges' scored the highest importance (98%). Other high-scoring aspects include (ie. more than 90%): 'Personal safety', 'Location' and 'Safe environment'.

'Cost and/or value for money' were reoccurring themes throughout the consultation - with a number of respondents saying they would like to change parking charges – especially the Ashley Centre and/or other central car parks.

Although the overall majority of respondents were in favour of removing the one-hour minimum stay rate for customers to a two-hour minimum stay rate, closer analysis shows that larger businesses (ie. businesses >20 employees) and most businesses located in the Ashley Centre said 'No'. The most common reason for saying 'No' was that it would 'deter short-stay customers'.

When asked how useful do you find the Shopmobility scheme to your business, most responses were 'neutral'. The vast majority of respondents said 'No' to sponsoring a Shopmobility scooter.

Most respondents were not interested in advertising in council car parks, however, 19 said 'Yes' and the preference was to advertise in the Ashley Centre car park.

The most prevalent theme emerging from the condition of the car parks was 'faulty ticket machines/barriers'. The most common theme emerging from additional information, comments or proposals was 'cost and value for money' – which was a re-occurring theme echoed across a number of responses.

## Annexe One: Questionnaire



### Epsom Retailers Parking Consultation 2016

Please fill out the survey and return to us in the envelope provided by **Friday, 12 August 2016**.

All data collected for this survey will be treated in confidence. Anonymised responses to some questions may be shared with partner agencies.

#### About you:

**Q1** Which store/business are you answering on behalf of? (name of retail business)

**Q2** What type of retail business are you? (please tick one option)

☐ Independent trader ☐ Chain business (ie. 5 or more stores)

**Q3** Who is your preferred contact person? (first name and surname)

**Q4** Preferred contact telephone number?

**Q5** Preferred contact email address?

**Q6** How many staff do you employ?

☐ 0 to 5 ☐ 11 to 20 ☐ 51 to 99  
☐ 6 to 10 ☐ 21 to 50 ☐ 100+

#### About Parking:

**Q7** Where do your staff currently park? (please tick all that apply)

- ☐ Ashley Centre car park  
☐ Hook Road car park  
☐ Upper High Street / Depot Road car park  
☐ Town Hall / Hope Lodge car park  
☐ On street parking  
☐ Other

If 'Other', please specify:



**Q8** Would you like to offer your staff discounted parking at Hook Road car park?  
Annual business permits are available in Hook Road car park for £575 (equivalent to £48 per month). Would you be interested in acquiring an annual permit for this car park?  
☐ Yes ☐ No (go to Q10)

**Q9** If 'Yes' to Q8, how many discounted parking permits would you be interested in?  
(please tick one option)  
☐ 1 to 5 permits ☐ 6 to 10 permits ☐ 11 to 15 permits ☐ 16 to 20 permits ☐ 21 or more permits

**Q10** Please rate the following aspects of parking to you:

	Very important	Important	Neutral	Little Importance	Least Importance	Don't know
Appropriate lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective surveillance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No/little queuing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of parking space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of access (eg. height restriction)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you wish to elaborate your answer, please explain below in Q11

**Q11** Please indicate below any other aspect of parking that is of importance to you.

**Q12** Is there a parking charge you would like to change?

☐ Yes ☐ No (go to Q14)

If 'Yes', please specify:

**Q13** What would you change it to? Why?

**Q14** Would you be in favour of removing the one-hour minimum stay rate for customers to a two-hour minimum stay rate? (ie. short stay customers pay a minimum of two hours parking)

☐ Yes ☐ No

If 'No', please state reasons:

**Q15** Does your business want to offer your customers discounted parking at your cost at one of the Council car parks?

☐ Yes ☐ No

If 'No' to Q15, please explain? (go to Q17)

**Q16** If 'Yes' to Q15, please indicate which option you prefer?  
(please tick all that apply)

- ☐ A portion off the cost of parking for shopping in your business
- ☐ A portion off the cost of parking for spending a minimum amount in your business
- ☐ An additional one hour free parking, subject to payment of the minimum rate (i.e. pay for one hour and stay for two hours)
- ☐ Fully subsidising the parking of your customer (i.e. free parking)
- ☐ Other

If 'Other' please specify

## Shopmobility:

The Council currently runs a Shopmobility scheme from the Ashley Centre car park hiring wheelchairs and mobility scooters to disabled users. The scheme enables people with limited mobility to shop and enjoy the other facilities available in Epsom town centre.

**Q17** How useful do you find the Shopmobility scheme to your business?  
(please tick one option)

Very useful	Useful	Neutral	Little use	Not useful	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q18** Would your business like to sponsor a Shopmobility scooter?

☐ Yes ☐ No

### Advertising:

Council-owned car parks can raise funds through advertising as well as parking charges.

**Q19** Would you like to see more advertising in council-owned car parks?

☐ Yes ☐ No

**Q20** Would your business be interested in advertising in council car parks?

☐ Yes ☐ No (go to Q22)

**Q21** If 'Yes' to Q20, which car park would you advertise your business in?  
(please tick all that apply)

- ☐ Ashley Centre
- ☐ Depot Road
- ☐ Hook Road
- ☐ Upper High Street
- ☐ Town Hall
- ☐ Hope Lodge

### Condition of the car parks and additional information, comments or proposals:

**Q22** Do you have any comments regarding the condition of the car parks?

☐ Yes ☐ No

If 'Yes', please provide details?

**Q23** Please state any additional information, comments or proposals:

If you would like more information on this survey, please contact Epsom & Ewell Borough Council on 01372 732000 or email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)

Thank you for your time and contribution. Your comments are greatly appreciated.  
The report of this survey will be published on the Epsom & Ewell Borough Council's website.

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## **RECYCLING AND REFUSE POLICIES**

<u>Report of the:</u>	Transport & Waste Services Manager
<u>Contact:</u>	Jon Sharpe
<u>Urgent Decision?(yes/no)</u>	No
<u>If yes, reason urgent decision required:</u>	N/A
<u>Annexes/Appendices (attached):</u>	None
<u>Other available papers (not attached):</u>	Report to the Environment Committee dated 7 June 2016

### **REPORT SUMMARY**

The Council will be launching its new, weekly recycling and refuse collections, known as 'Simply Weekly Recycling' in Spring 2017. This report proposes the introduction of policies coincident with the launch of the new collections, designed to maximise recycling and minimising refuse.

### **RECOMMENDATION (S)**

- 1) That recycling bins contaminated with unsuitable waste should not be collected until the contamination has been removed by the resident.
- 2) That refuse bins containing large amounts of recyclable waste, or where significant recyclable waste is found on a regular basis, should not be collected on the scheduled collection day, but should instead be collected the following week.
- 3) That residents should be requested not to wrap recycling in black refuse sacks (or other opaque bags) prior to recycling.

*Notes*

### **1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy**

- 1.1 Recycling and refuse collections are a flagship service that the Council provides to every household.
- 1.2 Recycling supports the Council's key priorities of Sustainability and Managing Resources.

- 1.3 Recycling saves residents money. Refuse disposal is very expensive, so recycling more reduces refuse costs.

## 2 Background

- 2.1 'Simply Weekly Recycling' will be launched from spring 2017:



- 2.2 A key aspect of this change is the need to reduce or avoid costs wherever possible. The policies proposed in this report are designed to support that effort in two areas:

2.2.1 Reducing the amount of non-recyclable waste in **recycling bins**

2.2.2 Reducing the amount of recyclable waste in **refuse bins**

### 2.3 Recycling bins:

2.3.1 Mixed recycling bins – like our current black recycling bin – can tend to see some other waste thrown in as well. This is known as 'contamination'.

2.3.2 Contamination is costly. It must be separated from the general load (at a mechanical sorting plant) and a disposal route found and paid for. This increases the cost of sending the recycling for sorting. The Committee may have seen a BBC article on this subject in August.

2.3.3 Contaminated recycling is not currently a problem within Epsom & Ewell. Our current black bins bring in only a third of our recycling, and the contamination rate is low when compared with other Surrey councils.

2.3.4 But Simply Weekly Recycling brings greater levels of mixed recycling, with paper, cans, card, cartons and plastics all together in the large, green recycling bin. So contamination could become more significant and costly. We must take steps to police it and keep it as low as possible.

2.3.5 This message is already part of our overall communications effort for the new collections, in particular at our twenty-three recent Big Switch roadshows. "Put the right thing in".

**2.4 Refuse bins:**

2.4.1 The cost of refuse disposal is borne by Surrey County Council (SCC), and so affects Borough residents through the SCC element of Council Tax.

2.4.2 SCC has made great strides in recent years to reduce its reliance on landfill. Now, only around 6% of Surrey's total household waste goes to landfill, compared with over 90% a decade or so ago.

2.4.3 But the cost of refuse disposal remains high because the treatment technologies that have replaced landfill, such as energy-from-waste, are expensive.

2.4.4 To illustrate this:

- In 2002/3 92% of our waste was refuse. It was all sent to landfill, and cost around £300,000.
- By 2015/16 only 54% of our waste was refuse. It was sent to energy-from-waste and cost some £1.7 million. Energy-from-waste is certainly cheaper than current landfill costs, but not by much (about £30,000).
- So it can be seen that refuse disposal has become very expensive indeed.

2.4.5 From time to time the contents of refuse bins across Surrey are analysed to show what recyclable waste is being thrown away in them. Officers are currently awaiting the completion of the latest analysis, which takes place every three years or so. The last such analysis in 2013 showed the following recyclable wastes in Epsom & Ewell refuse bins:

- Over 3,000 tonnes a year of recyclable food waste
- Around 600 tonnes a year of recyclable paper
- Over 250 tonnes a year of recyclable clothing, textiles, shoes and accessories
- Around 100 tonnes a year of recyclable glass bottles and jars, and around 80 tonnes of recyclable tins and cans

2.4.6 These tonnages represent a 'double-whammy' to residents. The opportunity for recycling income is lost, and refuse disposal costs have to be paid instead. Combined, that amounts to some £570,000 a year at current prices for the above materials.

2.4.7 Clearly, it is in residents' financial interest to recycle more, and to avoid throwing valuable, recyclable waste into their refuse bins. Again, this forms part of our communications programme for the new collections, but it is also sensible to have policies to control this where it continues.

2.5 As a result of these considerations, and the clear imperative to control waste management costs on behalf of residents, the following policies are proposed for adoption coincident with the launch of Simply Weekly Recycling from spring 2017.

### 3 Proposals

3.1 **Proposal 1:** That recycling bins contaminated with unsuitable waste should not be collected until it has been removed by the resident:

3.1.1 For example, it is financially vital that glass bottles and jars should be recycled separately, in the green box, and not in the mixed recycling bin. This is because glass in the mixed recycling bin would smash and contaminate the other materials around it.

3.1.2 It is also important that non-recyclable waste (or food waste, which cannot be mechanically separated after collection) does not enter the mixed recycling bin. These will simply increase sorting costs, and again reduce the value of our recycling.

3.1.3 The Council provides appropriate containers for household recycling and refuse. Simply Weekly Recycling will make them even simpler than ever to use. Therefore, residents should have little difficulty in ascertaining the correct container for each waste type.

3.2 **Proposal 2:** That refuse bins containing large amounts of recyclable waste, or where significant recyclable waste is found on a regular basis, should not be collected on the scheduled collection day, but should instead be collected the following week:

3.2.1 This creates a tool to address those who consistently or significantly fail to recycle without good reason, who will now find that they are forced to revert to a fortnightly collection. As we have seen, disposing of recycling in refuse bins is very costly. Therefore, this proposal supports the efforts of the majority, who recycle diligently.

3.2.2 A label would be left on the bin, explaining why it has not been collected and that collection will instead take place the following week. In the meantime, officers will attempt to engage with the resident, to discuss the issue. They will seek to understand and overcome barriers to recycling.



- 3.2.3 For those who choose not to recycle without good reason, this effectively means a return to fortnightly collections, with just one refuse bin allowed. Therefore the policy may well be self-policing in most cases.
- 3.2.4 But we must respect that for some people recycling can be genuinely difficult, perhaps through disablement. Where such genuine difficulties are encountered, the policy must be relaxed and the resident restored to weekly collections.
- 3.2.5 In any event, officers propose that this policy should be used only for heavy or regular contamination events. It should be used only when we are forced to do so by deliberate significant, or consistent, contamination. The policy must not be used as a blunt instrument that might appear to punish mistakes, or inconvenience those for whom recycling is genuinely difficult.
- 3.2.6 Residents must clearly understand how this policy supports their efforts; that it will be enforced pragmatically, and that it will be invoked only when we are forced to do so. Diligent recyclers must know how this supports them, and those with genuine difficulties must know that their needs will be understood. But those who deliberately contaminate must know that we now have a policy to use if we are forced to do so.
- 3.2.7 Therefore, the policy's introduction must be accompanied by a clear communications campaign. This should be part of our ongoing communications such as Christmas bin hookies and service leaflets etc., as well as through usual means such as press/Borough Insight.
- 3.3 **Proposal 3:** That residents should be requested not to wrap recycling in black refuse sacks (or other opaque bags) prior to recycling:
  - 3.3.1 This policy already operates in Reigate & Banstead. It allows operatives to more easily check for contamination. Contamination could be expensive to residents, so we must guard against it where possible, and encourage residents to help us.
- 3.4 These proposals support existing policies designed to control and reduce the amount of refuse collected, such as the non-collection of refuse side waste and restrictions on additional refuse capacity.
- 3.5 Officer time may be needed initially to explain the reasons behind these policies, and conduct home visits where appropriate. But the financial benefits to residents are clear. Refuse disposal is very expensive, and will continue to cost more if we do not recycle more. Contamination – of either refuse or recycling bins – inhibits recycling and adds cost.

- 3.6 Residents regularly tell us that they want to recycle more. It seems likely that the majority will indeed do so through Simply Weekly Recycling. For the minority who differ, these policies offer a way to enforce, and to turn negative behaviours into positives.
- 3.7 Clearly, there may be times when officers may need to exercise judgement such as where a resident may be ill, disabled or have communication difficulties. As above, it is acknowledged that officer time may be needed, and individual decisions can be made where it is appropriate.

#### **4 Financial and Manpower Implications**

- 4.1 Recycling contamination is not currently a significant matter within Epsom & Ewell. But the greater level of mixed recyclables in Simply Weekly Recycling means that recycling contamination has the potential to grow. Therefore, it should be monitored and controlled in order to avoid cost increases.
- 4.2 However, refuse contamination is significant. As seen in section 2.4.4 above, recyclable materials in our refuse bins could represent a cost of some £570,000 (the combination of lost recycling income for the Council and extra refuse disposal costs for SCC).
- 4.3 While it is highly unlikely that 100% of those lost materials could be 'rescued' for recycling, it is clear that there remains significant potential for financial benefit.

**Chief Finance Officer's comments:** None for the purposes of this report

#### **5 Legal Implications (including implications for matters relating to equality)**

- 5.1 The Environmental Protection Act 1990 Section 46(4)(d) allows councils to direct residents as to what types of waste should be placed in which container.

#### **6 Sustainability Policy and Community Safety Implications**

- 6.1 Recycling supports the Council's Sustainability Policy. The proposed new service structure is forecast to lift the Council's recycling rate from its current level of 46% to 53% or higher. It is clearly in the interests of the Council, SCC and residents that levels of recycling should be maximised, and refuse minimised wherever possible.

#### **7 Partnerships**

- 7.1 The Council works within the Surrey Waste Partnership to consider best practice in areas such as policy, communications and operations. The Partnership's overarching strategy promotes actions to maximise recycling and minimise refuse. Control of contamination of recycling bins and the minimisation of refuse are key parts of that strategy.

## **8 Risk Assessment**

- 8.1 Residents have always strongly supported recycling initiatives. While we have reached the limits of performance that might be expected from our current service type, the change to Simply Weekly Recycling should see the Borough to break through the 'glass ceiling' beyond 50% recycling. But to achieve best value from Simply Weekly Recycling, and provide residents with sustainability in the future, we need to maximise recycling and minimise refuse.
- 8.2 As we have seen from analyses of our collected refuse, a small number of residents do not recycle, and some recycle only partially. Clearly, those residents to whom we may need to apply these policies may disagree with us doing so. However, officers would welcome the opportunity to have the conversation with those residents, for the benefit of the Borough as a whole. Without these policies, such conversations have no teeth.
- 8.3 As stated above, there may be individual cases where it is inappropriate to apply these policies due to illness, disability or other issues, as determined on a case-by-case basis. Officers wish to continue to be able to offer a considerate response in such cases, and only invoke these policies when forced to do so

## **9 Conclusion and Recommendations**

- 9.1 The proposals within this report are recommended as being in the overall interests of the Council, SCC and residents. They are designed to support and complement the efforts of the majority of residents who work hard to make our recycling services a success. They retain the flexibility to recognise special needs and limitations, however.

**WARD(S) AFFECTED: All**

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**OUTSTANDING REFERENCES – OCTOBER 2016**

<u>Report of the:</u>	Head of Legal and Democratic Services
<u>Contact:</u>	Fiona Cotter
<u>Urgent Decision?(yes/no)</u>	No
<u>If yes, reason urgent decision required:</u>	N/A
<u>Annexes/Appendices (attached):</u>	Outstanding references as at 25 October 2016
<u>Other available papers (not attached):</u>	None stated

**REPORT SUMMARY**

**This report lists references to officers outstanding as at 25 October 2016.**

**RECOMMENDATION**

**That the references to officers detailed in the attached Annexe 1 be noted.**

*Notes*

**WARD(S) AFFECTED: All**

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The following references to officers are outstanding as at 25 October 2016:-

<b>Date of Reference/ Item</b>	<b>Title and Nature of Report Required</b>	<b>Officers</b>	<b>Report Due</b>	<b>Position as at last meeting</b>	<b>Latest Position</b>
<b>16/10/14</b> Min 17	Hook Road Car Park – Review of Opening Hours	Head of Customer Services and Business Support	Report to October 2016 Meeting	It had been proposed to review opening hours once the works to the roof section had been completed. The works to the roof section are now complete and the section is open. It has been agreed to monitor usage and review the position in six months.	No change
<b>16/10/14</b> Min 13 <b>16/06/15</b> Min 6 <b>27/10/15</b> Min 15 <b>07/06/16</b> Min 4	Future Structure of Refuse and Recycling Collections	Transport and Waste Services Manager	Report pending	Detailed launch and communications plans, timings and funding requirement presented to the Committee.	See report elsewhere on this Agenda regarding associated policies

Annual reports

The Committee will receive the following reports annually:

<b>Date of Reference/item</b>	<b>Title and nature of annual report</b>	<b>Responsible Officer</b>	<b>Next report to be received</b>
<b>16/10/13</b> Min 14	Budget Targets	Director of Finance and Resources	See report elsewhere on this Agenda
<b>16/10/13</b> Min 15	Parking Fees & Charges – initial views on next year’s tariffs	Head of Customer Services and Business Support	See report elsewhere on this Agenda
<b>12/03/14</b> Min 41	Biodiversity Action Plan – Annual Progress Report	Countryside Manager	April 2017
<b>05/06/12</b> Min 6	Building Control Fees & Charges – Annual Report.	Building Control Manager	June 2017



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