

# Public Document Pack

Simon Young, Solicitor  
Head of Legal and Democratic Services



## ENVIRONMENT COMMITTEE

Tuesday 31 January 2017 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', written over a faint, larger version of the same signature.

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 25 October 2016 and to authorise the Chairman to sign them.

**4. SURREY LOCAL FLOOD RISK MANAGEMENT STRATEGY** (Pages 11 - 28)

This report sets out an update of that strategy and seeks approval to enable Surrey County Council (SCC) to fulfil its statutory duty, as lead local flood authority which includes the need to produce a local flood risk management strategy.

**5. CORPORATE PLAN: PERFORMANCE REPORT TWO 2016 TO 2017** (Pages 29 - 44)

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

**6. CAR PARKING REVIEW 2016** (Pages 45 - 114)

This report sets out the findings of the Car Parking Working Group which was established to undertake a Parking Review as part of the programme of planned service reviews reported to the Financial Policy Panel in July 2015.

**7. TRAFFIC ORDER 2017 REPRESENTATIONS** (Pages 115 - 124)

This report asks the Committee to consider any representations received in relation to fees and charges for the car parking charges in Epsom & Ewell and to decide to either to continue, modify, or overturn the relevant Order.

**8. FEES AND CHARGES 2017/18** (Pages 125 - 140)

This report recommends fees and charges for which this Committee is responsible, with the new charges being effective from 1 April 2017

**9. CAPITAL PROGRAMME 2017/18** (Pages 141 - 178)

This report proposes the 2017/18 capital programme and a provisional programme for 2018-20.

**10. REVENUE BUDGET 2017/18** (Pages 179 - 186)

This report sets out estimates for income and expenditure on services in 2017/18.

**11. PUBLIC SPACE PROTECTION ORDERS** (Pages 187 - 196)

This report seeks authority to the making of Public Spaces Protection Orders in place of the former Designated Public Place Orders.

**12. A JOINED UP APPROACH TO ENFORCEMENT** (Pages 197 - 204)

This report considers a proposal for a more co-ordinated approach to enforcement across the Council.

**13. CAR PARKING WORKING GROUP** (Pages 205 - 208)

This report proposes arrangements for substitution of members on the Parking Working Group.

**14. OUTSTANDING REFERENCES** (Pages 209 - 212)

This report lists outstanding references to Officers as at 31 January 2017.

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**Minutes of the Meeting of the ENVIRONMENT COMMITTEE held on 25 October  
2016**

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**PRESENT -**

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

Absent: Councillor Steve Bridger and Councillor Rob Geleit

Officers present: Joy Stevens (Head of Customer Services and Business Support),  
Brian Thompson (Interim Head of Financial Services), Simon Young (Head of Legal and  
Democratic Services), Jon Sharpe (Trade & Waste Services Manager), Kelvin Shooter  
(Community Safety & Projects Officer), Samantha Whitehead (Streetcare Manager),  
Teresa Wingfield (Senior Accountant) and Fiona Cotter (Democratic Services Manager)

**14 QUESTION TIME**

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

**15 DECLARATIONS OF INTEREST**

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

**16 MINUTES OF PREVIOUS MEETING**

The Minutes of the Meeting of the Environment Committee held on 7 June 2016  
were agreed as a true record and signed by the Chairman.

**17 BUDGET TARGETS FOR 2017/18**

The Committee received and considered a report which informed members of  
the Council's revenue budget targets approved by the Strategy and Resources  
Committee. The report sought support for changes to services and any further  
guidance on the preparation of the Committee's service estimates for 217/18 and  
for the next two financial years.

The report highlighted that the Committee had agreed savings of £127,000 for  
2017/18. Additional savings from income generation and efficiencies of £48,430  
had been further identified by Officers. This resulted in total savings of £175,430  
by this Committee. However, despite these and savings being made in other  
areas, there was still a Council wide shortfall of £220,000 in 2017/18.

On a point of clarification on paragraph 2.1 of the report regarding the Council's overall budget targets, it was noted that the intention was that the Capital Member Group sought to limit schemes included within the capital expenditure programme so that they were able to retain the agreed minimum level of capital reserves, and not that it was intended to limit schemes that enabled retention of the minimum level of reserves.

Accordingly, the Committee:

- (1) Noted the implications of the budget targets approved by the Strategy and Resources Committee;
- (2) Supported the changes to services and savings set out below and that these should be included within the budget presented to this Committee in January 2017 namely:
  - Not to cease additional cuts to highway verges (- £150K)
  - To cease sweeping up verge grass cuttings (brought forward from 2018/19) (£52K)
  - To restructure the Highways Horticultural team (£41K)
  - To handback Highways Tree Maintenance to Surrey County Council (£31K)
- (3) Noted the future savings option previously agreed as set out below for further work and inclusion in the Medium Term Financial Strategy: namely to charge for an Enabling Officer (£3K)
- (4) Noted how it was proposed to work towards generating additional savings to address the Council-wide funding gap of £220,000 as follows through:
  - Continued service reviews – in addition to venues the Car Park Working Group would be considering ways to increase income and reduce costs;
  - Efficiency savings – Officers would be continuing to review service delivery to identify any further efficiencies, income streams and economies of scale;
  - Income generation – the Capital Bid process would include schemes that had the potential to generate further income streams for the Council
- (5) Endorsed the work streams as set out below:
  - Charging at Auriol, Kingston Road, Court Recreation Ground, Richards Fields, Ewell Court House and Harrier Centre Car Parks;
  - Parking Enforcement

- CCTV provision
- Car Parking Service Review

#### 18 EPSOM & EWELL COMMUNITY SAFETY PARTNERSHIP

The Committee received and considered a report which sought agreement to the amalgamation of the current Epsom and Ewell and East Surrey areas into a single Community Safety Partnership (CSP).

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

The opportunity to amalgamate with neighbouring CSPs that formed the East Surrey CSP did not impose any additional liabilities on this authority but added value in its ability to tackle strategic issues that had an area and/or county focus.

On that basis, the Committee:

- (1) Agreed in principle to the combination of the Epsom and Ewell and East Surrey areas to form a single East Surrey Community Safety Partnership;
- (2) Authorised the Chief Executive 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.

#### 19 CORPORATE PLAN: PERFORMANCE REPORT ONE 2016 TO 2017

The Committee received and considered a report which provided an update on performance against the Committee's Key Performance Targets for 2016/17 under the Council's Corporate Plan.

The Committee noted that the target to remove each abandoned vehicle on Borough Council land within five working days from being reported was classified as "Off Track/Not Achieved".

The Committee:

- (1) Considered the performance reported in Annexe 1 to the report and identified an area of concern regarding the target in relation to the timescale for the removal of abandoned vehicles, noting that this would be addressed in the next reporting cycle;
- (2) Noted the results of the Streetcare Quality Survey reported in Annexe 2

- (3) Considered the actions that had been proposed or taken where performance was currently a concern as set out in the table at paragraph 3.1 in the report.

## 20 REFUSE AND RECYCLING POLICIES

*Note: the order of the items was altered, item 8 (Recycling and Refuse Policies) being taken before item 7 (Parking Fees and Charges 2017/18)*

The Committee received and considered a report which proposed policies relevant to the launch of the new weekly recycling and refuse collections in the spring of 2017.

A key driver of the changes in the service was the need to reduce or avoid cost wherever possible by increasing the amount of rubbish that could be recycled. However, with the introduction of greater levels of mixed recycling the risk of contamination was more significant. The proposals in the report were designed to support and complement the efforts of the majority of residents in avoiding contamination of recycling. Concern was expressed over a hard line use of these policies and how these might be invoked in the case of communal bin areas and houses in multiple occupation. However, the Committee was assured that if agreed, a common sense would be taken to their implementation and Officers would be sensitive to individual cases where it was inappropriate to invoke them.

Accordingly, the Committee agreed that:

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

## 21 PARKING FEES AND CHARGES 2017/18

A report was presented to the Committee which sort agreement to off street parking fees and charges for 2017/18 and the introduction of proposals recommended by the Parking Working Group during the forthcoming year.

The report highlighted that the strategy of the Parking Working Group had been to propose fees and promote Hook Road as a long term stay car park, Upper High Street and Depot Road as long to medium term stay car parks, the Ashley Centre as a medium to short term stay car park and the Town Hall and Hope Lodge car parks as short term stay. The Parking Working Group had recommended changes to 24 of the 103 car park tariffs currently charged which



meant that an increase to 23% of the car park tariffs was being proposed for 2017/18.

It was stressed that the Council was not relying solely on increasing parking revenue to plug the gap in its revenue budget and some of the revenue generated from car parks was channelled back into maintaining and improving them. Fees and charges across all services were being increased and the Council was looking at a number of other measures to address the overall funding shortfall. In fact, the proposed charges would generate additional income of £95,350 (net of VAT) which was a shortfall of £13,950. It was further highlighted that the forthcoming highways improvements to South Street could adversely affect car parking income, particularly in the Ashley Centre. It was not accepted that the small decline in visitor numbers to the Ashley Centre in particular were solely and directly attributable to increases in parking charges.

Having noted that fees and charges should also include a reference to parking dispensation permits, the price of which would remain unchanged in the 21071/8 financial year, the Committee:

- (1) Noted the Epsom Retailer Consultation analysis and that as a result of the consultation, the Parking Working had recommended that:
  - a) The 1 hour minimum stay rate for the Ashley Centre Car Park be reinstated;
  - b) Officers contact the retailers who were interested in permit parking within Hook Road car park;
  - c) Officers should discuss the possibility of validator or discounted parking options with the retailers who indicated that they might be interested in subsidising parking at one of the Council car parks for visitors to their retail premises at no cost to the Council;
  - d) 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;
- (2) Agreed in principle the changes to car park fees identified in Annexe 1;
- (3) Agreed in principle the changes to business and residential permit fees in Annexe 2
- (4) Agreed in principle the changes to parker card fees and lost tokens in Annexe 3
- (5) Agreed in principle the changes to car park fees identified in Annexe 4 including:
  - a) the introduction of a 40p overnight rate in Ewell High Street, Dorset house and Bourne Hall car parks;

- b) the introduction of a 30p 30-minute tariff in Ewell High Street and Dorset House;
  - 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;
- (6) Subject to planning permission being granted for Ewell Grove School:
- a) Approved 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 and Business Support;
  - b) Authorised the Head of Customer Service and Business Support to continue discussions with Surrey County Council and 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 considered appropriate up to a maximum of 12 permits;
- (7) Authorised the Head of Customer Services and 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.

## 22 OUTSTANDING REFERENCES

References outstanding to Officers as at 25 October 2016 were noted.

## 23 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(s) 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.

## 24 MINUTES OF PREVIOUS MEETING - PROPOSAL TO SITE A BREAST SCREENING UNIT IN HOPE LODGE CAR PARK AND EPSOM HOSPITAL PARK AND RIDE SCHEME

The Minutes of the Meeting of the Environment Committee held on 7 June 2016 considered exempt from publication were agreed as a true record and signed by the Chairman.

*The meeting began at 7.30 pm and ended at 9.20 pm*

COUNCILLOR JOHN BECKETT (CHAIRMAN)

## **SURREY LOCAL FLOOD RISK MANAGEMENT STRATEGY**

<u>Report of the:</u>	Head of Place Development
<u>Contact:</u>	Mark Berry
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	Annexe 1 - Draft Surrey Local Flood Risk Management Strategy
<u>Other available papers</u> (not attached):	Report to Strategy and Resources Committee dated 12 November 2013

### **REPORT SUMMARY**

**The Surrey Flood Risk Management Strategy 2013 to 2016 was adopted by Surrey County Council four years ago, in consultation with Districts and Boroughs.**

**This report sets out an update of that strategy and seeks approval to enable Surrey County Council (SCC) to fulfil its statutory duty, as lead local flood authority which includes the need to produce a local flood risk management strategy.**

**This updated strategy sets out how the responsible flood management authorities in Surrey are seeking to manage the impact of flooding, from rivers, ground and surface water. In recognition of the long term nature of measure to address flood risk the strategy is proposed for a fifteen year period during which rolling action plans will be developed to address the long terms needs of the area.**

**When approved by Boroughs and Districts, for the purpose of public consultation by SCC, the County Council will undertake public consultation prior to the formal adoption by it of the strategy.**

**Borough officers have been engaged in the preparation of the strategy both at technical and policy levels. The strategy creates a positive framework within which to manage and address flood risk across the county and is consistent with the policy objectives of the borough council.**

**There are no direct financial implications arising from the adoption of the strategy. Operational implications can be met within existing resources. Individual projects and actions pursued in furtherance of the strategy may give rise to financial implications; each of these will require environment committee approval and be considered upon their respective merit.**

**The Environment Committee is recommended to approve the draft strategy.**

<b><u>RECOMMENDATION (S)</u></b>	<i>Notes</i>
<p>(1) <b>the Draft Local Flood Risk Management Strategy 2017-2032 be approved; and</b></p> <p>(2) <b>the Head of Place Development be authorised to approve, in consultation with the Chair of the Environment Committee, minor modifications to the draft strategy in light of amendments required to be made by Surrey County Council arising from its public consultation.</b></p>	

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

- 1.1 Flood Risk Management at Epsom and Ewell sits under the Local Plan at a strategic planning level and under the Emergency Plan regime as an operational response.
- 1.2 Epsom and Ewell Borough Council has a role as a Flood Risk Management Authority (RMA) and works in partnership with Surrey County Council and other (RMAs) in discharging its responsibilities.
- 1.3 Flooding issues are not as prominent in Epsom and Ewell as in other Surrey districts where major flood events have occurred. Nonetheless, the proposed strategy will help to define the way in which such issues are addressed and assist in the preparation of bids for funding for flood alleviation works to protect areas such as Ewell Village.

## **2 Background**

- 2.1 The current strategy is overseen by the Surrey Flood Risk Partnership Board (Board) where all Flood Risk Management Authorities (including Epsom and Ewell Borough Council) are able to be represented at senior officer level. The Head of Place Development is our representative. The Board is supported by a Working Group at which technical officers from partners engage in detailed discussions on projects, issues and flood events.
- 2.2 This report contains an update of the strategy and seeks the approval of the Environment Committee to enable Surrey County Council (SCC) to fulfil its Statutory Duty, as Lead Local Flood Authority, to produce a local flood risk management strategy. The update attached at Appendix 1 has been agreed by the Board.

### 3 Proposals

- 3.1 The updated strategy sets out how the responsible authorities in Surrey are seeking to manage the impact of flooding, from rivers, ground and surface water. In recognition of the long term nature of measure to address flood risk the strategy is proposed for a fifteen year period during which rolling action plans will be developed to address the long terms needs of the area.
- 3.2 The Strategy consists of four main elements:
- Vision: this is the main goal that will be achieved over the lifetime of the Strategy
  - Purpose: this summarises who will be involved in achieving the Vision and how it will be done
  - Principles: these provide context for the Vision, and are important concepts that are considered as part of all of the objectives
  - Objectives: these are the specific activities will be undertaken to achieve the Vision
- 3.3 The significant change in approach is set out in the principles underlying the updated draft strategy. Under this draft strategy a long term vision is being pursued with a catchment based approach where all elements that relate to the risk of flooding in a river catchment are considered, assessed and flood risk managed. This is considered to be beneficial to the long term interests of residents, businesses and wildlife throughout Surrey.
- 3.4 Under each objective there is a description of the action plan activities that will be pursued to achieve the stated objective. These action plans will be regularly updated and worked on through the Working Group, and responsible authorities, and be overseen and performance managed by the Board. This approach is considered to be most effective in enabling responsible authorities to respond more effectively to changing circumstances.
- 3.5 The strategy creates a positive framework within which to manage and address flood risk across the County and is consistent with the policy objectives of the Borough Council.
- 3.6 When approved by Boroughs and Districts, for the purpose of public consultation by SCC, the County Council will undertake public consultation prior to the formal adoption by it of the strategy. Accordingly authority is sought for the Head of Place Development, in consultation with the Chair of the Environment Committee, to approve minor modifications to the draft strategy in light of amendments required to be made by Surrey County Council in light of its public consultation.

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

- 4.1 There are no direct financial implications arising from the adoption of the strategy. Operational implications can be met within existing resources. However individual projects and actions pursued in furtherance of the strategy will give rise to financial implications: each of these will require specific committee approval and be considered upon their respective merit.
- 4.2 **Chief Finance Officer's comments:** *I agree that there are no direct financial implications from this report and that it does not commit the Council to specific initiatives. Any proposals that may be proposed in the future would have to be brought forward on an individual basis for consideration together with any proposed funding.*

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

- 5.1 There are no equality issues raised by this report.
- 5.2 This document enables Surrey County Council (as Lead Local Flood Authority) to fulfil its Statutory Duty to produce a Local Flood Risk Management Strategy for Surrey.
- 5.3 The Borough Council has obligations as a Flood Risk Management Authority under the Flood and Water Management Act 2010 and this Strategy will assist it in the fulfilment of those duties which include:
- A duty to exercise their flood risk management functions in a manner consistent with local and national strategies, and to have regard to those strategies in their other functions
  - A duty, in certain circumstances, to comply with the Lead Local Flood Authority's requests and recommendations.
- 5.4 **Monitoring Officer's comments:** *The Council's obligations are summarised in this report. Further consideration will be required to the various detailed legal provisions if/when action is required under the strategy.*

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

- 6.1 The draft strategy will contribute positively, in policy terms, towards all aspects of local sustainability. Individual projects, in furtherance of the strategy, will need to be risk assessed to address any specific issues that may arise during implementation or subsequent operation.

## **7 Partnerships**

7.1 Epsom and Ewell Borough Council has a role as a Flood Risk Management Authority (RMA) and works in partnership with Surrey County Council and other (RMAs). The duties of flood risk management cannot be undertaken in isolation and the Borough will need to work with its neighbouring authorities, the County Council and the Environment Agency as well as other relevant bodies.

## **8 Risk Assessment**

8.1 The draft strategy will contribute positively, in policy terms, to managing the risk of flooding. Individual projects, in furtherance of the strategy, will need to be risk assessed to address any specific issues that may arise during implementation or subsequent operation.

8.2 Failure by responsible authorities and riparian owners to discharge their maintenance responsibilities, as outlined in the strategy, will undermine the effectiveness of the strategy.

## **9 Conclusion and Recommendations**

9.1 The Environment Committee is recommended to approve the draft strategy.

**WARD(S) AFFECTED: All**

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# LOCAL FLOOD RISK MANAGEMENT STRATEGY 2017-2032

**Surrey County Council** as  
**Lead Local Flood Authority**

in partnership with

**The Surrey Flood Risk  
Partnership Board**

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**Chapter**

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*To be completed*

DRAFT

# Summary

This Strategy has been produced to inform individuals, communities and businesses of the steps Surrey County Council (SCC) and its partners are taking to manage the impact of flooding in Surrey. Flooding from rivers, ground and surface water is a high risk in parts of the County. Flooding incidents can have a great human and financial cost and the County Council and its partners recognise this and are committed to doing what they can to reduce these impacts. However, it is important to understand that flooding is a natural occurrence. While the County Council and its partners will work hard to reduce the risk of flooding and its impact, flooding cannot be prevented entirely.

The best way to tackle this issue is to support residents and businesses to be prepared and resilient and to support flood defence work where it is appropriate. As we saw in Surrey in 2013/14, it is an incredibly stressful and upsetting experience to suffer the consequences of flooding. But through careful preparation, education and working in partnership, the impacts of flooding can be managed as efficiently as possible.

SCC and its partners aim to do this by investing in appropriate flood alleviation schemes, influencing policy where possible and supporting residents in a variety of ways. This will be challenging as Local Authorities have limited financial resources and multiple competing priorities. However, we are confident that this Strategy sets a strong foundation for the County Council and its partners to effectively manage and respond to the impacts of flooding.



**Jason Russell**  
Assistant Director  
Highways and  
Transport Service,  
Surrey County  
Council



**John Furey**  
Cabinet Member for  
Highways, Transport  
and Flooding, Surrey  
County Council



**Trevor Pugh**  
Strategic Director of  
Environment and  
Infrastructure,  
Surrey County  
Council

# Introduction

## Context

Surrey is a County at high risk of flooding. It has experienced several major flood incidents in the last ten years, with much of this occurring in the floodplain of the lower River Thames and its tributaries. There are also many localised areas prone to surface water flooding or the emergence of groundwater.

[The Flood and Water Management Act \(2010\)](#) (FWMA) places a number of responsibilities on Surrey County Council (SCC) in relation to flood risk. It designates SCC as Lead Local Flood Authority (LLFA) and outlines a number of roles that the Council must undertake. One of these is the duty to develop, maintain, apply and monitor a strategy for local flood risk management in its area. This document is that Strategy.

## Roles and Responsibilities

It is not SCC alone that is responsible for the management of flood risk - it is important to note that multiple organisations and individuals also have roles to play in the alleviation of flooding. The Environment Agency (EA) has strategic oversight for national flood risk management and is responsible for managing the risk of flooding from main rivers and the sea. SCC, in its capacity as LLFA, has responsibility for managing the risk of flooding from ordinary watercourses, surface water and ground water. Borough and District Councils also have powers to manage ordinary watercourses, while water companies are responsible for managing their water and sewage systems. With varying, equally important responsibilities all parties must therefore work together to effectively manage flood risk.

In Surrey these Risk Management Authorities (RMAs) have formed a partnership board to coordinate flood risk management activities. This board is known as the [Surrey Flood Risk Partnership Board \(SFRPB\)](#). The Board oversees cross-Authority flood work in the County and it has set the priorities outlined in this Strategy. Therefore, this document is owned by the SFRPB and is written from its perspective, with all of its members committed to achieving the agreed objectives. To this end, use of the term 'we' in the Strategy refers to all RMAs working in partnership.

Private landowners have responsibilities too – people who have a watercourse running through or adjacent to their land have [riparian duties](#) to maintain it. Residents should also take steps to protect their property from the risk of flooding, be this just knowing what to do in a flood event or installing property level protection, for example.

With this in mind, SCC [consulted](#)\* on this Strategy to seek the views of everyone involved in the alleviation of flooding. This document seeks to closely align with the priorities of partners and residents through consultation and incorporating the responses submitted wherever possible.

\* SCC will undertake public consultation following approval of this draft by Boroughs and Districts.

## Supporting Joint Priorities

The Surrey Local Flood Risk Management Strategy (LFRMS) supports the wider ambitions of SCC. Its objectives play their part in delivering the Council's strategic goals of wellbeing, economic prosperity and resident experience. It also supports the [Highways and Transport Service's Strategic Business Plan](#) and [Asset Management Strategy](#).

Most importantly, the needs of residents must be recognised. The effective management of flood risk involves a two-way interaction between the authorities that manage flooding and the people that may suffer from its consequences. Working together and sharing information with one another is essential if the joint goal of reducing the impacts of flooding across the County is to be achieved.

## Why a Refreshed Flood Risk Management Strategy?

A LFRMS for Surrey was first published in December 2014. Since that time the landscape of local flood risk management has changed. These changes include:

- Amendments to legislation that have placed more responsibilities on [Risk Management Authorities](#) (RMAs).
- Significant national and local flood events have required Local Authorities to learn lessons and adapt their approach to managing flood risk.
- Increasing demand for new development has heightened the need to ensure that local drainage solutions are sustainable and do not increase the risk of flooding.

These factors have driven the need for the LFRMS to reflect a changing environment of flood risk management. This document is a refreshed version of the original Strategy and will set the direction of how SCC, in partnership with the SFRPB, will manage flood risk for the next 15 years.

DRAFT

# The Local Flood Risk Management Strategy for Surrey

## 1. Structure and content

Section 9 of the FWMA (2010) specifies what a LFRMS Strategy must contain. This includes objectives as to how flood risk will be managed, when they will be achieved, and which authorities will help to achieve them. All requirements of the Act have been embedded within this Strategy.

The Strategy consists of four main elements:

- **Vision:** this is the main goal that will be achieved over the lifetime of the Strategy
- **Purpose:** this summarises who will be involved in achieving the Vision and how it will be done
- **Principles:** these provide context for the Vision, and are important concepts that are considered as part of all of the objectives
- **Objectives:** these are the specific activities will be undertaken to achieve the Vision

## 2. Vision

The Vision is the main goal that will be achieved as a result of the Strategy. This is the point upon which all of the objectives and principles of the Strategy are based. The Vision for Surrey is as follows:

***To reduce the impact of flooding in Surrey on a long-term, sustainable basis through a co-ordinated approach with partners.***

## 3. Purpose

The Purpose sets out why a Strategy has been written and who will play a part in achieving the Vision. The Purpose is as follows:

***For all partners with flood risk management duties to work together through the Surrey Flood Risk Partnership Board to mitigate the effects of flooding.***

## 4. Principles

The Strategy has seven principles which support the Vision. These set the context within which the Strategy has been developed and provide the foundation for delivering the objectives. They can be regarded as the core values of the Strategy, while the objectives specify what is going to be achieved.

- **A long-term vision:** we will reduce the impact of flooding in Surrey and future-proof project outcomes on a sustainable, long-term basis.
- **A catchment-based approach:** we will use a holistic catchment-based approach to assess and manage the integrated flood risk within Surrey and upstream/downstream river catchments.

- **Partnership working:** we will work in co-operation with other risk management authorities to mitigate the risk of flooding for everyone in the County while achieving cross-cutting corporate goals.
- **Community resilience:** we will equip residents to be more prepared, aware and resilient to flooding.
- **Enhancing growth and wellbeing:** we will ensure that efforts to reduce flood risk in Surrey will enhance and protect the social, environmental and economic wellbeing of Surrey.
- **Sustainable flood risk management through planning and development:** we will use the opportunities presented by new development and regeneration to make communities more resilient to flooding.
- **Capital investment:** we will invest in flood alleviation schemes that reduce the risk of flooding to people, property and the natural environment where a robust business case indicates that this will provide value for money and wider social, environmental and economic benefits.

## 5. Objectives of the Strategy

The objectives provide detail around what specific actions will be undertaken in order to achieve the Vision. They are informed by the principles of the Strategy and set out what is going to be done in order to reduce flood risk for the people of Surrey. These are tangible and are what success will be measured against.

Each of these objectives has a clear **action plan** detailing how they will be achieved, and each action has a timescale when it will be delivered. Further details regarding the objectives including why they are a priority, their benefits and the associated action plans, can be found in the appendices.

The term 'we' in these objectives refers to all partner RMAs. The Strategy's action plans detail which specific organisations are responsible for working towards the delivery of each objective.

### Objective 1: Information

Our understanding of local and strategic flood risk will be improved through clear data management and sharing between risk management authorities to ensure partnership delivery of works to high risk areas.

#### ***Action plan activities:***

- a. Developing flood risk assessments using data analysis and modelling in order to prioritise flood risk reduction activities and facilitate informed decision making across all RMAs
- b. Collecting, communicating and sharing data more openly across and within all RMAs and the public in such a way that all appropriately formatted data is openly accessible and understood by all, including its use within flood risk management in Surrey
- c. Improving the use and quality of data to maximise the value it provides across the different flood risk management responsibilities of all RMAs

## **Objective 2: Maintenance**

Risk Management Authorities will reduce flood risk by delivering an effective maintenance regime for their drainage assets and managing their estates across the County in a sustainable manner.

### ***Action plan activities:***

- a. Promoting best practice approaches and the delivery of statutory duties through a programme of briefings with partner RMAs
- b. Preparing best practice material for internal SCC officer and engineer use
- c. Improving and updating records of drainage assets
- d. Ensuring maintenance of assets such as SuDS and flood alleviation schemes is considered at design stage and documented and implemented through a maintenance plan to ensure the long-term effectiveness of these assets

## **Objective 3: Risk Management Authority Responsibility**

All partners will agree who the Risk Management Authorities in Surrey are, jointly define their responsibilities and establish clear lines of communication with them to support the delivery of partnership-based flood alleviation projects.

### ***Action plan activities:***

- a. Defining and clarifying the roles of RMAs with our partners
- b. Developing a communications plan for strategic and operational communications between partners
- c. Reviewing opportunities for future devolution of powers and budgets to RMAs

## **Objective 4: Landowner Responsibility**

Private owners will be made aware of their riparian responsibilities to maintain their drainage assets and watercourses. We will support, promote and enforce these responsibilities.

### ***Action plan activities:***

- a. Reviewing and improving enforcement and consenting principles, policies and processes
- b. Developing our knowledge of riparian assets in high risk areas on a reactive basis as part of our existing flood investigation processes
- c. Promoting standards and consenting & enforcement processes to the public, Members and RMAs and encouraging implementation of these on a community-wide basis



## Objective 5: Resilience

The residents of Surrey will be supported to improve community resilience. Local people will be empowered to reduce the risk of flooding on both an individual and community level on a long-term basis.

### ***Action plan activities:***

- a. Developing a governance structure for a new, cross-District/Borough 'Surrey Flood Action Group Forum'
- b. Assessing and prioritising flood action group locations and encouraging communities to establish such groups in areas of need
- c. Developing and improving RMA engagement methods with flood action groups, including training and public facing information/materials
- d. Promoting resilience planning as a core tool for community groups and supporting them with response and recovery following a flood event

## Objective 6: Planning

We will reduce the risk of flooding to and from new and existing development through local planning policy and processes.

### ***Action plan activities:***

- a. Assuming a robust statutory consultee role on surface water drainage while influencing policy and advising Local Planning Authorities
- b. Taking all viable opportunities to utilise existing and new development to reduce flood risk
- c. Educating planning officers, Members and developers on flood risk and drainage (in particular Sustainable Drainage Systems)

## Objective 7: Investment

We will reduce flood risk from local sources via a programme of capital works, which will be integrated with the activities of other Risk Management Authorities.

### *Action plan activities:*

- a. Establishing best practice between RMAs for integrating flood risk reduction into all appropriate capital schemes and aligning SCC's programme with those of other RMAs and Regional Flood and Coastal Committee programmes of work
- b. Establishing best practice between internal SCC teams for integrating flood risk reduction into capital schemes on the highway and other infrastructure, including Local Enterprise Partnership schemes
- c. Identifying new funding sources and innovative methods for securing funding for flood alleviation schemes and using these sources to explore opportunities to enhance economic growth and wellbeing
- d. Ensuring that maintenance is considered during the design stages of flood alleviation schemes and that all schemes have an agreed maintenance plan on completion to ensure the long-term effectiveness of the asset
- e. Encouraging the retrofitting of SuDS to all drainage assets where feasible

## Objective 8: Investigation

We will investigate significant flooding incidents in order to feed back recommendations to reduce flood risk.

### *Action plan activities:*

- a. Reviewing our [Section 19](#) investigation procedures to maximise the efficiency of the process and the value gained from it
- b. Using new data obtained from Section 19 investigations to inform the prioritisation process for capital works and maintenance

For further details around the context of each objective and the steps that will be taken to achieve them, please refer to the Strategy's appendices.



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

<u>Report of the:</u>	Chief Executive
<u>Contact:</u>	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 Two 2016 to 2017
<u>Other available papers</u> (not attached):	Corporate Plan 2016 to 2020

**REPORT SUMMARY**

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

**RECOMMENDATION (S)**

**That the Committee considers the performance reported in Annexe 1 and identifies any areas of concern.**




*Notes*

**1 Background**

- 1.1 The Council has a four-year Corporate Plan for the period 2016 to 2020.
- 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.

Performance status		
Key to reporting status		Number
	On track/achieved	7
	Slightly off track not a major concern or slippage	1
	Off track or unlikely to be achieved for projected year	0
<b>Total</b>		<b>8</b>

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

3.1 There are no Key Priority Performance Targets where performance is currently a concern for the purpose of this report.

3.2 The Committee is asked to note that the status of the target to “Remove each abandoned vehicle on Borough Council land within five working days from being reported” is now green. When previously reported to Committee in October it was reported as red. This was because reported progress related to all abandoned vehicles. However, to clarify, the agreed target relates only to vehicles abandoned on Borough Council land as set out in the graphical information provided: narrative regarding all vehicles removed in the Borough is also provided for information.

3.3 The results of the Streetcare Quality Survey are available to councillors if requested.

### 4 Financial and Manpower Implications

4.1 *Chief Finance Officer’s comments: None for the purposes of this report.*

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

5.1 *Monitoring Officer’s comments: None for the purposes of 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.

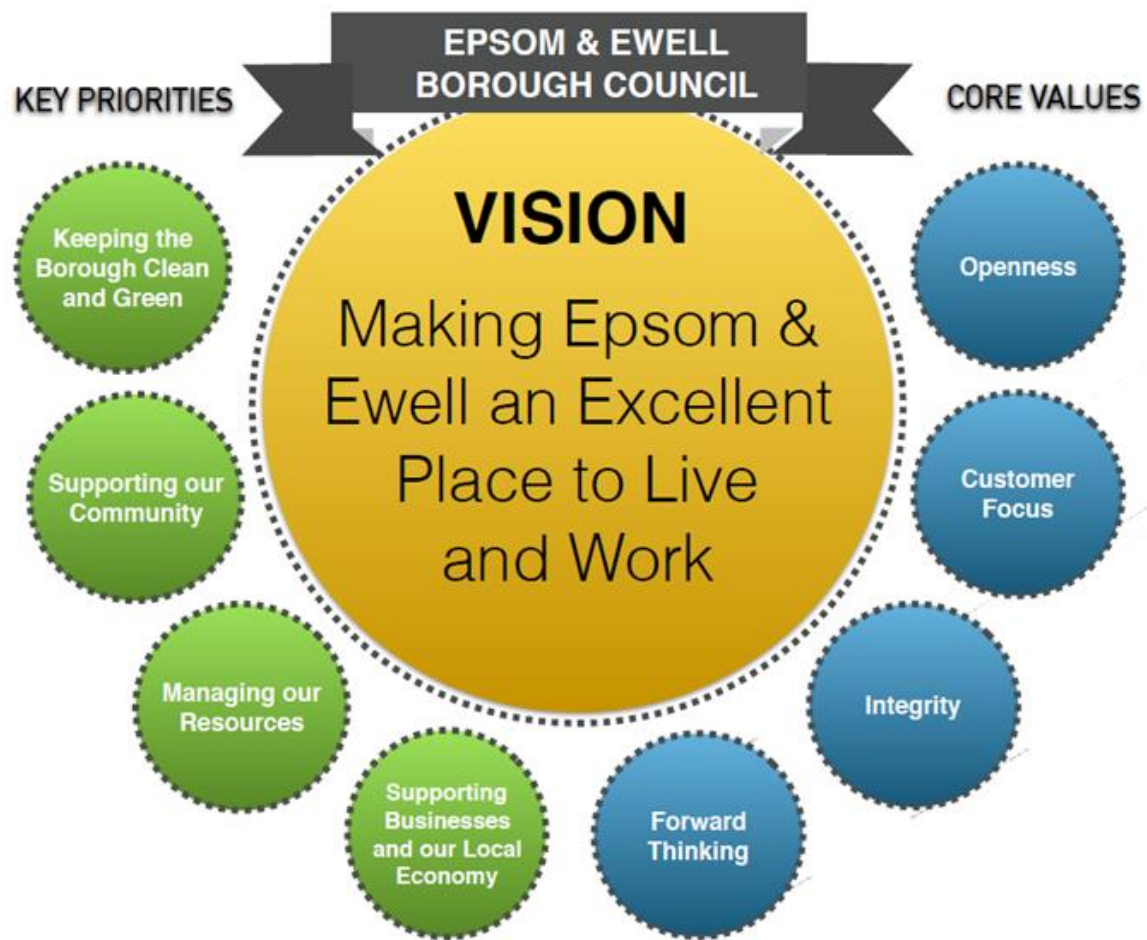
## **8 Conclusion and Recommendations**

- 8.1 The Committee is requested to consider the 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 Two 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	KEY SUCCESS MEASURES
<ul style="list-style-type: none"> <li>• Management plans for all major parks and public spaces</li> <li>• Premium weekly recycling and waste service as standard for all residents introduced from Spring 2017</li> <li>• Recycling clubs with local schools</li> </ul>	<ul style="list-style-type: none"> <li>• External accreditation for our major parks and public spaces</li> <li>• Delivery of the Biodiversity Action Plan</li> <li>• Increase in recycled household refuse</li> <li>• Street cleanliness assessment</li> </ul>

Performance status		
Key to reporting target status		Number
	On track/achieved	<b>7</b>
	Slightly off track not a major concern or slippage	<b>1</b>
	Off track or unlikely to be achieved for projected year	<b>0</b>
<b>Total</b>		<b>8</b>


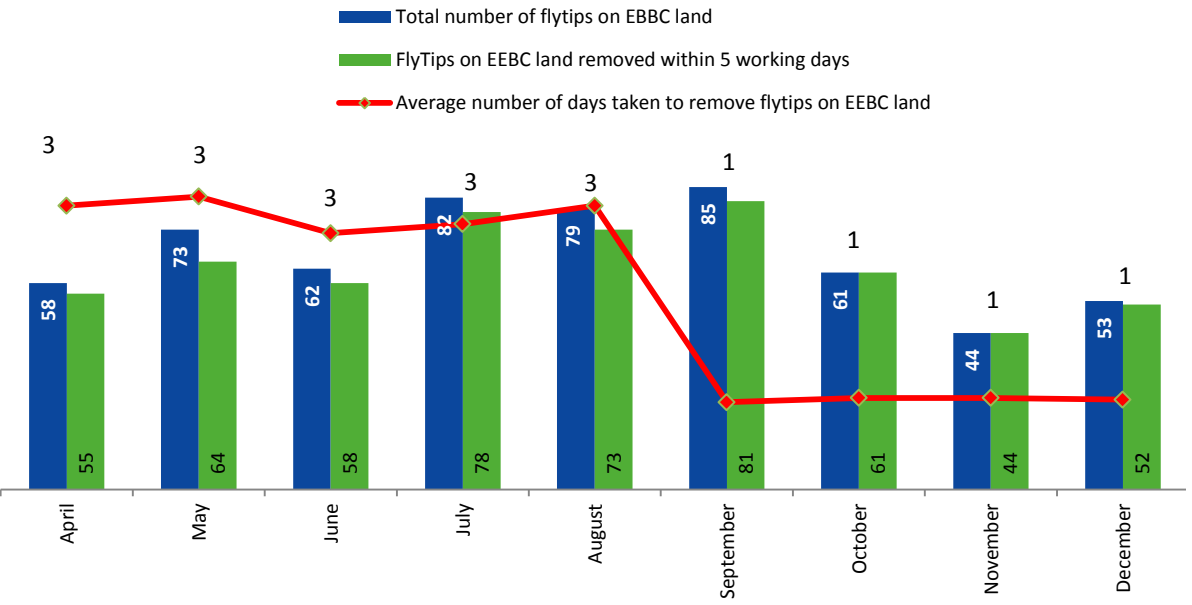
Keeping our borough clean and green – Key priority					
Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Introducing a premium weekly waste and recycling service as standard for all residents and encouraging 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	<p><b>April to Sept:</b> Action plan completed - report reviewed and approved by Environment Committee 7 June 2016.</p>	<b>G</b>
				<p><b>Oct to Dec:</b> Environment Committee received a report in June 2016 to advise them of the new service launch timescale, process and communications plan. The project to introduce Simply Weekly Recycling remains on track.</p> <p>The service will be launched to houses in two phases: the west of the Borough will start using the new service w/c 15 May, and the east of the Borough will start w/c 19 June. Flats will then be converted on a one-by-one basis (reflecting the individual nature of flats facilities) starting mid-July. The transport contract was approved by S&amp;R in November.</p> <p>A collection route-change project was completed in November, where c.8,000 households had their collection day changed in order to smooth the routes in preparation for the launch of the new service. This route-change went very smoothly.</p> <p>Work continues as planned on other project matters e.g. communication pieces, launch management, further pre-launch roadshows, detailed FAQs etc.</p>	

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:
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  Head of Legal & Democratic Services Simon Young  Head of Environmental Health Rod Brown	31 March 2017	<b>April to Sept:</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.	
				<b>Oct to Dec:</b> Work continues to develop a corporate approach towards reducing incidences specified within this target. Proposals will be discussed at the next Leadership Team meeting on 16 January before report(s) will be subsequently submitted to Committee for approval.	
				<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 Sept:</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). Please refer to annexe two for the results of the Streecare Quality Survey.</p>	
				<p><b>Oct to Dec:</b> Overall, 53 roads have been surveyed and 12 shopping areas (eight roads and one shopping area for this reporting period). Those areas surveyed in Auriol and Nonsuch were graded A whilst Stoneleigh and Court were graded B.</p>	
				<p><b>Jan to March:</b></p>	

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	<p><b>April to Sept:</b> In total, 54 vehicles have been removed across the whole Borough; 28 have been removed by EEBC; 25 by DVLA and one by the police.</p> <p><b>Oct to Dec:</b> As at December all abandoned vehicles have been removed from Council land bar one in November in accordance with the wording of the target and not as previously reported in September which focussed on all cases of abandoned vehicle in the Borough hence the reason it was red (refer to the Committee’s decisions notice dated 25/10/16). It is worth noting that across the Borough, 90 vehicles have been removed; 52 by EEBC; 29 by DVLA; and 9 by the police.</p>	<b>G</b>																																								
				<p><b>Jan to March:</b></p>																																									
<p><b>Abandoned vehicles removed from EEBC land within five working days</b></p> <table border="1"> <caption>Data for Abandoned vehicles removed from EEBC land within five working days</caption> <thead> <tr> <th>Month</th> <th>Number on EEBC Land</th> <th>Removed from EEBC land within 5 working days</th> <th>Cumulative Avg % removed from EEBC land within 5 working days</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>1</td> <td>1</td> <td>100%</td> </tr> <tr> <td>May</td> <td>7</td> <td>7</td> <td>100%</td> </tr> <tr> <td>June</td> <td>0</td> <td>0</td> <td>100%</td> </tr> <tr> <td>July</td> <td>0</td> <td>0</td> <td>100%</td> </tr> <tr> <td>August</td> <td>0</td> <td>0</td> <td>100%</td> </tr> <tr> <td>September</td> <td>2</td> <td>2</td> <td>100%</td> </tr> <tr> <td>October</td> <td>0</td> <td>0</td> <td>100%</td> </tr> <tr> <td>November</td> <td>1</td> <td>0</td> <td>91%</td> </tr> <tr> <td>December</td> <td>5</td> <td>5</td> <td>94%</td> </tr> </tbody> </table>						Month	Number on EEBC Land	Removed from EEBC land within 5 working days	Cumulative Avg % removed from EEBC land within 5 working days	April	1	1	100%	May	7	7	100%	June	0	0	100%	July	0	0	100%	August	0	0	100%	September	2	2	100%	October	0	0	100%	November	1	0	91%	December	5	5	94%
Month	Number on EEBC Land	Removed from EEBC land within 5 working days	Cumulative Avg % removed from EEBC land within 5 working days																																										
April	1	1	100%																																										
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## 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 (April to August). In total, 328 fly-tips were removed within 5 working days (93%).																																									
				<b>Oct to Dec:</b> Overall, 597 flytips have been reported and 566 on EEBC land were removed within five working days as at December.																																									
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 <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Data for Flytips on EEBC land removed within 5 working days</caption> <thead> <tr> <th>Month</th> <th>Total number of flytips on EEBC land</th> <th>FlyTips on EEBC land removed within 5 working days</th> <th>Average number of days taken to remove flytips on EEBC land</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>58</td> <td>55</td> <td>3</td> </tr> <tr> <td>May</td> <td>73</td> <td>64</td> <td>3</td> </tr> <tr> <td>June</td> <td>62</td> <td>58</td> <td>3</td> </tr> <tr> <td>July</td> <td>82</td> <td>78</td> <td>3</td> </tr> <tr> <td>August</td> <td>79</td> <td>73</td> <td>3</td> </tr> <tr> <td>September</td> <td>85</td> <td>81</td> <td>1</td> </tr> <tr> <td>October</td> <td>61</td> <td>61</td> <td>1</td> </tr> <tr> <td>November</td> <td>44</td> <td>44</td> <td>1</td> </tr> <tr> <td>December</td> <td>53</td> <td>52</td> <td>1</td> </tr> </tbody> </table>						Month	Total number of flytips on EEBC land	FlyTips on EEBC land removed within 5 working days	Average number of days taken to remove flytips on EEBC land	April	58	55	3	May	73	64	3	June	62	58	3	July	82	78	3	August	79	73	3	September	85	81	1	October	61	61	1	November	44	44	1	December	53	52	1
Month	Total number of flytips on EEBC land	FlyTips on EEBC land removed within 5 working days	Average number of days taken to remove flytips on EEBC land																																										
April	58	55	3																																										
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July	82	78	3																																										
August	79	73	3																																										
September	85	81	1																																										
October	61	61	1																																										
November	44	44	1																																										
December	53	52	1																																										

## 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.	<b>G</b>																														
				<b>Oct to Dec:</b> On average, 99.87% of bins were collected for the period October and November.																															
				<b>Jan to March:</b>																															
<p><b>Percentage of bins collected</b></p> <table border="1"> <caption>Data for Percentage of bins collected</caption> <thead> <tr> <th>Month</th> <th>% Collected</th> <th>% Missed</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>99.87%</td> <td>0.13%</td> </tr> <tr> <td>May</td> <td>99.90%</td> <td>0.10%</td> </tr> <tr> <td>June</td> <td>99.87%</td> <td>0.13%</td> </tr> <tr> <td>July</td> <td>99.86%</td> <td>0.14%</td> </tr> <tr> <td>August</td> <td>99.86%</td> <td>0.14%</td> </tr> <tr> <td>September</td> <td>99.86%</td> <td>0.14%</td> </tr> <tr> <td>October</td> <td>99.88%</td> <td>0.12%</td> </tr> <tr> <td>November</td> <td>99.86%</td> <td>0.14%</td> </tr> <tr> <td>December</td> <td>99.84%</td> <td>0.16%</td> </tr> </tbody> </table>						Month	% Collected	% Missed	April	99.87%	0.13%	May	99.90%	0.10%	June	99.87%	0.13%	July	99.86%	0.14%	August	99.86%	0.14%	September	99.86%	0.14%	October	99.88%	0.12%	November	99.86%	0.14%	December	99.84%	0.16%
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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	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	(see below)	<b>G</b>	
	<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. 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>○ Simply Weekly Recycling roadshows in the spring, just before the 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>					
	This target is ongoing but those set for 2016/17 as detailed in this report have been achieved.					
	<p><b>Oct to Dec:</b> All aspects to date of the communications plan reviewed in June 2016 by Environment Committee have been carried out. Key features have been a Big Switch 'taster' bin hooky, a Borough Insight centre-spread and 23 roadshows which were carried out during September and October 2016. A further centre-spread, and also cover, will feature in the spring 2017 Borough Insight. Additionally, the popularity of the roadshows has convinced officers to carry out further roadshows in the spring – this time focusing on 'when and how the Big Switch will happen at your house'. Details of the roadshows will appear in the spring Borough Insight and on the website <a href="http://www.epsom-ewell.gov.uk/thebigswitch">www.epsom-ewell.gov.uk/thebigswitch</a>. On-going work with schools (carried out throughout the year by our dedicated Waste Services Assistant) has moved to a Big Switch theme in support of pre-launch communications.</p>					
<b>Jan to March:</b>						

## 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. 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. 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. Target achieved.</p> <p><b>Oct to Dec:</b> Further to our previous report, volunteers from County Care Independent Living are now actively assisting with litter picking in Ewell Court Park and surrounding areas on a fortnightly basis (or as volunteer resources allow).</p> <p>In addition another litter picking campaign has been carried out during this period in West Ewell Ward led by the Resident's Association. Our Rangers are in conversation with Councillor Clive Woodbridge about arranging further volunteer litter picks in the Ewell Village Area. The Nonsuch Volunteer Group (Nonsuch Voles) has recently hosted students from Ewell Castle School to carry out woodland works in Nonsuch Park.</p>	<b>G</b>

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**CAR PARKING REVIEW 2016**

<u>Report of the:</u>	Head of Customer Services & 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 – Terms of Reference of Car Parking Working Group Annexe 2 – Parking Review
<u>Other available papers</u> (not attached):	Minutes of the meetings of the Car Parking Working Group meetings Report to Environment Committee October 2016 Hudson House Car Park Survey – January 2016 Retailer Consultation – July 2016 Site Options Paper – March 2015

**REPORT SUMMARY**

**This report sets out the findings of the Car Parking Working Group which was established to undertake a Parking Review as part of the programme of planned service reviews reported to the Financial Policy Panel in July 2015.**

**RECOMMENDATION (S)**

**That the Committee:**

- (1) Receives and considers the findings of the Car Parking Working Group;**
- (2) Agrees the Car Parking Working Group's recommendations as below that:-**
  - a) Officers conduct a study of blue badge usage within the rear of Town Hall car park and subject to the outcome remove up to three blue badge bays;**

*Notes*

- b) subject to public consultation, the layout of Richards Fields car park is altered to include a mix of residential permit parking and limited waiting bays for shoppers to visit the retail outlets in the area;
  - c) In principle, if and when any annual permit schemes are introduced in Epsom & Ewell Borough owned car parks in future, the charges are aligned with Hook Road permit prices;
  - d) Officers are authorised to allow the purchase of up to 15 permits in Court Recreation Ground on a Monday to Friday basis for a price in line with the residents rate of £330 per year;
  - e) Hook Road car park opening hours are not extended and maintain current opening hours;
- (3) Notes the Changes to be made to the running of the car park service as outlined in the annexe subject to the Council's Human Resources policies.
- (4) Agrees the following actions to be undertaken by officers as a result of the review, namely:-
- a) A review into the existing arrangements within Kingston Road (Stoneleigh Parade) car park during 2017/18 (to be specifically undertaken by the Head of Property and Head of Legal and Democratic Services): the findings to be reported to a future meeting of the Committee;
  - b) The introduction of Signage identified during the Working Party tours, funded from current revenue budget allocation in 2016/17 and 2017/18;
  - c) A review of the shopmobility service, the findings to be reported to a future meeting of the Community & Wellbeing Committee;
  - d) A review of existing leasing arrangements for car washing facilities in car parks by 30 September 2017;
  - e) A review of the effectiveness of the Moped introduced for on street parking with a business case for an additional moped to be carried forward as part of the budget requirement 2017/18;

- |   |  |
|---|--|
| <p><b>f) To pursue options for advertising in car parks during 2017-18;</b></p> <p><b>g) The investigation of potential site options for additional parking by the Borough Council's Place Development team and Head of Property.</b></p> |  |
|---|--|

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

- 1.1 In considering the car parking review the Council needs to balance the effective management of parking spaces, the promotion of economic vitality and the current financial situation.

## **2 Background**

- 2.1 At the meeting of the Financial Policy Panel on 7 July 2015 a report which set out a work programme for preparing the Medium Term Financial Strategy (MTFS) was presented. One of the items included in the programme was a review of parking.
- 2.2 At the meeting of the Environment Committee on 27 October 2015 a cross party working group was agreed to take forward the review comprising Councillor John Beckett, Councillor Neil Dallen, Councillor Michael Arthur, Councillor Jane Race and Councillor Robert Geleit.
- 2.3 The terms of reference were agreed with officers & members of the parking working group and were presented to and agreed by the meeting of Environment Committee on 21 January 2016. The terms of reference included the Working Group undertaking a review of parking. The precise scope of the review had already been agreed at the Financial Policy Panel meeting on 7 July 2015. The overall aim of the review was
- to ensure services provided are fit for purpose,
  - to meet the needs of local residents,
  - cost effective to provide,
  - to maximise income in car parks.
- 2.4 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. The recommendations from the Parking Working Group therefore follow this approach.

### 3 Proposals

#### Blue Badge Bays

- 3.1 There are no prescribed requirements as to the number of disabled parking bays the Council is required to provide in its car parks. However the Council is subject to the Equality Act 2010 and there is a government guidance leaflet 05/95 which sets out the following guidance:

	Up to 200 bays	Over 200 bays
Commercial premises	1 bay per disabled employee plus 2 bays or 5% whichever is greater	6 bays plus 2%
Shopping, recreation and leisure	3 bays or 6% whichever is greater	4 bays plus 4%

- 3.2 Town Hall and Hope Lodge car parks currently have 161 spaces including 14 set aside for blue badge holders. The guidelines would suggest 10 bays are required.
- 3.3 Usage of the blue badge bays within the Town Hall car park can fluctuate. The barrier controlled system will count vehicles in an out of the car park but is unable to determine whether the car park user is parking in a blue badge bay or not. At peak times if the blue badge bays are not full other car park users may enter the car park but not have a space to park.
- 3.4 It is proposed that in Q4 2016/17 officers conduct a study of the usage of the blue badge bays within the Town Hall car park at various times of day. Depending on the outcome of these results officers can determine whether 14 bays are still required or whether up to 3 can be removed.

#### Richards Fields

- 3.5 The car park at Richards Field is currently free to use but has been the subject of some complaints over its use by commuters rather than local residents who wish to visit the nearby shops/restaurants. There is also an access road, owned by the Council, which runs alongside the car park and often has vehicles parking along it.
- 3.6 Councillor Smitheram as the Ward Councillor has conducted surveys of the vehicles using the car park at various times of day to identify whether they appear to be local residents, shop owners or commuters.
- 3.7 The car park was visited by the Cross Party Member Working Group who felt that this car park could be utilised both for permit parking for residents of Chessington Road, Oakdale Road or other surrounding roads or with commuter parking as a possible option.



- 3.8 Of the 31 existing bays it was suggested that the permit option be offered in 20 bays, with the other 11 to become limited waiting bays or 2 hours, no return within one hour up to an agreed time of day. One new bay could also be created for permit use. There will not be a tariff charge levied for the non permit spaces.
- 3.9 The cost of the proposed work is estimated to be in the region of £9,500. Payback could be achieved within two years if residential permits were charged at £330 on the basis of a 100% take up. Priority would be given initially to residents within an agreed radius.

#### **Annual Permit Schemes**

- 3.10 The Working Group recommended that, if and when new permit schemes are introduced across the Borough, charges remain in line with those at Hook Road Car Park for the reasons set out in its report.
- 3.11 Where a parking tariff is payable or permit required the equivalent residential or season rate should be charged.
- 3.12 Where the car park is free to use but there is a timings restriction the lesser amount, equivalent to the residential rate, should be charged.

#### **Court Recreation Ground**

- 3.13 The Council has been approached on behalf of a local organisation enquiring about the potential of parking up to 15 vehicles with a permit in the Pound Lane end of Court Recreation Ground car park Monday to Friday.
- 3.14 In Court Recreation Ground a study of usage has shown that the car park could facilitate up to 15 permit holder vehicles on a Monday to Friday. Officers therefore recommend offering permits at a price in line with 3.10.

#### **Hook Road**

- 3.15 At Environment Committee in October 2014 officers were asked to review the opening and closing hours of Hook Road car park.
- 3.16 At Environment Committee in October 2015 officers updated Members stating that no adjustments were to be made at the present time to the opening hours of the Hook Road car park but a further report would be submitted to the Committee after the works to the roof section were completed.
- 3.17 As part of the Car Parking Review the Working Group visited Hook Road car park. Officers also reviewed the usage figures of the car park from January to October 2016 after 8pm. See table below:-

Entry after 8pm	Hook Road	Ave. per day
20:00-20:59	217	1.0
21:00-21:59	84	0.4
22:00-22:59	256	1.2
<b>Grand Total</b>	<b>557</b>	<b>2.6</b>

Exit after 8pm	Hook Road	Ave. per day
20:00-20:59	2,625	12.1
21:00-21:59	1,304	6.0
22:00-22:59	739	3.4
23:00-23:59	31	0.1
<b>Grand Total</b>	<b>3,288</b>	<b>21.6</b>

- 3.18 Visitors to and the number of vehicles leaving Hook Road in the evening do not suggest that the opening hours of Hook Road car park require extending.
- 3.19 As a large, out of town car park there could be an increase in anti-social behaviour if the car park was left open 24 hours. This could impact the Park Mark Safety Award.
- 3.20 Hook Road is largely used by permit holders and commuters for long term stays. There is less demand for this on a Sunday.
- 3.21 The Epsom car park network currently has capacity for the required number of visitors on a Sunday.

#### **Other Actions following on from the Review**

- 3.22 During 2016 a number of car parks were visited by the cross party parking working group with the aim to review the current state of the car parks and to assess what potential for increased revenue generation could be found. A summary of the visits and discussions is outlined in the Report of the Working Group (**Annexe 2**). As a result, it is proposed that the following work be undertaken by Officers:-
- 3.22.1 A review of the existing arrangements within Kingston Road (Stoneleigh Parade) car park during 2017/18 by the Head of Property and the Head of Legal and Democratic Services: their findings and recommendations to be reported back to Committee.
- 3.22.2 The introduction of signage identified during the Working Party tours.

- 3.22.3 A review of the shopmobility service to be considered at a future meeting of the Community & Wellbeing Committee.
- 3.22.4 A review of existing leasing arrangements for car washing facilities in car parks by 1 September 2017
- 3.22.5 Changes be made to the running of the car park service as outlined in the report subject to the Council's Human Resources policies.
- 3.22.6 A review of the effectiveness of the Moped introduced for on street parking with a business case for an additional moped to be carried forward as part of the budget requirement 2017/18.
- 3.22.7 An investigation into the options for advertising within car parks during 2017-18.
- 3.22.8 The investigation by the Borough Council's Place Development team and Head of Property regarding potential site options for additional parking.

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

- 4.1 The introduction of a permit parking scheme in Richards Field or other borough car parks will increase the revenue, once initial costs have been paid off. There will however be an increase in time needed to enforce these schemes.
- 4.2 Signage costs will be met from the current Car Parks budget allocations in 2016/17 and 2017/18.
- 4.3 The review has a staffing impact on the car parks team. Changing the approach of the out of hours service after 11:30pm will save the Council approximately £4,000 per year.
- 4.4 A review of the lease of the car wash service may see an increase in income.
- 4.5 **Chief Finance Officer's comments:** *If Members were to approve the proposal for Richards Field with the creation of 21 permit spaces, on the basis of a 100% take up by residents, this would generate additional parking income of £6,930 p.a. If the recommendation for the Court Recreation Ground and the creation of 15 permit spaces were to be approved, this could generate additional parking income of £4,950 p.a, on the basis of a 100% take up by residents.*
- 4.6 *It is proposed that signage would be implemented on a phased basis and that Officers will contain the costs within the available budgets in 2016/17 and 2017/18.*
- 4.7 *The review highlights a potential saving of £4,000 which could be generated from out of hours changes.*

4.8 *The potential income which may arise from approval of the recommendations and the potential saving in out of hours costs has not been reflected in the 2017/18 Budget at this stage due to the uncertainty in respect of these proposals.*

4.9 *If the Richards Field proposal is agreed, the works totalling £9,500, would be financed from the 2016/17 Property Maintenance Provision. If any works are not able to be completed in 2016/17, a request would be made to Strategy and Resources Committee to transfer the unused funding into the Property Maintenance Reserve to finance the outstanding works to be carried out in 2017/18.*

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

5.1 Removing up to 3 blue badge bays from Town Hall car park ensures that we remain within the guidelines set out in 3.1.

5.2 ***Monitoring Officer's comments:*** *It will be important for any changes made to the operation of car parks, particularly the introduction of charging or changing the hours of operation, to be implemented in the proper fashion, by following the statutory process for making or amending an Order pursuant to the Road Traffic Regulation Act 1984 and associated regulations.*

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

6.1 None

## **7 Partnerships**

7.1 Surrey County Council Parking Task Group

## **8 Risk Assessment**

8.1 Drivers currently using the borough car parks for free may park elsewhere if charging regimes are introduced.

8.2 The cost of the security contract may increase when the contract is formalised.

## **9 Conclusion and Recommendations**

9.1 That subject to a study of blue badge usage within the rear of Town Hall car park that up to three blue badge bays are removed.

9.2 That officers attend Strategy and Resources Committee to request that the Richards Field scheme is carried forward as part of the budget requirement 2017/18.

9.3 That where future annual permit schemes are introduced in Epsom & Ewell Borough owned car parks the charges are aligned with Hook Road permit prices

9.4 That the Committee agrees to officers allowing up to 15 permits to be purchased in Court Recreation Ground (Pound Lane end) for a price in line with the residents rate of £330 per year.

9.5 That the current opening hours of Hook Road car park are maintained.

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

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**Terms of Reference for Service Review**

**Review Title: Car Parks Review**

**Date: 10 June 2015**

**What items are within the scope of this review?**

In Scope

- To increase the capacity and ability in EEBC car parks to provide additional income
- To identify parking equipment replacement programme to ensure the machines are always operational to maximise income
- Fees and charges in car parks
- Investigate the possibility of advertising in our car parks to start an income stream
- Enforcement in car parks

Out of Scope

- On street parking
- Residential parking zones
- Issuing of Penalty Charge Notices on street
- Central services charges
- Asset rents
- Central contract costs (e.g. Kier/Operational Services cleansing and maintenance)

**What is the overall aim of doing this work?**

- This review forms part of the work programme for preparing the Medium Term Financial Strategy outlined in the report to Financial Policy Panel on the 9 June 2015 to ensure services provided are fit for purpose, meet the needs of local residents and are cost effective to provide.
- Maximise income in car parks.

**What are the objectives?**

- To outline the current car park service provided including (but not limited to)
  - Outputs delivered
  - Method of providing the current service
  - Detailed budget for the last three years including revenue and capital expenditure
- To accurately assess our current capacity to understand how we are going to increase it
- To review our current parking equipment suitability, identifying our key issues
- To identify potential sites that can be used for car parking
- To identify potential sites for advertising in the car parks
- To identify ways to reduce the cost of running and providing car parks
- To analyse usage of car parks in the last 3 years
- To evaluate the different options put forward (including but not limited to)
  - Increase our capacity
  - Plan of replacing equipment or alternative ways for people to pay
  - Work with the Town Centre Manager regarding advertising
  - Identify financial implications including any invest to save investment required
  - Key risks and how they can be mitigated
  - Timeline for implementation

**What is the delivery methodology?**

- The Parking Working Group first appointed by Environment Committee.
- Consideration of a report by the Head of Customer Services and Business Support which will address the objectives described above. Namely:



- Increase the capacity in current car parks (e.g. open Hook Road roof, feasibility study in Ashley Centre)
- Planning Policy to produce a report identifying suitable sites for additional car parking including park and ride options
- Scope and analyse parking equipment outlining contract, warranty, life expectancy, maintenance cost and consumable supplies
- What options are there for parking equipment (e.g. keep what we already have, replace with static pay machines or change pay machines such as chip and pin, barrier control parking and pay by mobile/text)
- To review the fees and charges analysing current usage

#### **Duration of Enquiry**

- Members will be consulted on the terms of reference for the review at the meeting of Financial Policy Panel on the 7 July.
- Recommendations from this review to be presented to the Environment Committee in January 2016.

#### **What information is needed**

- Report to be produced by Head of Customer Services and Business Support to address the objectives identified in the review

#### **Would the Scrutiny review benefit from the co-option of an additional member (internal or external)? If so who?**

- N/A

#### **What other processes could be used to inform the review?**

##### **Interviews with**

- Chairman of Environment Committee
- Head of Venues
- Parking Manager
- Planning Policy Manager

- Town Centre Manager (once appointed)
- Procurement Officer
- Equalities Forum
- Ashley Centre General Manager

**Key Deliverables**

- A report outlining options to reduce costs and generate additional income with a recommended course of action for cost reduction to be considered by Environment Committee in January 2016.

**Report of the Car Parking Working Group**  
**Parking Review 2016**

**Contents**

- 1 Background**
- 2 Overview of car parks and machines**
- 3 Car park usage 2014 to date**
- 4 Financial overview 2014 to date**
- 5 Working Group car park visits**
- 6 Fees and charges**
- 7 Permits**
- 8 Enforcement in car parks**
- 9 Review of current parking staff structure**
- 10 Out of hours service**
- 11 Hook Road opening hours**
- 12 Advertising in car parks**
- 13 Site options for additional car parks**
- 14 Next steps**

## Section 1 - Background

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At the meeting of the Financial Policy Panel on 7 July 2015 a report which set out a work programme for preparing the Medium Term Financial Strategy (MTFS) was presented. One of the items included in the programme was a review of parking. **(Annexe 1)**

At the meeting of the Environment Committee on 27 October 2015 a Cross Party Car Parking Working Group was agreed with the following members:-

- Councillor John Beckett
- Councillor Neil Dallen
- Councillor Michael Arthur
- Councillor Jane Race
- Councillor Robert Geleit

The terms of reference were agreed with officers & members of the Cross Party Car Parking Working Group and were presented to and agreed by the meeting of Environment Committee on 21 January 2016. The terms of reference included the Working Party undertaking a review of parking. The precise scope of the review had already been agreed at the Financial Policy Panel meeting on 7 July 2015. The overall aim of the review was:-

- to ensure services provided are fit for purpose
- to meet the needs of local residents
- to be cost effective to provide
- to maximise income in car parks.

### **Review Methodology**

On commencement of the review a programme of meetings and fact finding visits to a number of Epsom & Ewell Borough car parks took place with councillors and officers. The findings were written up and discussed at subsequent meetings.

The information gathering exercises included a review and gathering of all information currently held on parking, site visits, meetings and discussions with the Councils Borough Surveyor, Council's Chief Accountant and the Town Centres Manager. Two surveys were also undertaken, one to residents of Hudson House Car Park and a parking retailer consultation of all retailer outlets in central Epsom was also undertaken in the summer of 2016.

A table with all the dates of the information gathering exercises undertaken together with the dates of the Car Parking Working Group meetings and the consultation activity is set out below.

<b>Working Party Group Activities</b>	<b>Date</b>
Meeting – Chair, Vice Chair and terms of reference agreed for Car Parking Working Group, Fees & charges discussed	24 November 2015
Meeting – Fees & charges/ proposed consultations for Hudson House and Ashley Centre discussed	7 December 2015
Meeting – Asset Management Plan and updates discussed	13 January 2016
Members and officers car park visit and tour	30 January(Saturday) 2016
Hudson House consultation results/ update on car park tour and actions. Permit discussions including park and ride. Ashley Centre consultation/Advertising	24 February 2016
Members and officers second car park visit & tour / Hospital Park & Ride/ Permits/ Fees & charges change Ewell to be consistent across Ewell	6 April 2016
Update & actions on Car Park Tour/ Update on previous items/Breast Screening Request/ Hudson House final letter/ Retailer consultation Letter agreed/ Parking Review reminder	1 June 2016
Members third car park visit & tour Update & actions on car park tours agreed	29 June 2016
Retailer Consultation survey undertaken	August 2016
Retail Survey results presented. Fees and Charges 2017/18 discussed	14 September 2016
Town Centres Manager meeting with advertising company	6 October 2016
Environment Committee	25 October 2016
Head of Property visits car park sites	22 November 2016
Meeting – Fees and charges update, Parking Review update, High Street Ewell plans	30 November 2016

Section 2 - Overview of Car Parks and machines

Epsom & Ewell Borough Council have 24 car parks with over 2,700 parking spaces. The car parks offer a variety of options including pay and display, barrier controlled, permit only or free parking.

Below are three summary tables outlining car park location, number & type of spaces, pay machines used in the car parks and contracts currently in place for the machines.

**Car Parks Location & Spaces**

<b>Car Park Location</b>	<b>Regular Spaces</b>	<b>Blue Badge Spaces</b>	<b>Parent &amp; Child Spaces</b>	<b>Total Spaces</b>
Adelphi Road (permit only)	19			19
Alexandra Rec.	21	3		24
Ashley Centre	622	38		660
<i>(Ashley Centre nested)</i>	137			137
Atkins (Sat only)	177			177
Auriol Park	26	1		27
Bourne Hall	96	5		101
Court Rec (Court Lane)	14	1		15
Court Rec (Pound Lane)	53	2		55
Depot Road	249	5		254
Dorset House	65	3		68
Ewell Court House (rear)	13	2		15
Ewell Court House (front)	25	1		26
Gibraltar Rec	28	0		28
High Street Ewell	42	2		44
Hook Road	521	4	5	530
Hope Lodge	65	3		68
Horton Country Park	n/a			n/a
Hudson House - permit only	48			48
Poole Road Rec	80	1		81
Richards Field	31			31
Kingston Road Parade	48	2		50
Town Hall (front)	6	2		8
Town Hall (rear)	70	9	6	85
Upper High Street	168	9		177
West Hill	10	2		12
<b>Total</b>				<b>2740</b>

### Blue Badge study within car parks

There are no prescribed requirements as to the number of disabled parking bays we are required to provide in our car parks. However we are subject to the Equality Act 2010 and there is a government guidance leaflet 05/95 which sets out the following guidance:

	Up to 200 bays	Over 200 bays
Commercial premises – spaces for employees and visitors	1 bay per disabled employee plus 2 bays or 5% whichever is greater	6 bays plus 2%
Shopping, recreation and leisure	3 bays or 6% whichever is greater	4 bays plus 4%

Car Park	Spaces	Guidance	Actual number	Action
Ashley Centre	797	36	38	None at present
Bourne Hall	101	6	5	None at present
Depot Road/ Upper High Street	431	21	14	To be addressed in Capital Bid
Dorset House	68	4	3	None at present
High Street Ewell	44	3	2	Car park to be re-designed which will incorporate new bay
Town Hall & Hope Lodge	161	10	14	Officers to conduct a study of blue badge bay usage within the rear of Town Hall car park. Remove up to 3 bays depending on the result.

Hook Road has been discounted as the car park is not located close enough to retail outlets to be considered suitable for use. The 4 blue badge bays within the car park are almost always empty.

#### Actions:

1. **Additional blue badge bays to be considered in Depot Road car park as part of Capital works.**
2. **Additional blue badge bay to be created in High Street Ewell car park during forthcoming works.**
3. **Up to three blue badge bays to be removed from the rear of Town Hall car park subject to the results of study of usage.**

## Summary of Pay Machines within Council Car Parks

### Barriers

Car Park	Entry Barrier	Exit Barriers	Type	Installed	Replacement Required
Ashley Centre	2	2	Articulated	2011/12	2020-21
Hook Road	2	2	Articulated	2011/12	2020-21
Hope Lodge	1	1	Straight Arm	2015	2023-24
Hudson House	1		Roller Shutter	2014	
Town Hall (rear)	1	1	Straight Arm	2015	2023-24

### Pay Machines

Car Park	Number of Pay Machines	Type	Provider	In Service	Replacement required
Ashley Centre	7	Pay on Foot	S&B	2011/12	2020-21
Hook Road	2	Pay on Foot	S&B	2011/12	2020-21
Hope Lodge	1	Pay on Foot	S&B	2015	2023-24
Town Hall (rear)	2	Pay on Foot	S&B	2015	2023-24
Town Hall (front)	1	Pay & Display	Metric	c.2006	2019-20
Depot Road	3	Pay & Display	Metric	c.2006	2017-18
Upper High Street	2	Pay & Display	Metric	c.2006	2017-18
Bourne Hall	2	Pay & Display	Metric	c.2006	2018-19
Dorset House	2	Pay & Display	Metric	c.2006	2018-19
Ewell High Street	2	Pay & Display	Metric	c.2006	2018-19
Atkins	2	Pay & Display	Metric	c.2006	2019-20
West Hill	1	Pay & Display	Metric	c.2006	2019-20



## Maintenance Contracts for Machines

Description of Spend/Service	Name of Supplier/Provider	Length of Contract	Contract Expiry Date	Cost of last annual renewal	EEBC Contract Manager	Division
Car Parks - Pay on Foot Maintenance Ashley Centre	Scheidt & Bachmann	1 Year	31/03/2017	£22,060	Joy Stevens	Operations
Car Parks - Pay on Foot Maintenance Hook Road	Scheidt & Bachmann	1 Year	31/03/2017	£7,807	Joy Stevens	Operations
Car Parks - Pay on Foot Maintenance Town Hall / Hope Lodge	Scheidt & Bachmann	1 Year	30/11/2017	£22,396	Joy Stevens	Operations
Car Parks - Pay and Display Web Hosting and Maintenance	Metric	On-going	On-going	£8,563	Joy Stevens	Operations
Car Parks - Hook Road CCTV	Quadrant	1 Year	30/04/2017	£1,280	Joy Stevens	Operations
Car Parks - Ashley Centre CCTV	Quadrant	1 Year	31/07/2017	£2,023	Joy Stevens	Operations
Car Parks - Town Hall / Hope Lodge CCTV	Quadrant	12 month warranty	31/10/2017	£1,280	Joy Stevens	Operations
Hudson House roller shutter	WC Evans & Sons	Ongoing	Ongoing	£960	Tony Foxwell	Operations

\*Please note prices are subject to annual increase from the providers

## Section 3 Car Park Usage

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The cross party Car Parking Working Group have identified a parking strategy 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. Car park tariffs are set with the aim of promoting this strategy so that car parks are used for their designated purpose.

Included in the following tables are numbers of visitors to each of our pay to park car parks per calendar month for the last 3 financial years and where possible average durations of stay:

### The Ashley Centre

<b>Ashley Centre</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
April	78,086	76,011	73,711
May	84,400	80,820	72,425
June	79,918	77,367	72,798
July	85,288	81,549	76,435
August	83,448	77,715	68,490
September	81,789	80,531	73,462
October	88,418	85,075	76,016
November	86,053	84,357	
December	92,529	89,090	
January	79,211	77,738	
February	72,139	70,226	
March	81,295	75,414	

Visitor numbers to the Ashley Centre car park have been in gradual decline over the last 3 years. This could be due to a number of factors such as the increase in car park charges or the changes in retail offering in the Ashley Centre. Seasonal fluctuations can be seen if, for example, Easter falls in April one year rather than March the previous year or if half term times differ slightly.

In 2016/17 the loss of a popular fast food outlet and the impact of Brexit have further affected the visitor numbers. It is also anticipated that the works required as part of Plan E may negatively impact visitors to the car park in the short term if the route to the Ashley Centre is congested.

The average duration of stay in 2016 for non-permit holders entering prior to 4pm can be seen in the table below:

Up to 1hour	29.3%
Up to 2 hours	44.0%
Up to 3 hours	17.7%
Up to 4 hours	5.1%
Up to 5 hours	1.8%
Up to 6 hours	0.6%
6 hours +	1.5%

The two hour visit is the most popular length of stay with 44% of car park users staying for between 1 and 2 hours. The second most popular length of stay is up to 1 hour, which is used by 29.3% of visitors to the Ashley Centre car park. The Car Parking Working Group debated the removal of the 1 hour stay in the Ashley Centre car park to encourage visitors to stay for longer. This question was also included in the recent Retailers Consultation survey. Although more than half of the retailers in total said they were in favour of removing the charge (60% n=51/85) 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.

### Hook Road

Hook Road	2014/15	2015/16	2016/17
April	11,535	12,329	13,875
May	12,235	12,187	12,778
June	12,398	13,488	13,390
July	13,186	13,050	13,187
August	9,802	10,828	12,551
September	12,885	12,963	14,433
October	13,876	13,915	14,519
November	13,287	13,672	
December	13,212	13,259	
January	13,634	13,876	
February	12,659	13,627	
March	14,012	13,667	

In December 2015 the 5<sup>th</sup> floor of Hook Road car park was opened, creating an additional 103 spaces, and visitor numbers have increased since. In July 2016 officers negotiated a park and ride scheme with Epsom General Hospital and several other local businesses have purchased permits within the car park which is now operating at close to capacity despite the loss of 50 permits due to a major business moving out of Epsom.

The Retailer consultation has identified local retailers who may be interested in using the facility for staff parking. Officers are currently monitoring the car park usage to ensure maximum revenue is generated from permit sales but not overfilling the car park so that permit holders cannot access it because it is full. Permit revenue has increased in 2016/17 which has lessened the impact of the decrease in the Ashley Centre car park revenue target for the year.

The table also illustrates that as a long term commuter car park there is often a decline in the summer holiday season which is to be expected.

In 2016 Hook Road car park users can be separated in to the following groups by type of entry:

<b>Type of Entry</b>	
Chip coin/token	49.8%
Season Card	35.4%
Regular Parker Card	14.7%
Other	0.1%

The average duration of stay in 2016 can be seen in the table below for non-permit holders arriving prior to 4pm

<b>Length of stay</b>	
Up to 1 hour	14.8%
Up to 2 hours	37.7%
Up to 3 hours	18.3%
Up to 4 hours	6.1%
Up to 5 hours	3.2%
Up to 6 hours	2.3%
6 hours +	17.6%

### Hope Lodge and Town Hall

<b>Hope Lodge</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>Town Hall</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
April	5,321	4,497	7,641	April	13,446	15,132	16,762
May	5,828	5,462	7,704	May	14,661	15,620	17,210
June	6,791	5,421	7,531	June	11,562	15,414	16,684
July	5,785	5,383	8,635	July	15,457	16,329	17,999
August	5,539	5,433	8,223	August	14,893	15,952	16,986
September	5,550	5,773	8,473	Septembe	15,127	15,883	17,511

Hope Lodge	2014/15	2015/16	2016/17	Town Hall	2014/15	2015/16	2016/17
October	5,935	6,248	9,038	October	15,395	15,930	17,168
November	5,993	6,128		November	13,899	15,466	
December	7,087	9,740		December	15,448	19,066	
January	6,049	7,410		January	14,790	15,556	
February	4,990	7,050		February	13,406	15,424	
March	5,657	7,226		March	14,956	16,809	

Visitor numbers to the Town Hall and Hope Lodge car parks have increased significantly since the introduction of barrier control in December 2015. The introduction of barrier control meant the removal of the maximum stay of 2 hours from the rear of Town Hall and Hope Lodge car parks.

Feedback from residents indicates that the barrier control option is popular with car park users as it allows them to pay for the time they have stayed in the car park, rather than the time they expect to stay. They can also park without fear of receiving a penalty charge notice for staying longer than the permitted time. One other advantage of the car parks in Town Hall and Hope Lodge is the opportunity to pay for parking using a credit or debit card or to receive change from cash payments.

The average duration of stay in 2016 (barrier controlled only) can be seen in the table below for visitors arriving prior to 4pm:

Length of stay	Hope Lodge	Town Hall
Up to 1 hour	47.3%	50.5%
Up to 2 hours	35.2%	34.0%
Up to 3 hours	11.9%	10.4%
Up to 4 hours	3.4%	2.8%
Up to 5 hours	1.1%	1.0%
Up to 6 hours	0.4%	0.4%
6 hours +	0.7%	0.9%

These figures support the Car Parking Working Group strategy to designate Hope Lodge and Town Hall as short term car parks.

### Upper High Street / Depot Road

Upper High Street	2014/15	2015/16	2016/17	Depot Road	2014/15	2015/16	2016/17
April	8,740	9,059	9,329	April	17,520	17,839	17,889
May	8,837	9,178	8,470	May	17,950	18,198	16,858
June	7,484	8,630	7,937	June	16,158	17,923	16,098
July	8,653	9,341	10,209	July	17,161	18,419	19,393
August	9,810	9,357	9,327	August	19,284	17,790	16,478
September	7,733	8,080	7,721	Septemb	16,307	16,757	13,712

<b>Upper High Street</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>Depot Road</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
				er			
October	9,431	11,629	9,712	October	18,813	20,544	15,691
November	9,181	11,923		November	18,414	21,554	
December	11,662	12,907		December	20,332	21,534	
January	10,540	10,652		January	20,814	20,347	
February	10,046	9,650		February	18,600	17,752	
March	9,475	8,676		March	18,678	17,624	

In the pay and display car parks at Upper High Street and Depot Road visitor numbers can only be calculated based on tickets purchased i.e. permit users will not be included in these figures as they do not visit the pay machines. Permit numbers in Depot Road in particular have increased with Surrey County Council purchasing/leasing permits in the car park.

Over the last 3 years the number of car park users remains fairly consistent overall, fluctuations in visitor numbers can be seen due to outside influences such as the weather or by the popularity of the films being shown at the Upper High Street cinema complex.

A capital bid has been submitted to complete some resurfacing and relining works within the car park and to introduce new pay machines which will include the facility to pay by credit/debit card and allow the car park users to receive change from cash transactions.

#### Other Epsom car parks

<b>West Hill</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
April	1,156	1,190	1,233
May	1,114	1,189	1,158
June	1,227	1,269	1,268
July	1,308	1,329	1,312
August	1,201	1,144	1,180
September	1,279	1,154	1,277
October	1,253	1,239	1,228
November	1,102	1,190	
December	1,262	1,240	
January	1,095	1,095	
February	1,014	1,116	
March	1,203	1,136	

<b>Atkins</b>	<b>2016/17</b>
April	1,142
May	852
June	734
July	954
August	658
September	813
October	1,088
November	
December	
January	
February	
March	

Visitors to West Hill have remained consistent across the last 3 years. It has only been possible to gather accurate data on the Atkins car park since recycled machines from the Town Hall and Hope Lodge were installed in April 2016. As this

car park is open on Saturdays only the visitor numbers can be seen to fluctuate dependent on the number of Saturdays in the month.

**Ewell Car Parks**

<b>Dorset House</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
April	6,846	7,017	7,053
May	7,384	7,477	6,739
June	7,069	7,645	7,174
July	7,326	7,239	6,565
August	6,733	6,649	5,842
September	7,915	7,888	6,760
October	7,892	7,790	6,432
November	7,793	7,229	
December	7,507	6,959	
January	7,621	6,942	
February	7,293	6,926	
March	7,918	7,344	

<b>Ewell High Street</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
April	4,379	3,904	4,103
May	4,358	4,158	3,703
June	4,160	4,454	3,267
July	6,256	4,100	2,829
August	4,028	3,336	2,837
September	4,819	4,611	3,407
October	3,983	4,331	3,055
November	4,263	4,029	
December	4,317	3,803	
January	4,394	3,681	
February	3,913	2,998	
March	4,253	3,913	

<b>Bourne Hall</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
April	7,801	7,608	8,143
May	8,963	7,600	7,619
June	8,867	8,859	7,789
July	8,375	7,667	6,445
August	6,509	6,091	5,842
September	9,107	8,742	6,760
October	9,356	8,663	6,432
November	8,728	8,662	
December	7,091	7,031	
January	7,857	7,963	
February	7,549	7,782	
March	8,857	8,372	

Whilst the records show visitor numbers falling in Ewell, in reality this may not necessarily be the case. As the machines get older they fail more often and can be out of action for longer periods whilst parts are sourced for the older machines. This means that visitor numbers cannot be recorded. Bourne Hall in particular has been impacted in the summer months of 2016 by machine vandalism and breakdown which has had a large impact on paying visitor numbers.

Section 4 – Financial Overview

In the last 3 financial years the Council has reinvested an average of 65% 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>2013/14 £'000</b>	<b>2014/15 £'000</b>	<b>2015/16 £'000</b>
Total Expenditure	<b>1,973</b>	<b>1,904</b>	<b>1,989</b>
Direct Car Park Income	<b>(2,790)</b>	<b>(3,069)</b>	<b>(3,252)</b>
<b>Net income</b>	<b>(816)</b>	<b>(1,164)</b>	<b>(1,263)</b>
<i>% income reinvested as expenditure</i>	70.73%	62.06%	61.17%

Total capital expenditure in this period has been spent as follows:

<b>Asset Title</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Notes</b>
Adelphi Road Car Park	-	-	-	
Ashley Centre Car Park - Build	£9,298	£76,365	-	Barriers/ Capping/ Waterproofing/LEDs
Bourne Hall Car Park	-	-	-	
Cheam Road Car Park ( Grove Cottage)	-	-	-	
Chessington Road Car Park	-	-	-	
Depot Road Car Park	-	-	-	
Dorset House Car Park	-	-	-	
Epsom Surface car park pay machines	-	-	-	
Ewell Surface car park pay machines	-	-	-	
Hook Road MSCP, Epsom - Building	£15,140	£5,981	£83,657	LED lighting/ 5 <sup>th</sup> floor works
Hope Lodge Car Park	-	-	£1,601	signs
Kingston Road Car Park	-	-	-	
Town Hall Car Park	-	-	£147,043	Signs and barriers
Upper High St.Car Park	-	-	-	



Despite falling visitor numbers in the Ashley Centre additional revenue in car park fees has been collected in 2016/17 compared to the previous years. This is the same in all car parks with the exception of West Hill. The table shows comparative figures in car park ticket sales income from April to November of the last 3 financial years:

Car Park fees  
(April – November)

	2014/15	2015/16	2016/17
Ashley Centre	-£1,064,477	-£1,081,868	-£1,169,631
Atkins	-£11,375	-£13,170	-£13,440
Bourne Hall	-£36,010	-£33,299	-£38,814
Depot Road	-£236,678	-£250,686	-£277,406
Dorset House	-£25,784	-£27,596	-£38,616
High Street Ewell	-£10,782	-£14,269	-£16,631
Hook Road	-£124,639	-£130,838	-£137,504
Hope Lodge	-£72,343	-£71,313	-£101,714
Town Hall	-£159,989	-£182,623	-£230,557
Upper High Street	-£113,228	-£129,567	-£140,487
West Hill	-£11,446	-£11,440	-£10,532
<b>Total</b>	<b>-£1,866,751</b>	<b>-£1,946,669</b>	<b>-£2,175,332</b>

## Section 5 – Working Group Car Park visits

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During 2016 a number of car parks were visited by the cross party Car Parking Working Group with the aim to review the current state of the car parks and to assess what potential for increased revenue generation could be found. A summary of the visits and discussions is outlined below:-

### Adelphi Road

Adelphi road is an off-street car park located near the centre of Epsom which has historically been used as a permit only car park for Residents of Adelphi Road only. There are 52 properties in Adelphi Road and annual permits cost £110. The car park has 19 parking bays and when the car park was visited 15 permits had been issued for 2016.

It was also noted that Adelphi Road is included in a residential parking zone. The RPZ scheme has approximately 18-21 spaces available, depending on the size of vehicle, and currently 19 permits are in use.

The Car Parking Working Group felt that consideration should be given to increasing the cost of the off street parking permit and then offering space to surrounding properties if existing users decide they do not want to continue buying an annual permit due to the increase in cost.

### Recommendation:

**After permits have been renewed in April 2017 the remaining spaces are offered to local businesses at a rate in line with Hook Road car park.**

### **Alexandra Park**

Alexandra Park is located in College Ward. It has two small car parks which are free to use. The park has a recreation ground, a martial arts club and a bowling club in the grounds. It was also noted that some parents park and walk their children through the park to Wallace Fields Primary school.

The cross party Car Parking Working Group felt that the car park should remain free of charge for users of the park and its facilities.

#### **Action:**

**None for Officers**

### **Ashley Centre**

The Ashley Centre is a multi-storey barrier controlled car park situated in the heart of Epsom. The barrier controlled system asks the user to take a chip coin on entry which is programmed to calculate the length of stay within the car park and charge the appropriate amount for payment prior to exiting the car park. The car park is used by well over 2,000 motorists each day. Its primary purpose is as a short to medium term car park for use by shoppers and visitors to central Epsom and the Epsom Playhouse. The Car Park has a height restriction of 1.93m (6'4).

A Shop mobility service is run from within the car park by Council officers giving disabled users the opportunity to hire a wheelchair or mobility scooter to assist them whilst they shop. The scheme currently has 86 paid up members with others using it on a visitor basis.

The Car park has security cameras providing live feeds to the Ashley Centre car park office and Town Hall of the entry and exit barriers, as well as the pay stations. The car park does not have recordable CCTV. A security guard is based in the car park office from 6pm to 11:30pm every day to assist with any difficulties faced by car park users during these hours. He is also responsible for the intercom service from Hook Road, Town Hall and Hope Lodge car parks during these times.

The cross party Car Parking Working Group felt that signage to the shops could be improved and that there was a lot of empty wall space which could potentially be used for advertising. Officers have also been asked to consider ways to re-introduce a pre-pay option for evening stays in Epsom, particularly beneficial to Epsom Playhouse users who may find large queues at the pay stations after a show.

#### **Action:**

- 1. Officers have considered the options for re-introducing a pre pay option at Ashley Centre car park and discussed this at Car Parking Working**

**Group. The option is not viable currently but will be considered each year when fees and charges are set.**

- 2. Officers to look at advertising in car parks (see separate report on advertising)**
- 3. Members noted that as part of the Star Chamber exercise officers are reviewing the Shopmobility service and are due to take a report to the Community & Wellbeing Committee in March 2017.**

### **Ashley Centre nested**

On the fourth floor of the Ashley Centre car park is a private area, separated by barriers, for exclusive use of the Ashley Centre Management and tenants within Global House. On a Saturday and Sunday the barriers are lifted and the car park is available to shoppers. The nested area is accessed via the Ashley Centre car park with users carrying a parker card to enable them to gain access to and from the car park and private area.

#### **Action:**

**None for officers**

### **Atkins (Saturday only)**

The Atkins car park is situated underground opposite the entrance to the Ashley Centre car park. During the week it is privately used but on a Saturday it is available as an additional pay and display car park facility. The car park barrier is locked on a Saturday evening by a member of the Car Parks team.

The Car Parking Working Group visited the car park and asked whether Sunday parking was a possibility. Although it is possible the occupancy figures of Ashley Centre use on a Sunday, in comparison to a Saturday, do not really make this a viable option.

Average Ashley Centre occupancy in 2016:

	Saturday	Sunday
9am - 10am	305	54
10am - 11am	484	213
11am - 12pm	567	444
12pm - 1pm	591	502
1pm - 2pm	588	509
2pm - 3pm	600	501
3pm - 4pm	591	433
4pm - 5pm	488	244

In 2016 an average of 250 cars visited Atkins Car Park on a Saturday.

The Group commented about a lack of signage to advertise the car park. Currently there is one sign in each direction on the Ashley Road to promote its use on a Saturday.

**Action:**

**Officers to consider additional signage pointing towards the car park for Saturday parking**

### **Auriol Park**

Auriol Park is located in Auriol Ward. Its car park has 27 spaces, including one for blue badges, which are free to use.

Although not visited by the Cross Car Parking Working Group the general consensus was to let the recreation ground car parks remain free for users of the park.

**Action:**

**None**

### **Bourne Hall**

Bourne Hall is the largest car park in Ewell with 101 dedicated parking bays. It is situated away from the shops so is more often used by visitors to the Centre, nearby health organisations or parking for schools. It is a pay and display car park which operates a one-way system through it from Spring Street. There is a maximum stay of 4 hours allowed in Bourne Hall during the chargeable hours of 9am – 6:30pm Monday to Friday and 9am – 5pm on a Saturday. The car park is free on Sundays and Bank Holidays.

Bourne Hall was recently re-lined and therefore the Car Parking Working Group felt it did not require any further work at this stage. The pay machines are getting ever older and will need replacing in the next few years.

**Action:**

**To note that as part of the fees and charges for 2017/18 an evening rate has been proposed by the Cross Party Car Parking Working Group. This is due to be advertised in the week commencing 21<sup>st</sup> November 2016 with results to be fed back to Committee in January 2017.**

### **Court Recreation Ground**

Court Recreation Ground is situated in the Stamford Ward. It has two car parks, one accessible from Court Lane containing 15 spaces, the other from Pound Lane containing 55 spaces. Inside the Pound Lane entrance of the car park is a veterinary surgery which has a few private spaces of its own.

The car park is free to use but has a restriction in place meaning that all vehicles arriving before 10am Monday to Friday need to have left the car park by 12 noon.

The purpose of this is to prevent the car park being fully occupied by commuters using the nearby station.

Although the Cross Party Car Parking Working Group felt that it would be best to leave this as a free car park, they have agreed to consider a permit scheme for a limited number of spaces from a nearby organisation. A count of vehicles using the car park was performed over a period of a few weeks to ensure that the necessary number of spaces were available.

**Action:**

**Officers to consider the cost of introducing a permit parking option in the Pound Lane end of the car park (see review of permits documentation).**

**Depot Road**

The car park at Depot Road is a pay and display car park used by over 500 paying customers a day. It is also used by permit holders for some local organisations. Depot Road is a popular car park which provides all day parking for commuters as well as the cheapest hourly rate in Epsom for short term visits to the High Street and Upper High Street. Situated behind a cinema it is also very popular during the school holidays and in the evenings with cinema goers. The car park has removable height barriers at 6"7. These restrictions are only put in place on request.

Depot Road offers pay and display customers the opportunity to purchase a weekly ticket at the pay machine which is popular with commuters or workers within Epsom at a cost of £25. However due to the age of the machines they are experiencing more breakdowns, particularly with the larger payments, which can lead to these same weekly visitors being affected more often.

The pay machines do not give change, as standard with pay and display, and if the customer requests that a note is returned a refund ticket is provided to them rather than returning the note.

**Action:**

**It was noted that a Capital bid would be submitted to seek to improve and update the pay machines in Depot Road, which would form part of the capital bid process for 2017/18. A further bid for works within the Car Park has also been submitted.**

**Dorset House**

Dorset House car park is a popular car park situated in close proximity to Ewell High Street. It is a pay and display car park, chargeable from 7am to 6:30pm Monday to Saturday. It is free on Sundays and Bank Holidays. The Car Parking Working Group have visited the car park and would like to see some improved signage. Since the visit one signpost in a key location has been erected by Surrey County Council. There are some minor adjustments within the car park which could also be made to increase the capacity by one or two spaces if needs be.

Another topic discussed was the possibility of amending the charging hours to match those at Bourne Hall. Parents taking their children to local schools and using the car parks are currently having to pay in the morning and the afternoon and this was seen as a compromise solution and a consistent approach.

**Action:**

- 1. Officers to consider a new sign within the car park welcoming visitors to the car park.**
- 2. Officers to consider the impact of removing a daily charge before 9am**
- 3. As part of the fees and charges for 2017/18 the introduction of an up to 30 minutes charge and an evening rate have been proposed by the Cross Party Working Group. This was advertised in the week commencing 21<sup>st</sup> November 2016 with results to be fed back to Committee in January 2017.**

**Ewell Court House**

Ewell Court House has two small car parks situated either side of the venue which incorporates amongst other things a library and a nursery. It is also used for a venue for functions, group meetings and weddings. During the hours of 9am to 6pm on a Monday to Friday the car park has a 3 hour maximum stay restriction in force. The car parks have a total of 41 spaces including 3 for use by blue badge holders.

The Car Parking Working Group felt that the car park is used primarily for the purposes of the venue and therefore should not be chargeable. As there is a little restriction on the nearby streets of Ewell Court House it was felt that introducing a charge would most likely drive visitors to use the nearby streets for free causing a problem for local residents and road users.

The Head of Venues is currently reviewing use of the car park and the possibility of requesting permits for tenants of the offices situated at Ewell Court House. Currently only a couple of permits are used in Ewell Court House as part of a historical agreement. Early discussions have concluded that permits should only be considered for users of Ewell Court House and not issued to organisations based nearby.

**Action:**

- 1. Officers to review the permits offered within the car parks (see review of permits documentation).**
- 2. Additional tariff board to be added in the front car park.**

**Gibraltar Recreation Ground**

Gibraltar Recreation Ground car park is situated within a park in the Ewell Ward. It has 28 marked parking bays, 13 of which were added in September 2016.

Consideration was given by the Car Parking Working Group of offering a commuter permit in the car park however during the week when monitored the car park was largely empty making this option invalid. One issue encountered would also have been with rangers locking the car park at dusk before commuters had returned. The view of the group was therefore to let the recreation ground car park remain free for use.

**Action:**

**None**

**High Street Ewell**

The High Street Car Park in Ewell is a pay and display car park. It has busy periods but is used less frequently than Dorset House which is situated opposite. As with Dorset House, the Car Parking Working Group felt that signage in the area could have been improved. Surrey County Council have recently had a sign installed at the road side alerting visitors to the car park which is otherwise tucked away from view. As with Dorset House the charging hours are 7am to 6:30pm Monday to Saturday but discussions have been held in view of changing these to begin at 9am. The car park is free on a Sunday and Bank Holiday.

The projects team are currently working on plans to change the layout of the car park and potentially increase the number of spaces available by freeing up some of the disused land at the top end of the access road. Costs and a proposed layout will be submitted for review by the Working Group.

**Action:**

- 1. Officers to plan new car park layout**
- 2. New signage to be added once works completed**
- 3. As part of the fees and charges for 2017/18 the introduction of an up to 30 minutes charge and an evening rate have been proposed by the Cross Party Car Parking Working Group. This was advertised in the week commencing 21<sup>st</sup> November 2016 with results to be fed back to Committee in January 2017.**

**Hook Road**

Hook Road is a multi-storey barrier controlled car park situated on the outskirts of Central Epsom. Its designated purpose is for long stay or commuter parking. It also provides overflow parking for users of the nearby Rainbow Centre, where a discount is applied.

Hook Road car park has 530 spaces, including 4 for the use by blue badge holders and 5 designated parent and child bays. As well as the chip coin pay as you park option Hook Road is used by over 300 people as part of a permit scheme. A further 285 car park users use a regular parker card for a discounted pay as you go basis for staying over 5 hours. Annual resident permits are also available for those who live within a 300metre radius of the car park.

Hook Road car park is the only 'pay as you park' car park with set opening hours. Monday to Friday it is opened at 6am by Operational Services and locked at 11pm by the Ashley Centre security guard. On a Saturday the car park is opened at 7am by Operational Services and locked at 8pm by the security guard. The car park remains closed on a Sunday and Bank Holidays.

In December 2015 the 5th floor of Hook Road was re-opened to allow an additional 103 spaces for parking. It currently holds the Park Mark Award for safety in view of its recently introduced wider bays, security fencing, public walkways and CCTV coverage.

The Car Parking Working Group suggested that additional signage be introduced to promote Hook Road car park. The Working Group commented on the difficulty in leaving Hook Road car park at peak times due to congestion on Hook Road and also the need to maintain vegetation near the car parks entrance.

### **Action**

**Officers to consider signage to promote the car park.**

### **Hope Lodge**

In December 2015 Hope Lodge became a barrier controlled car park. It is located centrally to Epsom and provides an alternative to parking in the Town Hall Car Park. It has 68 spaces including 3 designated for use with a blue badge.

With barrier control the car park now offers the ability to pay for the length of stay rather than the estimated length of stay and also the ability to pay by debit or credit card is becoming increasingly popular. It often reaches capacity mid-morning during the week and regularly on a Saturday. Due to its increasing popularity a capital bid is being submitted to increase the number of available spaces in the car park to 86.

In the past the car park has housed a breast screening unit. An approach was made by Virgin Healthcare regarding housing it again from August 2016 until September 2017. A licence fee was calculated based on the projected loss of income but this offer was not accepted.

As part of the review of this car park it was assessed that difficulty can arise if the sole pay station is out of service. For this reason tokens from Hope Lodge car park have been adapted so that they can be used within the Town Hall pay machines. An extended grace period after payment was also applied.

### **Action:**



**To be noted that officers submitted a Capital Bid with a view to increasing the size of spaces and the number of spaces available within the Car park. The bid was rejected in 2016.**

### **Horton Country Park**

Car parking space is available at Horton Country Park in the Stamford Ward. The car park is dirt based and there are no clearly designated parking spaces. To implement any sort of pay for parking scheme would incorporate a large amount of work which the Car Parking Working Group felt would not be worthwhile. The Park is commonly used by dog walkers and users of the Council's barbecue booking scheme. As such it was recommended by the group that the barbecues should be the source of income here rather than the car park.

#### **Action:**

**None**

### **Hudson House**

Hudson House is a permit only car park situated underneath the flats of Hudson House in Central Epsom. A fob is used to enter or exit the car park via an electronic shutter to Station Approach. The 48 bays are fully occupied with a waiting list in place. The Council offers an annual permit rate for car park users, with a reduced rate for Hudson House residents.

In December 2015 the Car Parking Working Group approved a survey which was sent to all users of Hudson House car park. The primary purpose of the survey was to see if residents would be willing to fund improvements needed in the car park by approving a larger increase in their permit cost. The survey did highlight that improved lighting, cctv and a reduction in anti-social behaviour were all required however this proposal was rejected by the majority of residents.

#### **Action:**

**Permit prices to be considered again in the future in light of additional works required.**

### **Poole Road Recreation Ground**

The car park is situated within the King George V recreation ground and adjacent to the Council managed Harrier Centre within the West Ewell Ward. It has 81 free to use spaces most commonly used by recreation ground visitors and walkers. The Car Parking Working Group felt that as this was the primary purpose of the car park that it should remain non-chargeable.

#### **Action:**

**None**

## **Richards Field**

The car park at Richards Field is free to use but has been the subject of some complaints over its use by commuters rather than local residents who wish to visit the nearby shops/restaurants. There is also an access road, owned by EEBC, which runs alongside the car park and often has vehicles parking along it.

A Ward Councillor has conducted observations of the vehicles using the car park at various times of day to identify whether they appear to be local residents, shop owners or commuters.

The car park was visited by the Car Parking Working Group who felt that this car park could be utilised both for permit parking for residents of Chessington Road, Oakdale Road or other surrounding roads or with commuter parking as a possible option. Residents of 113-169 Chessington Road (odds), 184-220 Chessington Road (evens) and 1-23 Oakdale Road would be consulted initially.

Of the 31 existing bays it was suggested that the permit option be offered in 20 bays, plus one new bay to be created, with the other 11 to become limited waiting bays or 2 hours, no return within one hour up to an agreed time of day. Discussions were held regarding the footway and whether this could be removed to add additional bays. The cost of this is not likely to bring in the necessary revenue immediately so a double yellow line may be painted here to prevent vehicles parking on the kerb and blocking access for users with pushchairs or wheelchairs.

The primary works involved would be replacing the lights with new LED lights, creating one additional space, re-lining the car park including double yellow lines on the access road and installing the necessary signage.

The cost for this work is estimated to be in the region of £9-10k. Payback could be achieved in less than two years if permits sold for £605, in line with Hook Road charges, (20x605=£12,100) or closer to three if residential permits were charged at £325 (in line with Hook Road residential permits).

Additional works suggested included the removal of part of the hedge and the removal of the path and kerb. This additional work would remove a pedestrian access point to the houses situated behind the car park and is therefore not recommended.

### **Action:**

**Environment Committee instruct officers to attend Strategy and Resources Committee to request that the Richards Field scheme, as outlined above, be considered as part of the budget requirement for 2017/18.**

## **Kingston Road Parade**

The car park at the Parade of shops adjacent to Stoneleigh Park Road is accessed from Kingston Road via a passage under a retail premises. It is currently free to use and is relatively well occupied on a daily basis. The car park has 50 spaces.

The Car Parking Working Group visited the car park and believed that a permit only parking scheme could be introduced. It was felt that there is plenty of free limited waiting parking on street so it would not affect shop visitors. The most likely users are shop owners, local residents or commuters.

There are currently legal implications around the car park, garages and access arrangements which are being investigated by the Head of Property and the Head of Legal.

Works proposed would include a crash barrier along the Northern wall of the car park, removing a downed brick wall and erecting a fence along this section, the installation of CCTV cameras and new steel lamp columns and necessary signage.

Additional works could include the demolition of Council owned garages within the car park, the removal of the central island and resurfacing and relining of these areas. Costs are estimated to be in the region of £60k.

It is more difficult to assess the take up of permits in this car park however if 40 were sold at £605 it would bring in £24,200 per year.

**Action:**

**Members to authorise the Head of Property and the Head of Legal to review the existing arrangements within Kingston Road car park in Stoneleigh for officers to present a proposed solution during 2017-18.**

**Town Hall (front)**

The front of the Town Hall car park is pay and display and has been since December 2014. When visited by the Cross Party Car Parking Working Group discussions were held as to whether the car park could be used by either the Premier Inn, currently undergoing development, or Clocktower cars. Additional signage has been added within the car park as the two tariff boards are situated behind the vehicles.

To the side of the Town Hall are 5 bays which can be used by Councillors displaying their permit or contractors who will collect a permit from reception. A Loading Bay is also situated to the side of the Town Hall to service the shops and restaurants on the High Street.

The Epsom General Hospital park and ride service now runs a shuttle bus from the front of the Town Hall car park to the hospital at designated times in the morning and late afternoon.

**Action:**

**None for officers**

## **Town Hall (rear)**

The rear Town Hall car park has been barrier controlled since December 2015. It is primarily designated as a short stay car park and is very popular with shoppers popping in to Epsom High Street. Disabled parker card holders can use the car park at a discounted rate, by using their card they will receive their last hour of parking free, subject to payment of the minimum charge.

Some of the lines were improved in the car park in 2014 and the bays widened which has proved popular with car park users. The Working Group commented that some of the black paint used to cover old lines has faded and needs to be re-applied.

The car park has a manual car wash service team within it who pay an annual lease charge.

### **Action:**

- 1. Review Leasing arrangements of car washers**
- 2. Correct the lines in the car park and the approach road which were previously painted over.**

## **Upper High Street**

The Upper High Street is a large pay and display car park. Its primary use is for medium to long stay although it is also commonly used for short stay visits to the Upper High Street end of Epsom. It has an adjoining service road to Depot Road car park and as such is often used as an overflow car park for Upper High Street. The car park has removable height barriers at 6"7. These restrictions are only put in place on request.

Upper High Street offers pay and display customers the opportunity to purchase a weekly ticket at the pay machine. This is a beneficial option, particularly for commuters or workers within Epsom, however suffers due to the age of the pay machines. At a cost of £25 if there are any problems with payment it can cause disruption to the customer who may not have additional coinage to hand. As such it is often the same users who can experience machine failures heightening the frustration felt. The opportunity to purchase a weekly (or monthly) permit online is being investigated as a way forward.

The pay machines do not give change, as standard with pay and display, and if the customer requests that a note is returned a refund ticket is provided to them rather than returning the note.

When visited by the Car Parking Working Group one of the most noticeable problems currently was foliage overhanging the spaces at the rear of the car park and vegetation within the car park.

Upper High Street car park has a manual car wash service which leases 6 bays on the far side of the car park for the car wash team. It has recently been visited with

the interim Estates Surveyor as the car wash service has been seen to encroach in to other bays.

**Action:**

- 1. It was noted that a Capital bid would be submitted to seek to improve and update the pay machines in Upper High Street. This will introduce the facility of pay by card.**
- 2. Review Leasing arrangements of car washers**

**West Hill**

West Hill is a small pay and display car park in the Stamford Ward. It has a maximum stay of 3 hours during chargeable hours which are Monday to Saturday 8am to 6:30pm. The car park is free on Sundays and Bank Holidays and free at all times to Blue Badge holders.

The Car Parking Working Group visited the car park and enquired about the potential of expanding the car park on the surrounding grasslands. On checking with the property department the grassland is part of Epsom Common and would therefore require permission from the Secretary of State. It was felt unlikely that this option would be considered viable for additional parking.

**Action:**

**None for officers**

**Section 6 - Fees and Charges**

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Fees and Charges for 2017/18 have been discussed at the Car Parking Working Group and approved by Environment Committee in October 2016. In this section four more general areas for consideration have been reviewed. These are:

- 1) The removal of the maximum charge system currently in place in favour of returning to a flat rate fee
- 2) The introduction of a Sunday flat rate fee
- 3) The re-introduction of the pre-payment facility in the Ashley Centre
- 4) A review of discounted parking offered in Epsom & Ewell Borough Council Car Parks

## Item 1 Maximum Charges

### Background

In 2013 a series of maximum tariff charges were introduced across the borough. This was agreed by Environment Committee. These were introduced to simplify the interaction of day and night charges, rather than request a customer pay a day rate and an additional evening rate.

However, since the tariff structure has been introduced some issues have been identified:

1. The tariff boards are confusing. Both the car park users and the systems have to calculate a fee based on differing factors. However the maximum charge fee may benefit some car park users.
2. The cost of changing the maximum fee structure in the pay machine is more costly.

Attached below is a copy of one of the tariff boards within the Town Hall.

Monday to Saturday (including Bank Holidays)		Sundays	
Up to 30 mins	£1.00	Up to 2 hours	£1.50
Up to 1 hour	£1.80	Over 2 hours	£2.50
Up to 2 hours	£2.50		
Up to 3 hours	£4.00		
		Up to 5 hours	£6.00
		Up to 6 hours	£12.00
		Over 6 hours	£20.00

**Maximum charge:** Customers will be charged either the hourly rate above or the maximum charge below, whichever is the lowest.

Entry after time shown (and before 05:00 the following day)	Monday to Friday	Saturday
After 13:00	£10.00	£10.00
After 15:00	£5.00	£5.00
After 16:00	£2.50	£5.00
After 18:00	£2.50	£2.50

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### Review of current pricing structure at time bands

As part of the review the impact of removing the maximum charge price was assessed. The calculations for a 12 month period were based on actual current usage of the car parks from January 2016 to July 2016. These calculations are outlined below:-

#### a) Removing the 1pm and 3pm Maximum Charge

The first consideration was the impact of removing the maximum charge after 1pm and 3pm on current car park users.

<b>Ashley Centre Mon-Fri</b>	Old Charge	New Charge	Impact on user	Number of users impacted	Potential Revenue impact
Max. Charge after 1pm 6hrs+	£10	£20	£10	166	-£1,660
Max. Charge after 1pm 5-6hrs	£10	£12	£2	166	£332
Max. Charge after 3pm 3-5hrs	£5	£5.50	50p	801	£400.50
Max. Charge after 3pm 5-6hrs	£5	£12	£7	67	-£335
Max. Charge after 3pm 6hrs+	£5	£20	£15	262	-£1,310

<b>Ashley Centre Saturday</b>	Old Charge	New Charge	Impact on user	Number of users impacted	Potential Revenue impact
Max. Charge after 1pm 6hrs+	£10	£20	£10	123	-£1,230
Max. Charge after 1pm 5-6hrs	£10	£12	£2	91	£182
Max. Charge after 3pm 3-5hrs	£5	£5.50	50p	518	£259
Max. Charge after 3pm 5-6hrs	£5	£12	£7	161	-£805
Max. Charge after 3pm 6hrs+	£5	£20	£15	214	-£1,070

In the Ashley Centre over the course of a year approximately 2,500 users would be affected by the removal of the charge. Approximately 1,000 of these users would be significantly impacted which may cause them to go elsewhere rather than pay the full rate. As a worst case scenario these are showing as having a negative revenue impact on the tables above. The highest numbers of users affected are those staying for between 3 and 5 hours after 3pm. These would be required to pay an additional 50p for their stay.

<b>Town Hall / Hope Lodge Mon-Fri</b>	Old Charge	New Charge	Impact on user	Number of users impacted	Potential Revenue impact
Max. Charge after 1pm 6hrs+	£10	£20	£10	34	-£340
Max. Charge after 1pm 5-6hrs	£10	£12	£2	43	£86
Max. Charge after 3pm 3-5hrs	£5	£6	£1	158	£158
Max. Charge after 3pm 5-6hrs	£5	£12	£7	7	-£35
Max. Charge after 3pm 6hrs+	£5	£20	£15	65	-£325

Town Hall / Hope Lodge Saturday	Old Charge	New Charge	Impact on user	Number of users impacted	Revenue impact
Max. Charge after 1pm 6hrs+	£10	£20	£10	26	-£260
Max. Charge after 1pm 5-6hrs	£10	£12	£2	21	£42
Max. Charge after 3pm 3-5hrs	£5	£6	£1	219	£219
Max. Charge after 3pm 5-6hrs	£5	£12	£7	10	-£50
Max. Charge after 3pm 6hrs+	£5	£20	£15	55	-£275

In the Town Hall and Hope Lodge the total number of users impacted is 638. The revenue impact is once again shown as a minus if in the worst case scenario all of these users did not park.

Depot Road/ Upper High Street	Old Charge	New Charge	Impact on user	Number of users impacted	Revenue impact
Max. Charge after 3pm 5hrs+	£4.00	£6	£2	660	£1,320

In Depot Road and Upper High Street the maximum charge option is only available after 3pm. Removing this would impact a similar number of users to the Town Hall and Hope Lodge, approximately 660, who would be required to pay an extra £2 if they did wish to stay for over 5 hours after 3pm.

The removal of the 1pm and 3pm maximum charge in our Epsom car parks would simplify the tariff board for car park users. However there would be an impact on revenue if the affected users no longer used the car park so this is not recommended.

**b) Replacing the 4pm (Mon – Fri) and 6pm (Sat) Maximum charge with a flat rate fee**

In the Ashley Centre the maximum fee due for vehicles entering after 4pm is £2. However, car park users visiting the car park for less than 1 hour are currently able to pay £1.80.

Introducing a flat rate of £2 after 4pm would impact these users in that they would be required to pay the additional 20p. However the flat rate fee would enable visitors to the Playhouse to pre-pay for an evening stay.

If a flat rate of £2 was introduced in the Ashley Centre at 4pm Mon-Fri and 6pm Saturday the impact would be as follows:

Ashley Centre Mon-Fri	Old Charge	New Charge	Impact on user	Number of users impacted	Potential Revenue impact
Stay of up to 1 hour after 4pm	£1.80	£2	20p	21,314	£4,262.80



<b>Ashley Centre Saturday</b>	<b>Old Charge</b>	<b>New Charge</b>	<b>Impact on user</b>	<b>Number of users impacted</b>	<b>Potential Revenue impact</b>
Stay of up to 1 hour after 6pm	£1.80	£2	20p	468	£93.60

If this option was introduced it would affect over 21,000 people who are visiting for less than an hour after 4pm during the week. These car park users would be asked to pay an additional 20p per visit. Due to the numbers impacted this is not recommended.

Other options were considered:-

A 5pm flat rate of £2 would impact as follows:

<b>Ashley Centre Mon-Fri</b>	<b>Old Charge</b>	<b>New Charge</b>	<b>Impact on user</b>	<b>Number of users impacted</b>	<b>Potential Revenue impact</b>
Stay of up to 1 hour after 5pm	£1.80	£2.00	20p	9,859	£1,971.80
Stay of up to 2 hours entering between 4pm and 5pm	£2.00	£2.50	50p	9,989	£4,994.50
Stay of up to 3 hours entering between 4pm and 5pm	£2.00	£3.00	£1.00	2,007	£2,007
Stay of up to 5 hours entering between 4pm and 5pm	£2.00	£5.50	£3.50	715	-£1,430
Stay of up to 6 hours entering between 4pm and 5pm	£2.00	£12.00	£10.00	288	-£576
Stay of over 6 hours entering between 4pm and 5pm	£2.00	£20.00	£18.00	317	-£634

This change would impact 23,000 car park users all being required to pay an additional amount as per the impact on user column above. Some may remain in the car park to pay the additional amount whereas others who used to pop in 'after school' may choose to go elsewhere. A 6pm flat rate throughout the week was considered but the impacted number of car park visitors would be higher.

Finally the Car Parking Working Group reviewed introducing the maximum charge after 3pm rather than 4pm. The results would be that close to 34,000 people would now be impacted by the additional 20p required, but also that revenue would take a hit from those staying longer than the hour.

<b>Ashley Centre Mon-Fri</b>	<b>Old Charge</b>	<b>New Charge</b>	<b>Impact on user</b>	<b>Number of users impacted</b>	<b>Potential Revenue impact</b>
Stay of up to 1 hour after 3pm	£1.80	£2	20p	33,939	£6,787.89
Stay of up to 2 hours after 3pm	£2.50	£2	-50p	13,809	-£6,904.29
Stay of up to 3 hours after 3pm	£3.00	£2	-£1.00	3,593	-£3,593
Stay of over 3 hours after 3pm	£5.00	£2	-£3.00	1,130	-£3,390

Considering a £2.50 charge was looked at to counter the revenue loss but the impact would be as follows:

<b>Ashley Centre Mon-Fri</b>	<b>Old Charge</b>	<b>New Charge</b>	<b>Impact on user</b>	<b>Number of users impacted</b>	<b>Potential Revenue impact</b>
Stay of up to 1 hour after 3pm	£1.80	£2.50	70p	33,939	£23,757.60
Stay of up to 2 hours after 3pm	£2.50	£2.50	None	N/A	N/A
Stay of up to 3 hours after 3pm	£3.00	£2.50	-£0.50	3,593	-£1,796.50
Stay of over 3 hours after 3pm	£5.00	£2.50	-£2.50	1,130	-£2,825

Introducing this charge would be asking close to 34,000 to pay an additional 70p after 3pm, than they would prior to this time for a one hour stay. This move could have a negative impact on visitor numbers during this time and may affect the after school trade in the centre. For this reason the change is not recommended.

The final consideration was that a flat rate fee of £1.80 could be offered, equivalent to the minimum payment fee. However this would equate to a 20p reduction for over 35,000 visitors to the car park each year and would negatively impact revenue by over £7k. This change is therefore not recommended.

### **Town Hall / Hope Lodge**

In the Town Hall and Hope Lodge the current maximum charge after 4pm Monday to Friday is £2.50. To introduce this as a flat rate after 4pm would impact as follows:

<b>Town Hall / Hope Lodge Mon-Fri</b>	<b>Old Charge</b>	<b>New Charge</b>	<b>Impact on user</b>	<b>Number of users impacted</b>	<b>Potential Revenue impact</b>
Stay of up to 30 mins after 4pm	£1	£2.50	£1.50	5,393	£8,089.50
Stay of up to 1 hour after 4pm	£1.80	£2.50	70p	5,678	£3,974.60

In terms of revenue this may be seen as a positive step however close to 11,000 users within the year would be impacted with an additional charge. For nearly half of these the increase in price would be of £1.50 on a £1 charge. Although shown as positive revenue above many of these may go elsewhere. Visitors to fast food chains on the High Street for example may currently be happy to pay the £1 to stop in the car park and walk to the restaurant, however if a £2.50 charge was introduced this is less likely and they may park inappropriately.

To lessen the impact a £2 fee could be considered as a flat rate which would impact as follows:

Town Hall / Hope Lodge Mon-Fri	Old Charge	New Charge	Impact on user	Number of users impacted	Potential Revenue impact
Stay of up to 30 mins after 4pm	£1	£2	£1	5,393	£5393
Stay of up to 1 hour after 4pm	£1.80	£2	20p	5,678	£1,135.60
Stay of over 1 hour after 4pm	£2.50	£2	-0.50	16,500	-£8,250

Short stay visitors would still be required to pay up to £1 more than they would have done before 4pm so this will not be well received. In addition visitors staying over an hour would all benefit from a reduction of 50p in their parking. This would have a negative impact on revenue in these car parks.

Given the number of people impacted or the effect on revenue introducing a flat rate fee in Town Hall and Hope Lodge would not be a positive step at this time.

### Depot Road/Upper High Street

In Depot Road/Upper High Street introducing a maximum charge of £2 after 4pm would impact almost 33,000 users, in over 50% of these cases doubling the current charge payable.

Depot Road / Upper High Street Mon - Sat	Old Charge	New Charge	Impact on user	Number of users impacted	Revenue impact
Stay of up to 1 hour after 4pm	£1.00	£2	£1	17,078	£17,078
Stay of up to 2 hours after 4pm	£1.80	£2	20p	15,890	£3,178

Once again many users of this car park may go elsewhere rather than the pay the increase. For this reason the change is not recommended.

## Conclusion

1. That maximum charges remain in place
2. That an evening flat rate fee is not introduced.

### Action for officers:

None

### Item 2 – A Sunday flat rate in all car parks

The introduction of a Sunday flat rate in all car parks would simplify the tariff boards. Currently we offer two rates on a Sunday, up to 2 hours and over 2 hours charged at £1.50 and £2.50 respectively.

If we were to replace these with a £2 flat rate the impact would be as follows:

Up to 2 hours	Old Charge	New Charge	Impact on user	Number of users impacted	Revenue impact
Ashley Centre	£1.50	£2	£0.50	39,783	£19,891.50
Town Hall / Hope Lodge	£1.50	£2	£0.50	13,714	£6,857
Upper High Street / Depot Road	£1.50	£2	£0.50	7,682	£3,841
				61,179	£30,589.50

In the 5 car parks which this would affect over 61,000 users who have paid the up to 2 hours rate of £1.50. These would be negatively impacted by the charge.

A flat rate would benefit approximately 30,000 car park users staying over 2 hours with a saving of 50p:

Over 2 hours	Old Charge	New Charge	Impact on user	Number of users impacted	Revenue impact
Ashley Centre	£2.50	£2	-£0.50	14,242	-£7,121
Town Hall / Hope Lodge	£2.50	£2	-£0.50	3,768	-£1,884
Upper High Street / Depot Road	£2.50	£2	-£0.50	11,762	-£5,881
				29,772	-£14,886

In the Ashley Centre and Town Hall/Hope Lodge car parks the current trend is for the majority of users to stay for up to 2 hours, whereas in Depot Road/Upper High Street the more popular tariff is over 2 hours – a clear sign of the impact of the cinema on a Sunday.

<b>Car Park</b>	<b>Up to 2 hours</b>	<b>Over 2 hours</b>
Ashley Centre	73.6%	26.4%
Town Hall / Hope Lodge	78.4%	21.6%
Upper High Street/ Depot Road	39.5%	60.5%

Creating a flat fee would simplify the tariff board a little and would have a positive impact on revenue, provided that approximately 50% of those paying the fee up to 2 hours continue to use the car parks. However as the majority of visitors to both the Ashley Centre and Town Hall/Hope Lodge stay for less than 2 hours they would be asked to pay an additional 50p.

**Conclusion:**

**That two separate Sunday rates remain in place.**

**Action for officers:**

**None**

**Item 3 - The re-introduction of the pre-payment facility in the Ashley Centre**

Until April 2016 it was possible to pre-pay for an evening stay in the Ashley Centre on a Monday to Saturday, a feature which proved popular, particularly to users of the Epsom Playhouse, so as to avoid a whole audience attempting to pay after the show causing congestion at the pay machines.

The pre-payment option was possible as the maximum charge after 4pm in the Ashley Centre at the time was £1.50, the same rate as the minimum 1 hour stay. Therefore on entering the car park after 4pm and entering your chip coin into a pay station a payment of £1.50 was sufficient for any length of stay until 9am the following day.

In April 2016 the tariffs in the Ashley Centre changed so that the maximum rate after 4pm is £2, whereas the minimum 1 hour stay tariff is £1.80. The software is unable to allow a user to pay for the maximum stay once they have been in the car park for over an hour.

If a user was to enter their token into a pay station shortly after arrival they would be asked to pay £1.80, as they had been in the car park for less than an hour, and not £2. They would therefore not be able to enter sufficient payment for their evening stay. This payment can only be made when the visitor to the car park is ready to

leave. In order to re-establish the pre-payment option the maximum charge and the minimum stay rate must be aligned.

The impact of this has been explored in Section 10, item 1. In summation either the charge for both could be aligned at £2 meaning that over 21,000 users per year would be asked to pay an additional 20p for their stay of up to 1 hour, or the charges could be aligned at £1.80 meaning that the Council would forego over £7,000 in lost revenue from those who currently pay £2 for their evening stay.

#### **Conclusion:**

**The alignment of these charges is an important discussion point each year when fees and charges are discussed. However to introduce this this option now would affect over 21,000 people who are visiting for less than an hour after 4pm during the week. These car park users would be asked to pay an additional 20p per visit. Due to the numbers impacted this is not recommended.**

#### **Action:**

**None for officers**

#### **Item 4 - Discounted Parking**

##### **Blue badge**

Since August 2010 Epsom & Ewell Borough Council have charged Blue Badge holders to park in the Council car parks. A blue badge holder is entitled to the last hours parking free subject to the previous tariff being paid e.g. a blue badge holder who stays for two hours is only required to pay the tariff for an hours stay.

In barrier control car parks blue badge holders are able to apply for a parker card which automatically discounts the parking rate by the appropriate value depending on the length of stay. In a pay and display car park one hours grace is given following the expiry of a valid pay and display ticket displayed besides a Blue Badge.

From April 2016 – July 2016 £3,934.40 was discounted in the Ashley Centre for Blue Badge holders. A further £778.50 was discounted within the Town Hall and Hope Lodge Car Parks. It is not possible to gather any analysis based on Blue Badge parking within the pay and display car parks.

##### **Parker Cards**

In Hook Road car park a discounted rate is offered to holders of a regular parker card who can park all day for £3. As part of the fees and charges proposed for 2017/18 increasing the discounted Parker Card rate from £3 a day to £3.50 was recommended.

## Rainbow Centre

Rainbow Centre users also receive a discount on their parking as they are only required to pay 50p for a stay of up to 3 hours. As part of the fees and charges proposed for 2017/18 a user will now be required to pay £1 a day for their stay rather than 50p.

From April to July 2016 a total of £19,151.20 was discounted in Hook Road Car Park.

## Seasonal discount

Historically Epsom & Ewell Borough Council have offered free parking in Epsom car parks on Sundays in the weeks prior to Christmas. In December 2016 free parking was offered in the 3 Sundays in December prior to Christmas and Christmas Day itself. It is estimated that the loss of revenue to the Council is £5.4k per Sunday. Free parking is also offered in Dorset House and Ewell High Street car parks from 4pm on the evening of Yule Ewell. This occurs on a Friday in early December and the loss of revenue, using the average Friday income as a guide, is £38.

## Conclusion:

1. For Blue Badge holders to continue to receive a discount for an additional hours parking in council owned car parks.
2. To be noted that as part of the fees and charges for 2017/18 discounted rates in Hook Road car park are to be reduced.

## Section 7 – Permits

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### Permits

The table below shows the permits currently offered in Epsom and Ewell Borough Council car parks, the annual charges for these and the number of users:

<b>Car Park Existing Charges</b>	<b>Business</b>	<b>Users</b>	<b>Residential</b>	<b>Users</b>
Adelphi Road			£110	15
Ashley Centre	£1,855	15		
Depot Road (existing holders only)	£575	27		
Dorset House (existing holders only)	£435	0		
Ewell Court House (existing holders only)	£265	2		
Hook Road	£575	257	£315	13
Hudson House	£1,060	31	£850	15
Upper High Street (existing holders only)	£575	5		

*\*This table does not include permits issued to staff, EEBC Councillors or as part of a lease agreement.*

**Existing permits are available in the following car parks:**

**Adelphi Road**

Historically a permit for Adelphi Road car park is only available to residents of Adelphi Road. The permit offers a space in an off road car park. Only 15 users hold permits and the car park has 19 spaces so a space is guaranteed at present. The road is also part of a residents parking zone.

The car park is underused and there is an argument to open up this car park to other users. One option would be to introduce a business rate, in line with the charge in Hook Road.

**Ashley Centre**

A permit in the Ashley Centre is charged at a premium. Currently 9 of the 15 permits are held by the Ashley Centre surgery, who are due to be relocating shortly. If they decide to relocate their vehicles also this will have a significant impact on revenue. All permit holders are currently designated a private bay within the car park. As visitor numbers are currently falling in the Ashley Centre a reduced rate could be considered to encourage local businesses to park in the car park. Following the results of the Retail Consultation an option could be given to local retailers for staff parking in the car park.

**Bourne Hall**

Permits in Bourne Hall are currently managed by the venue themselves and are issued to staff members and visiting exhibitors only.

**Depot Road**

The permits in Depot Road are currently issued to Surrey County Council staff as part of an existing agreement.

**Dorset House/Ewell High Street**

There are currently no annual permits in Dorset House or Ewell High Street car park. If a Ewell Business or school did request permits, such as the possibility of the Ewell Grove expansion, the application could be considered but on a limited number basis as the car park is generally well used. The same ruling could apply at Ewell High Street car park.

**Ewell Court House**

Currently only two permit holders use Ewell Court House as part of a historical agreement with Bambini Nursery. Three other bays are also allocated to staff at



Ewell Court House who manage the library. Central Surrey Health have a facility within Ewell Court Park and are indicating an interest in permits within this car park. As a free car park with a maximum stay time offering permits now would be going against this policy. A recent study has shown that the car park is relatively full so if permits were to be issued it would have to be on a limited basis. The Head of Venues is currently reviewing the permit situation for tenants of Ewell Court House only. It is not proposed that users of other nearby facilities be offered permits.

### **Hook Road**

Within central Epsom Hook Road is the car park that is predominantly used for commuter and season card parking. The price of the season card has increased in each of the last few years. As part of the Retailer Consultation the use of Hook Road via a season card has been offered to each of the local retailers. Recent interest has also been received from local car firms who wish to store vehicles here.

A residents only permit is also available to permit holders who live within 300 metres of Hook Road car park. When Hook Road is shut the permit will allow them to park in Hope Lodge.

### **Hudson House**

Hudson House permits are available at two rates, one for residents and one for non-residents or businesses. The car park is usually full so a waiting list is kept and spaces offered when they become available. In 2015/16 car park users were consulted to see if they were willing to accept a larger increase in their annual fee in exchange for additional works being done within the car park. The residents rejected this on the whole.

### **Upper High Street**

Five permits are offered in Upper High Street as part of an historical agreement. Upper High Street is currently an overflow car park for much of Epsom and can get full at times. The ongoing situation with the pending development on the site beside Upper High Street and the Plan E project mean that for the time being offering permits here would not be prudent. If the Capital Bid for new parking machines is unsuccessful then the situation could be reviewed if customers are unhappy with machine issues when trying to purchase a weekly ticket. A weekly, monthly or annual permit could be considered.

### **Recommendations**

**Permit prices have already been set for 2017/18 and agreed by majority at Environment Committee.**

**Further recommendations are as follows:**

- 1. That unoccupied spaces in Adelphi Road car park are offered to local business users at a rate in line with the Hook Road Season Card rate (currently £575 per year).**
- 2. That, subject to the result of the review by the Head of Venues, a maximum of 6 permits are issued in Ewell Court House, for a fee in line with the residents rate at Hook Road Car Park (currently £315 per year). This lesser fee is recommended as Ewell Court House is a non-charging car park.**
- 3. That permit prices in Hudson House are re-visited prior to 2018/19 if works to lighting and additional cctv are required.**

### **New Permit Options**

As part of the review of all car parks new permit options could be considered at Court Recreation Ground, Richards Field and Kingston Road.

#### **Court Recreation Ground**

A tentative request has been made for permits in the Pound Lane end of Court Recreation Ground. Officers are currently following up on this request however a recent study of use does confirm availability for 15 permits which could be offered at a price in line with Ewell Court House.

#### **Richards Field**

When the Car Parking Working Group visited Richards Field it identified that 20 of the 31 existing spaces and one new bay to be created could be given over to permit only parking. These could be offered at the same prices as the Hook Road permits. ie. £315 to residents living within an agreed distance of Richards Field and £575 for business or commuter permits. Residents of 113-169 Chessington Road (odds), 184-220 Chessington Road (evens) and 1-23 Oakdale Road would be consulted initially.

#### **Kingston Road**

When the Car Parking Working Group visited Kingston Road they identified that a permit scheme could be introduced. As the car park is situated fairly remotely a permit scheme would offer better security than having a pay and display machine within the car park. Resident and non-resident rates could once again be offered in line with the charges at Hook Road.

**Recommendations:**

1. That the Committee agrees to officers allowing up to 15 permits to be purchased in Court Recreation Ground (Pound Lane end) for a price in line with the residents rate of £315 per year.
  
2. That the Committee agrees that subject to works being agreed and consultation with local residents completed, permits are offered in Richards Field and Kingston Road in line with the rates in Hook Road car park (see Car Park tours action). Residents within an agreed radius are offered permits for the Hook Road resident (currently £315) initially on a first come first served basis. If the full allocation is not taken by residents, permits can be offered to commuters or businesses at the season rate (currently £575).

**Section 8 - Enforcement in Car Parks**

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From 1<sup>st</sup> April 2014 to 31<sup>st</sup> October 2016 21,091 penalty charge notices have been issued within Council owned car parks.

The reasons for the issuing of these tickets are outlined below:

<b>70 - Loading area restriction</b>	<b>4</b>
<b>74 – Parked when prohibited</b>	<b>1</b>
<b>80 - Exceed Maximum Stay</b>	<b>156</b>
<b>81 - In restricted area</b>	<b>37</b>
<b>82 - Expiry of paid time</b>	<b>6955</b>
<b>83 - No valid Pay &amp; Display Ticket</b>	<b>12163</b>
<b>84 - Additional Payment</b>	<b>42</b>
<b>85 - No valid permit</b>	<b>503</b>
<b>86 - Out of marked bay</b>	<b>396</b>
<b>87 - In disabled bay no disabled badge</b>	<b>816</b>
<b>89 - Height/weight limit</b>	<b>3</b>
<b>90 - No return within 1 hour</b>	<b>5</b>
<b>90. - No return within 5 hours</b>	<b>4</b>
<b>91 - Wrong class of vehicle</b>	<b>1</b>
<b>92 – Causing an Obstruction</b>	<b>2</b>
<b>93 - Car park closed</b>	<b>3</b>

The location of these tickets is as follows:

<b>Car Park</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17*</b>
<b>Adelphi Road Car Park</b>	<b>66</b>	<b>48</b>	<b>27</b>
<b>Ashley Centre Car Park</b>	<b>248</b>	<b>261</b>	<b>61</b>
<b>Atkins Car Park</b>	<b>67</b>	<b>41</b>	<b>29</b>

<b>Car Park</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17*</b>
<b>Bourne Hall Car Park</b>	<b>892</b>	<b>615</b>	<b>263</b>
<b>Court Recreation</b>	<b>29</b>	<b>79</b>	<b>41</b>
<b>Depot Road Car Park</b>	<b>1783</b>	<b>1437</b>	<b>579</b>
<b>Dorset House Car Park</b>	<b>727</b>	<b>569</b>	<b>213</b>
<b>Ewell Court House</b>	<b>302</b>	<b>21</b>	<b>8</b>
<b>High Street Car Park (Ewell)</b>	<b>526</b>	<b>359</b>	<b>192</b>
<b>Hook Road Car Park</b>	<b>14</b>	<b>3</b>	<b>6</b>
<b>Hope Lodge Car Park</b>	<b>1164</b>	<b>636</b>	<b>1</b>
<b>Hudson House Car park</b>	<b>38</b>	<b>21</b>	<b>14</b>
<b>Rainbow Centre Car Park</b>	<b>1371</b>	<b>558</b>	<b>443</b>
<b>Town Hall Car Park</b>	<b>2827</b>	<b>2059</b>	<b>272</b>
<b>Upper High Street Car Park</b>	<b>988</b>	<b>757</b>	<b>361</b>
<b>West Hill Car Park</b>	<b>21</b>	<b>46</b>	<b>8</b>
<b>Total</b>	<b>11063</b>	<b>7510</b>	<b>2518*</b>

*\*2016/17 figures correct from 1<sup>st</sup> April to 31<sup>st</sup> October 2016*

The number of PCN's issued can be seen to have declined from 2014/15 to 2015/16.

The primary reasons for this are as follows:

- a) In April 2015 the government introduced new legislation allowing 10 minutes of grace parking time to vehicles after the expiry of a pay and display ticket. In essence each vehicle now has an additional free 10 minutes of parking within the car park where previously a civil enforcement officer could have issued a penalty notice.
- b) In December 2015 Town Hall and Hope Lodge became a barrier controlled car park. In a barrier controlled car park a user will pay on exit meaning that they cannot overstay for their paid for time. They also are not required to display anything on the dashboard. This eliminates the opportunity of issuing penalty charge notices for these reasons.

In the period from 1<sup>st</sup> December 2015 to 31<sup>st</sup> October 2016 a total of 441 penalty charge notices have been issued in the Town Hall and Hope Lodge car parks (many of these in the pay and display area at the front of the Town Hall). In the equivalent period from 1<sup>st</sup> December 2014 to 31<sup>st</sup> October 2015 3,828 penalty charge notices were issued.

- c) A reduction in civil enforcement officers from 11 to 6, at the time of a recruitment freeze in 2015, the lack of a Parking Manager for 6 months meant that fewer hours were spent in enforcement. Epsom & Ewell Borough Council, along with other local boroughs, have experienced difficulty in recruiting civil enforcement officers. Neighbouring

London boroughs offer a more competitive salary and there have been long delays awaiting Disclosure and Barring Service (DBS) checks.

### Times of issue

The table below shows the time of day that penalty charge notices have been issued in four car parks which have contributed a high number of penalty charge notices:

	Depot Road			Upper High Street		
	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
up to 9am	2.0%	2.6%	2.0%	1.8%	2.1%	0.4%
09:00-11:59	15.7%	20.6%	20.7%	13.2%	18.7%	14.7%
12:00-14:59	24.9%	27.4%	33.4%	22.4%	24.1%	26.5%
15:00-17:59	29.6%	27.4%	36.3%	26.8%	31.0%	22.9%
After 18:00	27.7%	21.9%	7.6%	35.8%	24.1%	8.2%

	Rainbow Centre			Town Hall		
	2014/15	2015/16	2016/17	2014/15	2015/16	2016/17
up to 9am	3.9%	2.7%	3.9%	2.2%	2.4%	1.7%
09:00-11:59	21.2%	27.3%	34.1%	21.7%	25.4%	31.8%
12:00-14:59	21.8%	21.4%	32.3%	28.5%	31.8%	39.2%
15:00-17:59	22.6%	25.5%	20.4%	27.0%	25.8%	24.4%
After 18:00	30.6%	23.2%	9.3%	20.6%	14.6%	2.8%

It is evident from these figures that in 2016/17 car park penalty charge levels have declined after 6pm. During the recruitment freeze when the service was reduced to six officers the need to have staff in early to ensure machines were up and running and schools were patrolled meant that enforcement in the evenings was reduced.

The enforcement team work varying shift patterns from 07:30 – 17:30, 08:00 – 18:00 and 10:30 – 20:30. At times of special enforcement a 13:00 – 23:00 shift is used. The 10:30 to 20:30 shift is currently worked by two officers on two or three occasions per week. The figures above show that additional enforcement in the evenings is required. Currently the team is in the final stages of recruiting two more officers to cover recent resignations however once up to the full complement of officers additional evening patrols are required.

**Actions:**

- 1. To note that a moped has now been added to the car park fleet which has enabled an officer to move around between car parks more quickly to carry out enforcement duties and fix machines. After 3-6 months an assessment will take place as to the effectiveness of the moped and whether an additional bike could be added subject to an approved business case with funding being identified and agreed.**
- 2. Patrols in car parks after 6pm will be increased with effect from January 2017 (when staffing numbers return to quota) with an aim to ensuring evening patrols are carried out at a minimum of 4 times a week.**

Section 9 - Review of Current Parking Staff Structure

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**Background**

As of 1 November 2016 the Parking team consists of a Parking Manager, a Parking Operations Supervisor and 7 full time civil enforcement officers. Two vacant posts are undergoing a recruitment process. The Parking Manager reports to the Head of Customer Services and Business Support. The Parking team is responsible for both on and off street parking within the borough.

As part of the Star Chamber review of 2015/16 it was agreed that half a post would be removed from the Car Parks staffing establishment as a result of the introduction of barrier control in the Town Hall and Hope Lodge Car Park. This post has now been removed.

Currently the Ashley Centre Car Park office, located within the Ashley Centre car park is manned from 6am – 11:30pm Monday to Friday, 6:30am – 11:30pm on a Saturday and 8am – 11:30pm on a Sunday.

The main duties of the officer in charge are:

- to perform a safety inspection of the car park in the morning and afternoon
- to manage the pay on foot intercom from 6am – 9:30am and from 5pm – 11:30pm Monday to Friday and when the office is open at the weekend
- to assign officer patrols areas and breaks for the day
- to manage the CRM (Customer Relationship Management) queues including answering enquiries and feedback or assigning cases such as ticketing requests to the officer closest at hand. These queries are reported to Customer Services.

- to liaise with third parties such as engineers or the Ashley Centre security staff
- to assist with any Customer enquiries or feedback
- to perform simple fixes to machines and car park barriers
- to ensure tokens and receipts rolls are in plentiful supply for car park users
- to manage the Shopmobility service.

In a typical week this chart gives an idea of who is covering the office at which times:

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	6-6:30	CEO	CEO	POS	POS	POS		
	6:30-7	CEO	CEO	POS	POS	POS	CEO	
	7-8	CEO	CEO	POS	POS	POS	CEO	
	8-9	CEO	CEO	POS	POS	POS	CEO	CEO
	9-10	CEO	CEO	POS	POS	POS	POS	CEO
	10-11	CEO	CEO	POS	POS	POS	POS	CEO
	11-12	CEO	CEO	POS	POS	POS	POS	CEO
	12-13	PM	PM	PM	PM	PM	POS	CEO
	13-14	CEO	CEO	POS	POS	POS	CEO	CEO
	14-15	CEO	CEO	POS	POS	POS	POS	CEO
	15-16	CEO	CEO	POS	POS	POS	POS	CEO
	16-17	CEO	CEO	CEO	CEO	CEO	POS	CEO
	17-18	CEO	CEO	CEO	CEO	CEO	POS	CEO
	18-23:30	AGS	AGS	AGS	AGS	AGS	AGS	AGS

CEO 41.5 hours by a civil enforcement officer  
POS 35 hours by the Parking Operations Supervisor  
PM 5 hours by the Parking Manager  
AGS 38.5 hours by Add Guard Security

### **Parking Operations Supervisor**

On review, the Parking Operations Supervisor is spending the majority of the time working within the office, monitoring officer and service performance, completing financial checks as per audit requirements, liaising with Surrey County Council regarding missing or incomplete signs and lines within the borough, monitoring equipment and supplies, planning officer rotas and dealing with any staffing issues.

Ideally, as a qualified enforcement officer the duties need to include patrolling on street, assessing other officers on street for both parking enforcement and customer service. The role would also benefit from some time away from the busy office of the Ashley Centre to complete necessary paperwork and officer 1 to 1's without regular interruption.

Currently the working hours of this role are 6am – 4pm Wednesday to Saturday. On review there needs to be a greater flexibility in these hours. A five day working week would be preferable or certainly some change to the days worked as currently an issue which occurs over the weekend may not be dealt with until the Wednesday of the following week.

### **CEO**

Currently in a typical week the office is covered for over 41 hours by a civil enforcement officer. This does not include the time taken to return to and from the office from their beat location.

Ideally, a Civil Enforcement Officer should be out of the office on patrol on street and within the car parks ensuring traffic is kept free flowing, and in most cases this is where their primary skills lies.

### **Summary**

In summary the Ashley Centre office would be best covered by a person employed to specialise in a customer facing/administrative role to offer consistency and a higher level of customer service to the general public, providing office administration to the parking operation on a daily basis and freeing up the parking operations supervisor and ceo's to be patrolling the street and car parks for more hours. The recommended hours for this post initially would be for 4 days a week between the hours of 8am to 6 pm.



## **Machines maintenance**

In the months from April – June 2016 over 65 hours of officer time was spent fixing machines excluding travelling time to and from the machine from their beat location. In most cases officers are able to assist with the problem and perform the fix at the time, be it to release a coin jam, reset or clean the coin validator or free a blocked ticket or token. However, all of these problems interrupt an officer from performing their enforcement duties, and in some instances require specialist knowledge of the equipment.

In some organisations and Local Authorities a designated specialist machine operative is employed who would be responsible for all machine repairs. The plus side of this is that all other officers would be free to concentrate on their enforcement duties, the negative side is that the designated machine repair officer would have an increased travel time to and from each location. The machine operative would also require use of one of the two vehicles currently assigned to the service. On reflection as the majority of the officers do have the basic skills to fix a simple repair this post will not be carried forward.

As part of the aforementioned requirement to have the Parking Operations Supervisor carrying out more duties on street, further training would be provided to officers on location.

A later opening of the Ashley Centre office has been trialled at both 6:30am and 7am to provide extra time at the end of the day for enforcement duties. As part of the role involves ensuring the car park is safe and secure a 6:30am opening is recommended Monday – Saturday to enable this check to be completed prior to 7am when vehicles begin to arrive in earnest. On a Sunday a 9am start time is recommended.

## **Actions**

- 1. To employ, initially on a 6 month trial basis, an office administrator responsible for the day to day running of the Ashley Centre car park office, thereby enabling the Parking Operations Supervisor and Civil Enforcement officers to maximise their time on patrol.**
- 2. That the Parking Operations Supervisor role is re-evaluated to become a 5 day a week, flexible working days position.**
- 3. To open the car parks office at 6:30am on a Monday to Saturday and 9am on a Sunday.**

Section 10 - Out of Hours Service

Car Parks in Epsom & Ewell operate 24 hours a day 7 days a week, the only exception to this is on Christmas day. This means that the car parks require an out of hours service for 364 days of the year. The main presence is in the Ashley Centre car park. Over the course of a week the out of hours service currently runs for 86.5 hours a week at the following times:-

Sunday 6pm - Monday 6am
Monday 6pm - Tuesday 6am
Tuesday 6pm - Wednesday 6am
Wednesday 6pm - Thursday 6am
Thursday 6pm - Friday 6am
Friday 6pm - Saturday 6:30am
Saturday 6pm - Sunday 8am

**Car Park Usage**

Current usage of the car parks after 6pm can be seen in the tables below. The number of entries and exits by hour after 6pm are shown for the period from January to October 2016:

<b>Entry after 6pm</b>	<b>Ashley Centre</b>	<b>Hook Road</b>	<b>Hope Lodge</b>	<b>Town Hall</b>	<b>Grand Total</b>
18:00 - 19:00	20,772	1,350	2,397	7,352	31,871
19:00 - 20:00	13,912	796	2,405	7,672	24,785
20:00 - 21:00	2,784	217	1,470	3,047	7,518
21:00 - 22:00	753	84	581	1,044	2,462
22:00 - 23:00	295	250	194	499	1,238
23:00 - 24:00	313	6	81	183	583
<b>Grand Total</b>	<b>38,829</b>	<b>2,703</b>	<b>7,128</b>	<b>19,797</b>	<b>68,457</b>

<b>Exit after 6pm</b>	<b>Ashley Centre</b>	<b>Hook Road</b>	<b>Hope Lodge</b>	<b>Town Hall</b>	<b>Grand Total</b>
18:00 - 19:00	30,904	18,192	2,296	6,263	57,655
19:00 - 20:00	12,603	6,142	1,655	4,906	25,306
20:00 - 21:00	7,708	2,625	1,544	4,706	16,583
21:00 - 22:00	8,915	1,304	1,375	4,242	15,836
22:00 - 23:00	12,427	739	1,813	3,618	18,597
23:00 - 24:00	3,367	31	1,161	1,987	6,546
<b>Grand Total</b>	<b>75,924</b>	<b>29,033</b>	<b>9,844</b>	<b>25,722</b>	<b>140,523</b>

The out of hour's service currently costs a total of approximately £39,000 per year. The amount of revenue paid at these car parks in the first ten months of the year equates to almost £278,000.

The out of hours' service is covered by two different methods:-

### **6pm – 11:30pm**

From 6pm to 11:30 pm seven days a week Add Guard Security Guard provide a Security Guard rotating two officers assigned to Epsom. These two officers have worked at the Ashley Centre Car Park providing security cover since September 2011. The arrangement with Add Guard has been in place since then and appears to never have been reviewed or agreed formally.

The Security Officers are based in the Ashley Centre car park and deal with customer enquiries either at the Ashley Centre or by telephone, minor barrier and machine repairs, filling machines with tokens, maintaining the safety and security of the car park and locking Hook Road car park.

Both the security guards are familiar faces to visitors of the Ashley Centre car park in the evenings and both have customer skills and are familiar with the Entervo Barrier control system and the Car Park operating equipment

The Add Guard costs for the out of hours' service are approximately £34,000 per annum which includes the hourly rate for the Security officer and an additional charge of £17.86 for locking up Hook Road car park or attending incidents at other car parks outside the Ashley Centre.

### **11:30pm – am opening**

From 11:30pm until when the Ashley Centre office opens the next morning (6am Monday to Friday, 6:30am Saturday and 8 am on Sunday) the pay on foot intercom for barriers and pay machines is diverted to a mobile telephone.

This telephone is answered by the Parking Operations Supervisor, or an experienced civil enforcement officer, who provide customers with advice or remotely operate the barriers. Occasionally they may be required to attend the car park to manually fix any problems such as a barrier repair or a security/fire alarm.

These 2 members of staff are currently paid an historical rate of £14.29 per night as an inconvenience fee for any disturbance. It should be noted that this is under review as part of the HR overtime review.

As part of the review a number of options were considered:-

### **Option One**

#### **Including the Out of Hours Service for Car Parks in the current Facilities Contract**

Kier currently manage our out of hour call outs for all other council buildings with the exception of car parks. Officers explored the option to include the out of hours car park service as part of the service they currently provide.

#### **Options explored within this were to:-**

- Provide an off-site third party to answer intercom calls and remotely raise barriers if there was an issue from 6pm each day. Kier have provided a cost of c£19k, based on an estimation of 500 calls per month.
- Provide an annual daily lock up service. The cost of this would be c£13k.
- Provide an officer who was able to attend the car park and provide additional assistance. The cost of this would be £55.50 per call out (additional rates apply on Sunday and Bank Holidays) and a 4 hour response rate would be applied.
- Provide an off-site third party to answer intercom calls and remotely raise barriers if there was an issue from 11:30pm each day. Kier have provided a cost of c£1.2k based on an estimation of 20 calls per month.

Without the first- hand experience of the workings of the car park Kier would need to be provided with a scenarios list in order to answer customer queries. They would not be keen to become involved in any payment disputes. Such examples could arise if a customer has had a problem at a pay station, is disputing the amount of a parking charge or is claiming to have paid when the exit token shows that they have not. Frequently asked questions could be provided but would not be universal to the diversity of some of the queries received.

If they were unable to resolve such a dispute the barrier could be raised remotely but this could result in lost revenue and lost car parking tokens. The current security officers have the knowledge of using the Entervo system to check payments or faults and assist with any problems.

If this option was chosen a security officer would not be present within the car park and assistance to Ashley Centre car park users after 6pm would only be provided if parking officers were to remain in base. Anti-social users of the car park would not be deterred.

### **Option 2 – Cover by civil enforcement officer (ceo)**

A second option would be to alter the working hours of the civil enforcement officers to cover the office in the evenings instead of a security guard. This would mean that

an additional ceo would need to be employed to cover until 11:30 in the evening, and all of the ceo working hours would need to be consulted on changes to their working hours and contracts.

The lone workers policy of the enforcement officers would need to be changed as currently we ask our officers to double up after 6pm.

Alternatively, we could employ another ceo or an office worker to cover the evening shifts.

On reflection although the majority of our civil enforcement officers do have the necessary skills to cover the office this would be going against the recommendation of employing an officer worker to ensure ceo's spend the maximum amount of time on-street.

### **Conclusion:**

**By removing the security officer and asking Kier to cover the intercom we would lose a presence within the car park with knowledge of the working systems. Kier would charge EEBC for call outs which would have a 4 hour response time. This delay would cause adverse publicity and reputational damage to the Council.**

**After 11:30pm the Council officers are receiving approximately 20 calls per month. If these calls were passed to Kier then a saving of approximately £4000 per year could be made. With the reduced risk involved after 11:30pm it is therefore beneficial that a security officer remains on site until 11:30pm and after this time the out of hours service is passed to Kier.**

**The review has highlighted that the existing arrangements with the security firm need to be formalised.**

### **Action:**

- 1. The arrangement with the existing security company to be formalised in 2017/18.**
- 2. Out of hours arrangements to pass to Kier after 11:30pm in 2017/18.**

## **Section 11 - Hook Road Opening hours**

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In January 2014 it was agreed at Environment Committee to extend Hook Road car parks opening hours from 7am to 8pm on weekdays to 6am - 11pm. A further review of opening hours was then due to be conducted later in the year. The car park is currently open from 6am – 11pm Monday to Friday, 7am – 8pm on a Saturday and closed on Sundays and Bank Holidays.

From January 2016 to October 2016 the total number of car park visitors entering the car park between 6am and 7am on weekdays has been 1,648. This equates to approximately 8 users per day.

From January 2016 to October 2016 the total number of car park visitors entering or leaving Hook Road after 8pm has been as follows:

<b>Entry after 8pm</b>	<b>Hook Road</b>	<b>Ave. per day</b>
20:00-20:59	217	1.0
21:00-21:59	84	0.4
22:00-22:59	256	1.2
<b>Grand Total</b>	<b>557</b>	<b>2.6</b>

<b>Exit after 8pm</b>	<b>Hook Road</b>	<b>Ave. per day</b>
20:00-20:59	2,625	12.1
21:00-21:59	1,304	6.0
22:00-22:59	739	3.4
23:00-23:59	31	0.1
<b>Grand Total</b>	<b>3,288</b>	<b>21.6</b>

In 2016 to the end of October an average number of entrants and exits from Hook Road per day has been calculated. If you exclude the security guard from the vehicles exiting the car park after 9pm the average number of vehicles is approximately 9 per evening over a 2 hour period. The revenue received in the car park after 9pm from January – October is £3,525.

Based on the above information if the car park was to close at 9pm a limited number of people would be impacted each day. However as there is no substantial saving to be made in closing the car park earlier it is not recommended that the closing times change.

One other option considered was to leave Hook Road open 24 hours a day. However, due to it's out of town location there could be an increase in anti-social behaviour and the Park Mark Safety Award may be impacted. This option is therefore not recommended.

### **Opening on a Sunday/Bank Holiday**

Currently the cost of Hook Road car park is £10 each Sunday whilst lifts, barriers, CCTV, light sensors and fire/intruder alarms are still operating idle. The average cost per day to have these services running would be an additional £20.

Other costs involved which would need to be factored in would be a £350 charge to Scheidt & Bachmann to introduce a Sunday tariff. There would also be a cost for new tariff boards within the Car Park to reflect the new opening hours.

With local retailers increasingly opening on a Sunday there is an argument to say that the number of staff or shoppers wishing to park in Hook Road is increasing. In the recent parking survey 6% of retailers said that they would like to see Hook Road open on a Sunday. The car park may also benefit from increased use on a Saturday evening if it is known that the car park will not be locked the following day. However on the reverse side if the car park is largely empty on a Sunday this could increase the chance of antisocial behaviour.

Epsom car parks currently have sufficient capacity for visitors to the town on a Sunday without the need to open Hook Road.

**Recommendations:**

- 1. That Hook Road continues to open at 6am Monday to Friday and 7am on Saturday as there is minimal cost implication.**
- 2. That Hook Road remains open until 11pm Monday to Friday and 8pm on a Saturday.**
- 3. That Hook Road remains closed on a Sunday as there is currently sufficient capacity within Epsom car parks for visitors to the town.**

**Section 12 - Advertising in Car Parks**

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The Town Centres Manager has undertaken some initial research to assess the issues involved and the potential income that might be achieved from advertising in Epsom & Ewell Borough car parks.

The income that can be generated from car park advertising will be dependent on:

- the level of advertising (ie are there a modest amount of banners and signs or a huge amount);
- how much of that advertising is being sold; and
- the cost of that advertising.

These issues in turn are dependent on other variables, especially footfall - a car park advertising company will not take on a site unless they think that there's a reasonable chance to be able to sell the space.

**Cost of advertising**

The costs of advertising are based on what is felt by the advertising company to be the right price to generate interest and sales and not one that is too high that it makes it difficult to sell. The company that provides advertising space for Camberley (a similar sized town centre to Epsom) works on a 65/35 split. This means that that the council would keep around 65% of the money raised through advertising, minus the upfront cost of installing boards and signage, the rest going to the company that sells the space on our behalf.

**Type of advertising**

Camberley charges the following amount for these types of advertising:

6 sheet sized poster (70" x 48") £50 to £70 per week

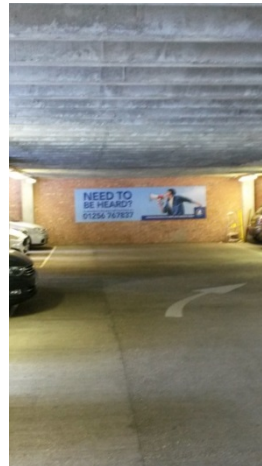
4 sheet sized poster (60" x 40") £30 to £50 per week



**Car park Barriers**  
(bank of 3) £30 to £40 per week



**Car park wall banners**

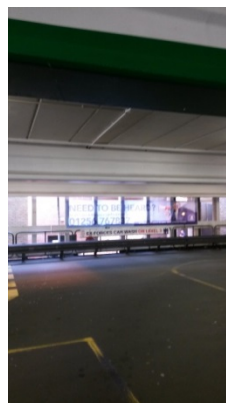




### Lift banners



### Hessian banners



### Occupancy

The general aim is usually to sell advertising sites for a minimum of three months. It is doubtful that all advertising sites would be filled at all times however – and we can perhaps expect that when they are not filled that the council themselves can make use of them for their own purposes without a cost.

The Town Centres Manager has advised that a number of businesses in Epsom town centre are keen to create a Business Improvement District (BID) to improve the town centre. These business-led, business-funded bodies aim to improve the business conditions in a town centre, boost footfall and make the town centre more attractive to shoppers, customers, clients and staff.

A survey was launched in September 2016 to test the appetite for a BID in Epsom town centre. If businesses want to take forward the process we might expect a ballot of businesses in the summer of 2017 to confirm whether one would be created.

If the ballot gives a 'yes' vote in favour of a BID then we should expect footfall to increase over time and so the value of advertising space to increase too.

### Up-front capital costs

Some companies will sell the advertising space but it would be up to the council to pay for such things as A0 or A1 sized frames for the advertising to go in. We can expect of course that the company arranging the advertising to produce and install the adverts themselves but there may be an up-front capital cost to EEBC which increases if illuminated signage in frames is used. While expensive these can make for a more attractive environment and reduce the fear of crime.

### Recommendation:

**For officers to pursue options for advertising options within car parks during 2017-18.**

### Section 13 – Site options for additional parking

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Epsom Town Centre continues to be a popular place for people to live, work, shop and spend their leisure time. The Borough Council's Plan E strategy and policies seek to deliver improvements that will maintain and enhance its popularity as a destination. It is essential that these improvements are balanced in investment in complimentary infrastructure, including public car parking provision. During the first quarter of 2015, the Planning Policy Team were tasked by the Council's Car Parking Working Group to explore possible options for expanding public car parking capacity. They examined and assessed a number of options across the town centre to provide an initial scoping of the opportunities, potential yield and constraints present on each site.

Officers have recently revisited this with an objective of identifying those sites that merit further consideration as possible options for additional car parking provision. This exercise has highlighted three sites that are potentially deliverable and developable, and could offer a viable (and meaningful) increase in car parking provision. These site options are:

- The extension of the Ashley Centre Car Park;
- The Utilities site, East Street; and
- Depot Road

The development of these three sites could yield an additional 400 public car parking spaces over the next five – ten years. The Borough Council will need to undertake more work to bring any additional provision on these forward. The scope of these projects will need to include the consideration and delivery of additional public provision, where appropriate. This will initially involve the Borough Council's Place Development team and Head of Property investigating these sites further in the future.

### Section 14 – Next steps

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This report will be taken to Environment Committee in January 2017.

### **TRAFFIC ORDER 2017 REPRESENTATIONS**

<u>Report of the:</u>	Head of Customer Services & Business Support
<u>Contact:</u>	Richard Chevalier, Joy Stevens
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	<b>Annexe 1</b> – Copy of the Traffic order based on car park tariffs agreed by Environment Committee on 25 October 2016
<u>Other available papers</u> (not attached):	None stated

#### **REPORT SUMMARY**

**This report asks the Committee to consider any representations received in relation to fees and charges for the car parking charges in Epsom & Ewell and to decide to either to continue, modify, or overturn the relevant Order.**

#### **RECOMMENDATION (S)**

**That the Committee considers any representations to the making of the Traffic Order to vary car parking charges, and to decide either to continue, modify, or overturn the relevant Order.**

*Notes*

#### **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 Environment Committee meeting on 25 October 2016 the Committee discussed fees and charges for Council-owned car parks in Epsom & Ewell and agreed in principle the proposed fees for 2017/18.
- 2.2 As a result, the making of the new Order was advertised on 24 November 2016. The order stated that any representations should be received by the Council by 19 December at 4:00pm.

- 2.3 If no objections were received the order would be treated as confirmed. However, as objections were received, these need to be considered by the Committee.
- 2.4 A table of the objections/representations are outlined below. All of these were received and forwarded by the Bourne Hall Manager on behalf of the objectors.

Name	Objection/Representation
Pat Armitage	I think this is grossly unfair, Bourne Hall is well used and I feel the introduction of parking charges will not encourage people to attend. Just another way to get money out of people.
Mrs E A Azar	<p>I have just been notified that the Council plan to start charging for car parking on Friday evenings at Bourne Hall. I think this is outrageous as most car-parks are free in the evenings and I would ask that you reconsider as I can imagine our bi-monthly dance will close as most people would object to paying to park on top of the entrance fee.</p> <p>I presume you would also expect the blood donors to pay as well, and they are there on a Friday evening and they too, no doubt, would stop donating blood if they had to pay to park. Something for the Council to think about!</p> <p>I look forward to hearing from you that you will not be charging to park at Bourne hall on Friday evenings.</p>
Benita Law	I have heard that there are proposals to introduce evening parking charges at Bourne Hall. While I can understand the charges during the day. I think evening charges are quite unnecessary. All the other car parks are free after 6.30. We attend Bourne Hall twice monthly to dance but I fear some people may find these charges too much for them so spoiling their social outing. Please re-consider these charges for the sake of these people.
Lynda Bellinger	It's been brought to my attention that evening parking charges are to be considered for Bourne Hall I would like you to reconsider this action as many people attend various activities in the evening and choose to do so because of the free parking. This will have a adverse reaction on the people who run these events, especially where the elderly and those on low income attend, this extra cost could be just enough to stop them participating all together and once numbers fall the event may need to close which in the end will be less income to Bourne Hall.

Name	Objection/Representation
Mrs V Allison	<p>Dear Sirs,</p> <p>I understand that evening parking charges are to be introduced at Bourne Hall in the New Year.</p> <p>If this happens it will surely discourage many people from attending the twice monthly ballroom dances in the hall downstairs. This is a perfect location for local people to get together and socialise in safe and pleasant surroundings and the fact that the evening parking has always been free means that the evening dances are always well attended. If, after many years you decide to charge people to park a car, it will possibly be the beginning of the end for social dancing.</p> <p>I believe there are other functions held on some evenings throughout the year and am sure attendance will be reduced for the same reason.</p> <p>However, If parking charges are to be introduced I would be interested to know how you propose to enforce this. Please be aware that I strongly object to the way that the Council are trying to fleece the public. Evening parking charges at Bourne Hall would be just another rip-off by the local authority.</p>
Ann Emery	<p>I would like to express my concern at the proposed charges for parking to this popular venue. I believe this would have a very negative affect and with costs increasing in all areas, would deter people from visiting the venue.</p>
Shirley Keene	<p>As a regular dancer at Bourne Hall on Friday evenings, we have always had the convenience of free parking. I object to this new proposal to impose parking charges in the evening – if we ladies arrive on a wet evening and have to find the change for parking, then go back to our cars to display the ticket, we will end up getting wet and spend an uncomfortable evening in wet clothes, especially for ladies wearing long dresses. We do not all have partners to drive us there.</p> <p>I urge you to drop this new money-making venture and continue to have free parking.</p>
Den Flavell	<p>Hi there,</p> <p>I understand that you might be the contact with regard to the proposed changes to car park charges in the Ewell area?</p> <p>Having seen recent notices being posted about these charge proposals I researched the WEB and came across details from Epsom and Ewell Borough Council's environment committee meeting of Tuesday, October 25 where a majority of councillors apparently voted to raise 24 of the council's 103 car park tariffs. Having studied the notes of this meeting in Para 6 for Ewell Car Parks the following is stated:</p> <p>Para 6.5 The Parking Working Group has made the following proposals:</p> <p>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.</p> <p>I would like to raise a formal objection to this as being a totally</p>

Name	Objection/Representation
	<p>unreasonable proposal and, without any doubt at all, this should not be implemented. The daytime car park charges are already too high in the area and the concept of an evening charge is an unjustified imposition as part of an attempt to be made by the Council in a penny pinching campaign.</p> <p>Evening parking should be free of charge exactly as it is with all the street parking that is available in the area. As a regular evening user of Bourne Hall I would like to point out that the availability of the free car park adjacent to the hall actually encourages the use of the council's facilities there and the imposition of a charge would most certainly discourage this. The same, of course, also applies in the Ewell High Street area where free car park use in the evening encourages people to come to the village to use the pubs and restaurants there. The concept of a evening car park charge will simply mean that customers will go elsewhere to locations where is it free to park!</p> <p>I would be grateful if you would take this email as a formal complaint against this proposal and to be acted upon accordingly.</p>
Josephine Morgan	<p>We are council tax payers to Epsom and Ewell borough council we feel it is unfair to charge car parking fees in the evening as to Bourne Hall this is going to stop people going there as it just another charge that will stop the older generation from attending the ballroom Dancing there every two weeks on a Friday night you will also find that the function rooms will be hit as well people just cannot afford it it is expensive enough in the day when people need to go to the clinics and functions</p>
Susan Lancaster	<p>I must say I strongly contest the proposal of car park charges at Bourne Hall. I am sure the council are able to claim more money from motorists that park illegally outside the Odeon Cinema Epsom and also other areas where parking is limited to only a short time and vehicles are left there several hours!!!! This venue is used regularly for the enjoyment of dances and other functions and feel it is another money making exercise at the wrong location.</p>
Ruth Jemmett	<p>I must say I strongly contest the proposal of car park charges at Bourne Hall. I am sure the council are able to claim more money from motorists that park illegally outside the Odeon Cinema Epsom and also other areas where parking is limited to only a short time and vehicles are left there several hours!!!! This venue is used regularly for the enjoyment of dances and other functions and feel it is another money making exercise at the wrong location.</p>
Thelma Harris	<p>I wish to complain about the proposed parking charges at Bourne Hall, this is our once month dancing outing, as pensioners getting zero interest on any savings we may have, it will be too expensive to come if we have to pay parking charges, £8 in get in and drinks is more than enough, I think night parking should be free, surely you make enough on day time parking and best of all parking fines, will not be able to do the best exercise ever dancing, love of my life, please reconsider</p>
Roger Belcher	<p>We have been advised that there is an intension to place a proposal before council members to impose evening parking charges at Bourne Hall.</p>

Name	Objection/Representation
	<p>I wish to lodge my objection to this or any similar proposal. As rate payers to Epsom &amp; Ewell Borough Council we make regular use of this wonderful facility. Having introduced daytime charging for car parking is bad enough, but proposing charging for evenings is wholly unacceptable. We already do our bit for environment and our own economy by car sharing which is particularly important to us as we are pensioners.</p> <p>Please dismiss the proposal to charge for evening parking at Bourne Hall!</p> <p>Thank you in anticipation of you kind assistance with this matter.</p>
Christie Ellis	<p>I have heard that there are proposals being put forward to charge for parking at Bourne Hall in the evening. This seems very wrong as it will deter people from using Bourne Hall for dancing or from eating out in Ewell. Cars will be pushed onto side streets which will impact on local residents. Another concern is once charging is implemented it will end up like Kingston where they gradually increase charges until it becomes unreasonable. In a time of financial constraints for the ordinary resident, money is tight enough without all the extra burdens.</p>
Pamela Watson	<p>To whom it may concern,</p> <p>It has been brought to my notice that parking charges are going to be made in the evening for parking at Bourne Hall.</p> <p>I am a regular attender at BH and strongly object to these proposed changes and charges.</p>
Patrick Tynan	<p>I strongly object to evening parking charges at Bourne Hall</p>
Isolde Ebrahim	<p>I am part of a dance group who enjoys dancing at Bourne Hall very much but I do disagree with the parking fees the government wants to bring in.</p> <p>Therefore, can you kindly add me to the list if there is a petition.</p>
Norma Grummitt	<p>I write re. the above proposed plan, to impose parking charges at Bourne Hall, in the evening</p> <p>I have attended tea dances at Bourne Hall for many years and accept the car park charges, during the day.</p> <p>It keeps a constant flow of traffic and is clearly a lucrative asset to the council.</p> <p>Indeed the traffic wardens are very attentive and have even given me a parking ticket for being 5 Minutes over my ticket time!!!</p> <p>Therefore I now restrict the time I use the car park.</p> <p>However I question the plan for car parking charges in the evening,</p> <p>On the occasions I have attended evening activities, the car park is rarely more than half full.</p> <p>The charge will certainly impact on the activities that are run at Bourne Hall, during the evenings and may cause some activities to close, as the public already have to pay to attend most of these activities.</p> <p>I have attended Glitters dances on Friday evenings and am aware this would be a cause for concern to the management of the dances.</p> <p>I understand the council want to use the parking facility to increase</p>

Name	Objection/Representation
	<p>their revenue, but surely by installing parking charges, it is not going to bring in a high revenue, but will impact on the usage of the venue.</p> <p>I would also be interested to know how the car park would be policed in the evening.</p> <p>Will traffic wardens be provided to check the tickets or will the police be required to check the facility?</p> <p>Either way it appears to be a costly waste of the tax payer's money.</p> <p>Surely it would be beneficial to increase growth and usage of Bourne Hall, rather than impose a charge on the few that use it in the evening.</p>
Clive McCarthy	<p>I understand that you are concerned with accepting the proposals from a Working Party on setting car parking charges in the borough. I will be disappointed at having an overnight charge of 40p introduced for the Ewell Car Parks, in particular at Bourne Hall which I attend weekly in the evening. I appreciate though that it would be difficult to except Bourne Hall, but have a charge for the neighbouring car parks. In early 2015 I used to pay 50p for the overnight charge in the rear Epsom Town Hall Car Park. Now I see it is £2.50. How long would it stay at 40p for Ewell. Please reconsider not imposing this charge. Thank you.</p>
Mr J Barnes	<p>I believe it will harm events that take place at Bourne Hall also restaurants in village. People will seek to park in roads elsewhere which are already crowded.</p>

2.5 The following objection was received after the specified time of 4:00 pm on 19 December 2016.

Peter Culver	<p>I am writing to object to car park changes in the evenings at Bourne Hall. Already congested residential roads will become worse as people look to park without cost and struggling local businesses will once again suffer a drop in trade as some customers will go elsewhere. Also, I wonder if your proposals are economic taking account of collection and enforcement costs and associated admin costs. Please rethink!</p>
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### 3 Proposals

3.1 The Committee is requested to consider the objections/representations and to decide whether it wishes to implement the changes to parking fees as previously agreed in principle.

### 4 Financial and Manpower Implications

4.1 Fees and charges represent a large component of the Council's overall income budget strategy contained within the Council's Medium Term Financial Strategy and Efficiency Plan.



4.2 **Chief Finance Officer's comments:** *The Strategy and Resources Committee agreed on the 27 September 2016 that at least £200,000 should be generated from an increase in all discretionary fees and charges across the Council, based on a minimum overall increase in yield of 3% in 2017/18. This income generation target is a key element of the Council's strategy to fund the 2017/18 budget.*

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

5.1 **Monitoring Officer's comments:** *Consideration of objections/representations is an important part of the statutory process by which Orders are made. Members should consider all relevant factors before deciding whether the proposed Order requires modification; these include the financial consideration and the potential impact on traffic/parking in the area. The statutory process must be followed in order to bring changes to current fees & charges into effect.*

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

6.1 None for the purposes of this report.

## **7 Partnerships**

7.1 None for the purposes of this report.

## **8 Risk Assessment**

8.1 There is a risk that if the new charge is not introduced, that the overall budget target for income may not be achieved.

## **9 Conclusion and Recommendations**

9.1 That the Committee considers the objections/representations received to the making of a Traffic Order for raising the charges in car parks in Epsom and Ewell, replacing with one Order for the parking places in Epsom & Ewell and determines whether or not to overrule the Order, modify the Order or confirm the making of the Order.

**WARD(S) AFFECTED: All**

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**EPSOM AND EWELL BOROUGH COUNCIL (OFF STREET PARKING PLACES) ORDER 2017**

**NOTICE IS HEREBY GIVEN** that Epsom and Ewell Borough Council in exercise of its powers under Sections 32 33 35 and 38 of the Road Traffic Regulations Act 1984 and Schedule 9 to that Act, the Traffic Management Act 2004 and Regulation 25 of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 and all other enabling powers propose to make the above Order.

The effect of the above Order is set out in the Schedule below:

The proposed Order and other related documents may be inspected at the Town Hall, The Parade, Epsom, KT18 5BY, between 9.30am and 4.30pm Monday to Friday. All objections or other representations relating to the proposed Order must be sent in writing to the undersigned by 4pm on the 19<sup>th</sup> December 2016. All objections must specify the grounds on which they are made.

**SCHEDULE OF PARKING PLACES**

**The effect of the Order will be as follows:**

1. To revoke the previous Off Street Parking Places Order on the date that the New Order comes into effect
2. To update and amend the Council's current Off Street Parking Places Order as detailed in the table below

<b>ASHLEY CENTRE</b>		
Period of Stay	Current Tariff	New Tariff
Up to 1hr	£1.80	No change
Up to 2hrs	£2.50	£2.60
Up to 3 hrs	£3.00	£3.10
Up to 5 hrs	£5.50	£5.70
Up to 6hrs	£12.00	No change
Over 6hrs	£20.00	No change
Mon – Fri*		
13:00 - 05:00**	£10.00	No change
15:00 - 05:00**	£5.00	No change
16:00 - 05:00**	£2.00	No change
Saturday*		
13:00 - 05:00**	£10.00	No change
15:00 - 05:00**	£5.00	No change
18:00 - 05:00**	£2.00	No change
Sunday		
Up to 2hrs	£1.50	No change
Over 2hrs	£2.50	No change
<b>HOOK ROAD</b>		
Up to 2hrs	£1.50	£1.60
Up to 3 hrs	£2.50	£2.60
Up to 5 hrs	£4.00	No change
5 - 24 hours	£5.50	£5.70
Mon – Fri*		
15:00 - 05:00**	£3.50	No change
16:00 - 05:00**	£2.00	No change
Saturday*		
15:00 - 05:00**	£3.50	No change
18:00 - 05:00**	£2.00	No change
<b>UPPER HIGH STREET/DEPOT ROAD</b>		
Up to 1hr	£1.00	£1.20
Up to 2hrs	£1.80	No change
Up to 3 hrs	£2.50	£2.60
Up to 5 hrs	£4.00	No change
Over 5 hrs	£6.00	No change
Weekly Season	£25.00	No change
Mon – Fri*		
15:00 - 05:00**	£4.00	No change
16:00 - 05:00**	£2.00	No change
Saturday*		
15:00 - 05:00**	£4.00	No change
18:00 - 05:00**	£2.00	No change
Sunday		
Up to 2hrs	£1.50	No change
Over 2hrs	£2.50	No change

<b>REAR TOWN HALL AND HOPE LODGE</b>		
Period of Stay	Current Tariff	New Tariff
Up to 30mins	£1.00	No change
Up to 1hr	£1.80	No change
Up to 2hrs	£2.50	£2.60
Up to 3 hrs	£4.00	No change
Up to 5 hrs	£6.00	No change
Up to 6hrs	£12.00	No change
Over 6hrs	£20.00	No change
Mon – Fri*		
13:00 - 05:00**	£10.00	No change
15:00 - 05:00**	£5.00	No change
16:00 - 05:00**	£2.50	No change
Saturday*		
13:00 - 05:00**	£10.00	No change
15:00 - 05:00**	£5.00	No change
18:00 - 05:00**	£2.50	No change
Sunday		
Up to 2hrs	£1.50	No change
Over 2hrs	£2.50	No change
<b>FRONT TOWN HALL</b>		
Up to 30mins	£1.00	No change
Up to 1hr	£1.80	No change
Up to 2hrs	£2.50	£2.60
Mon to Fri*		
16:00 to 05:00**	£2.50	No change
Saturday*		
18:00 to 05:00**	£2.50	No change
Sunday		
Up to 2hrs	£1.50	No change
Over 2hrs	£2.50	No change
<b>BOURNE HALL</b>		
Up to 30mins	£0.30	No change
Up to 1hr	£0.50	£0.60
Up to 2hrs	£1.20	No change
Up to 3 hrs	£2.00	No change
Up to 4hrs	£3.00	No change
Evening Charge	NEW	£0.40
<b>DORSET HOUSE AND HIGH STREET EWELL</b>		
Up to 30 mins	NEW	£0.30
Up to 1hr	£0.30	£0.40
Up to 2hrs	£0.80	No change
Up to 3 hrs	£1.20	No change
Up to 4hrs	£1.50	£1.60
Over 4hrs	£3.50	£3.60
Evening Charge	NEW	£0.40
<b>WEST HILL</b>		
Up to 1.5hrs	£1.00	£1.50
Up to 3hrs	£2.00	£2.50

<b>ATKINS (SATURDAYS ONLY)</b>		
Up to 2hrs	£2.00	No change
Up to 5 hrs	£3.50	£4.00
Over 5 hrs	£5.50	£6.00
<b>LOST TOKENS</b>		
ASHLEY CENTRE	£23	£25
HOPE LODGE	£23	£25
TOWN HALL	£23	£25
HOOK ROAD	£8	£10

\* 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

**Dated: 24<sup>th</sup> November 2016**

**FRANCES RUTTER**  
Chief Executive

**Town Hall, The Parade, Epsom KT18 5BY**

**FEES AND CHARGES 2017/18**

<u>Report of the:</u>	Director of Finance & Resources
<u>Contact:</u>	Jo-Anne Chang-Rogers/IanDyer/ Rod Brown/Andrew Lunt
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	<b>Annexe 1</b> – Committee Fees and Charges 2017/18
<u>Other available papers:</u>	None

**REPORT SUMMARY**

**This report recommends fees and charges for which this Committee is responsible, with the new charges being effective from 1 April 2017.**

**RECOMMENDATION (S)**

**That, subject to the approval of Council, the Committee agrees the fees and charges for 2017/18 as set out in Annexe 1.**

*Notes*

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

1.1 As set out in the revenue estimates report on this agenda.

**2 Background**

2.1 The Council will meet to agree the budget, including estimates of income and expenditure, on 14 February 2017. To enable the budget to be finalised, the Policy Committees are being asked to recommend fees and charges covering the services for which they are responsible.

2.2 The fees and charges presented in this report are discretionary charges only. For discretionary charges there is scope to generate additional income, to reduce the subsidy of the service or to contribute to an improved budget position.

2.3 There are a number of charges that are set externally of which the Council has no control or power to alter. This restricts the Council's ability to raise additional income and therefore the fees and charges set by statute are not presented to this Committee for approval.

- 2.4 The budget guidelines agreed by Strategy and Resources included an overall increase in revenue from discretionary fees and charges of 3%. The guidelines also anticipate that additional income may be generated to contribute to the required savings target.
- 2.5 When preparing estimates, fees and charges have been reviewed by service managers and any negative impact on demand anticipated by increased charges has been considered.
- 2.6 Members should refer to the estimates report on this agenda for an overview of the Committee's budget position.
- 2.7 In January 2013 the Committee agreed that the Director of Finance and Resources should have delegated authority to vary fees and charges for items generating income under £1,000 per annum. The Committee also agreed that the Director of Finance and Resources be permitted to set charges for one off services or items not included in the fees and charges schedule under delegated authority.

### **3 Proposals**

- 3.1 The proposed fees and charges for 2017/18 are set out at **Annexe 1** to this report. The main variations in fees and charges for each service area are set out below:

#### **3.1.1 Car Parks**

It is proposed to increase car park fees by an average of 3% to 5% across the range of car park charges. Proposals have been brought forward to effect the average increase, these are set out elsewhere on the agenda.

#### **3.1.2 Refuse Collection**

Most charges have been increased by between 3% and 5%. In addition to the additional income arising from increasing the tariffs, it is also anticipated that additional income of £82k will be generated from increased volume Green Waste, Trade Waste and Scheduled Collections.

#### **3.1.3 Licensing Fees**

Licensing Fees have been reviewed with most fees being increased by between 3% to 5%. It is anticipated that the increase in fees, together with the current level of demand being experienced in 2016/17 will result in additional income being generated in 2017/18 from increased volume.

#### 4 Financial and Manpower Implications

4.1 The impact of the proposed fees and charges for services in 2017/18 is set out below.

	<b>Increase in Income Budget Target (3%) £'000</b>	<b>Total Increase or (Decrease) due to changes to Tariffs £'000</b>	<b>Variations resulting from changes to volumes £'000</b>	<b>Variation between Target and total change £'000</b>
Car Parks	109	95	17	3
Refuse Collection	27	36	73	82
Markets	3	3	0	0
Development & Building Control	11	11	(1)	(1)
Cemetery	14	14	0	0
Licensing & Environmental Health	6	6	8	8
<b>Total</b>	<b>170</b>	<b>165</b>	<b>97</b>	<b>92</b>

4.2 The charges proposed will generate an additional estimated income of £262,000. This has been taken into account in the budget to be presented to the Council next month.

4.3 Mainly due to the increased volumes of refuse collection it is predicted that for 2017/18 there will be an additional £92,000 of budgeted income from fees and charges overall than was incorporated into the budget target.

4.4 The revised level of income has been included in the medium term financial strategy to help towards a balanced budget over the next 4 years. Detailed breakdown of the 2017/18 budget can be found in the budget report included on this agenda.

4.5 **Chief Finance Officer's comments:** *All financial implications are included within this report.*

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

5.1 There are no specific issues arising from this report but the Council's resources will need to be applied to ensure that it fulfils its statutory obligations and delivers its policy on equalities.

5.2 **Monitoring Officer's comments:** *It is important that the relevant statutory provisions are considered where fees and charges are proposed to be changed. As noted in the report these vary for different fees; some are mandatory, some are entirely discretionary, some may be set with a view to achieving specific statutory ends, and still others must be set on a basis on which it is reasonably estimated that the Council's costs of delivering the related service are to be recovered but no more.*

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

6.1 None for the purposes of this report.

## **7 Partnerships**

7.1 None for the purposes of this report.

## **8 Risk Assessment**

8.1 Income from services remains at risk due to the state of the economy. Charges have been set taking into account market conditions, as well as the applicable statutory requirements and purposes.

8.2 The continued delivery of Council services is dependent upon income generation, creating a risk to service delivery if charges are not set at levels that make a significant contribution to the Council's finances.

## **9 Conclusion and Recommendations**

9.1 This report proposes new fees and charges for services with effect from 1 April 2017.

9.2 The impact of changes in fees and charges has been estimated and incorporated in the Committee's budget estimates 2017/18. If lower charges are agreed the Committee will be required to identify cost savings to enable the Council to meet its overall budget target.

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



Service Activity	Service Head	Description	Unit	Charges 2016/17
Abandoned Vehicles	Ian Dyer	Disposal of vehicle - 7.5 to 18 tonnes	Per vehicle	125
Abandoned Vehicles	Ian Dyer	Disposal of vehicle - over 18 tonnes	Per vehicle	150
Abandoned Vehicles	Ian Dyer	Disposal of vehicle - two wheeled	Per vehicle	50
Abandoned Vehicles	Ian Dyer	Disposal of vehicle - 3.5 to 7.5 tonnes	Per vehicle	100
Abandoned Vehicles	Ian Dyer	Disposal of vehicle- less than 3.5 tonnes	Per vehicle	75
Abandoned Vehicles	Ian Dyer	Off road, upright, not substantially damaged. 3.5 to 7.5 tonnes	Per vehicle	400
Abandoned Vehicles	Ian Dyer	Off road, upright, not substantially damaged. 7.5 to 18 tonnes LADEN	Per vehicle	1500
Abandoned Vehicles	Ian Dyer	Off road, upright, not substantially damaged. 7.5 to 18 tonnes UNLADEN	Per vehicle	1000
Abandoned Vehicles	Ian Dyer	Off road, upright, not substantially damaged. Less than 3.5 tonnes	Per vehicle	200
Abandoned Vehicles	Ian Dyer	Off road, upright, not substantially damaged. Over 18 tonnes LADEN	Per vehicle	2000
Abandoned Vehicles	Ian Dyer	Off road, upright, not substantially damaged. Over 18 tonnes UNLADEN	Per vehicle	1500
Abandoned Vehicles	Ian Dyer	Off road, not upright, substantially damaged or both. 3.5 to 7.5 tonnes	Per vehicle	850
Abandoned Vehicles	Ian Dyer	Off road, not upright, substantially damaged or both. 7.5 to 18 tonnes LADEN	Per vehicle	4500
Abandoned Vehicles	Ian Dyer	Off road, not upright, substantially damaged or both. 7.5 to 18 tonnes UNLADEN	Per vehicle	3000
Abandoned Vehicles	Ian Dyer	Off road, not upright, substantially damaged or both. Less than 3.5 tonnes	Per vehicle	300
Abandoned Vehicles	Ian Dyer	Off road, not upright, substantially damaged or both. Over 18 tonnes LADEN	Per vehicle	6000
Abandoned Vehicles	Ian Dyer	Off road, not upright, substantially damaged or both. Over 18 tonnes UNLADEN	Per vehicle	4500
Abandoned Vehicles	Ian Dyer	On road, not damaged, upright. 3.5 to 7.5 tonnes	Per vehicle	200
Abandoned Vehicles	Ian Dyer	On road, not damaged, upright. 7.5 to 18 tonnes	Per vehicle	350
Abandoned Vehicles	Ian Dyer	On road, not damaged, upright. Less than 3.5 tonnes	Per vehicle	150
Abandoned Vehicles	Ian Dyer	On road, not damaged, upright. Over 18 tonnes	Per vehicle	350
Abandoned Vehicles	Ian Dyer	On road, not upright, substantially damaged or both. 3.5 to 7.5 tonnes	Per vehicle	650
Abandoned Vehicles	Ian Dyer	On road, not upright, substantially damaged or both. 7.5 to 18 tonnes LADEN	Per vehicle	3000
Abandoned Vehicles	Ian Dyer	On road, not upright, substantially damaged or both. 7.5 to 18 tonnes UNLADEN	Per vehicle	2000
Abandoned Vehicles	Ian Dyer	On road, not upright, substantially damaged or both. Less than 3.5 tonnes	Per vehicle	250
Abandoned Vehicles	Ian Dyer	On road, not upright, substantially damaged or both. Over 18 tonnes LADEN	Per vehicle	4500
Abandoned Vehicles	Ian Dyer	On road, not upright, substantially damaged or both. Over 18 tonnes UNLADEN	Per vehicle	3000
Abandoned Vehicles	Ian Dyer	Storage of abandoned vehicle - 7.5 to 18 tonnes	Per 24 hours	30
Abandoned Vehicles	Ian Dyer	Storage of abandoned vehicle - less than 3.5 tonnes	Per 24 hours	20
Abandoned Vehicles	Ian Dyer	Storage of abandoned vehicle - over 18 tonnes	Per 24 hours	35
Abandoned Vehicles	Ian Dyer	Storage of abandoned vehicle - two wheeled	Per 24 hours	10
Abandoned Vehicles	Ian Dyer	Storage of abandoned vehicle - 3.5 to 7.5 tonnes	Per 24 hours	25
Gambling Act - Adult Gaming Centre	Rod Brown	Annual fee	Per item	1000
Gambling Act - Adult Gaming Centre	Rod Brown	Application	Per item	2000

Service Activity	Service Head	Description	Unit	2016/17
Gambling Act - Adult Gaming Centre	Rod Brown	Change of circumstance	Per item	50
Gambling Act - Adult Gaming Centre	Rod Brown	Copy of licence	Per item	25
Gambling Act - Adult Gaming Centre	Rod Brown	Provisional statement	Per item	2000
Gambling Act - Adult Gaming Centre	Rod Brown	Transfer/Reinstatement fee	Per item	1200
Gambling Act - Adult Gaming Centre	Rod Brown	Variation fee	Per item	1000
Gamb Act - Betting Premises (Other)	Rod Brown	Annual fee	Per item	600
Gamb Act - Betting Premises (Other)	Rod Brown	Application	Per item	3000
Gamb Act - Betting Premises (Other)	Rod Brown	Change of circumstance	Per item	50
Gamb Act - Betting Premises (Other)	Rod Brown	Copy of licence	Per item	25
Gamb Act - Betting Premises (Other)	Rod Brown	Provisional statement	Per item	1200
Gamb Act - Betting Premises (Other)	Rod Brown	Transfer/Reinstatement fee	Per item	1200
Gamb Act - Betting Premises (Other)	Rod Brown	Variation fee	Per item	1500
Gamb Act - Betting Premises (Track)	Rod Brown	Annual fee	Per item	1000
Gamb Act - Betting Premises (Track)	Rod Brown	Application	Per item	2500
Gamb Act - Betting Premises (Track)	Rod Brown	Change of circumstance	Per item	50
Gamb Act - Betting Premises (Track)	Rod Brown	Copy of licence	Per item	25
Gamb Act - Betting Premises (Track)	Rod Brown	Provisional statement	Per item	2500
Gamb Act - Betting Premises (Track)	Rod Brown	Transfer/Reinstatement fee	Per item	950
Gamb Act - Betting Premises (Track)	Rod Brown	Variation fee	Per item	1250
Gambling Act - Club Gaming Permit	Rod Brown	Annual fee	Per item	50
Gambling Act - Club Gaming Permit	Rod Brown	Application (Existing part 2 or 3)	Per item	100
Gambling Act - Club Gaming Permit	Rod Brown	Application (no Club Premises Certificate)	Per item	200
Gambling Act - Club Gaming Permit	Rod Brown	Application (with Club Premises Certificate)	Per item	100
Gambling Act - Club Gaming Permit	Rod Brown	Copy of permit	Per item	15
Gambling Act - Club Gaming Permit	Rod Brown	Renewal (after 10 years)	Per item	200
Gambling Act - Club Gaming Permit	Rod Brown	Variation fee	Per item	100
Gambling Act - Licensed Premises Gaming Permit	Rod Brown	Annual fee	Per item	50
Gambling Act - Licensed Premises Gaming Permit	Rod Brown	Application (no existing S34 Permit)	Per item	150
Gambling Act - Licensed Premises Gaming Permit	Rod Brown	Application (with existing S34 Permit)	Per item	100
Gambling Act - Licensed Premises Gaming Permit	Rod Brown	Copy of permit	Per item	15
Gambling Act - Licensed Premises Gaming Permit	Rod Brown	New name on permit	Per item	25
Gambling Act - Licensed Premises Gaming Permit	Rod Brown	Variation fee	Per item	100
Gambling Act - Other	Rod Brown	Small Society Lottery - Grant	Per item	40
Gambling Act - Other	Rod Brown	Small Society Lottery - Renewal	Per item	20
Gambling Act - Other	Rod Brown	Temporary Use Notice	Per item	500
Large Scale Event	Rod Brown	5,000-9,999 - Additional Fee	Per licence	1000
Premises - Large Scale Event	Rod Brown	10,000 - 14,999 - Additional Fee	Per licence	2000
Premises - Large Scale Event	Rod Brown	15,000 - 19,999 - Additional Fee	Per licence	4000
Premises - Large Scale Event	Rod Brown	20,000 - 29,999 - Additional Fee	Per licence	8000

Service Activity	Service Head	Description	Unit	2016/17
Premises - Large Scale Event	Rod Brown	30,000 - 39,999 - Additional Fee	Per licence	16000
Premises - Large Scale Event	Rod Brown	40,000 - 49,999 - Additional Fee	Per licence	24000
Premises - Large Scale Event	Rod Brown	50,000 - 59,999 - Additional Fee	Per licence	32000
Premises - Large Scale Event	Rod Brown	60,000 - 69,999 - Additional Fee	Per licence	40000
Premises - Large Scale Event	Rod Brown	70,000 - 79,999 - Additional Fee	Per licence	48000
Premises - Large Scale Event	Rod Brown	80,000 - 89,999 - Additional Fee	Per licence	56000
Premises - Large Scale Event	Rod Brown	90,000 and over - Additional Fee	Per licence	64000
Premises - Other	Rod Brown	Application for a Provisional Statement	Per application	195
Premises - Other	Rod Brown	Application for minor variation	Per application	89
Premises - Other	Rod Brown	Application for transfer of premises licence	Per application	23
Premises - Other	Rod Brown	Application to vary licence to specify DPS	Per application	23
Premises - Other	Rod Brown	Change of relevant registered address of Club	Per notice	10.5
Premises - Other	Rod Brown	Interim Authority Notice	Per notice	23
Premises - Other	Rod Brown	Notification of change of name or address	Per change	10.5
Premises - Other	Rod Brown	Notification of change of name/alterations to Club Rules	Per notice	10.5
Premises - Other	Rod Brown	Personal Licence	Per licence	37
Premises - Other	Rod Brown	Removal of DPS Requirement	Per application	23
Premises - Other	Rod Brown	Right of freeholder to be notified of licensing matter	Per notice	21
Premises - Other	Rod Brown	Temporary Event Notice	Per licence	21
Premises - Other	Rod Brown	Theft, loss etc. of licence/summary/notice	Per licence	10.5
Premises and Club Licence - Ann Fee	Rod Brown	Large Town Centre Pub - Band D	Per licence	640
Premises and Club Licence - Ann Fee	Rod Brown	Large Town Centre Pub - Band E	Per licence	1050
Premises and Club Licence - Ann Fee	Rod Brown	Rateable Value - Band A (up to £4,300)	Per licence	70
Premises and Club Licence - Ann Fee	Rod Brown	Rateable Value - Band B (£4301-£33,000)	Per licence	180
Premises and Club Licence - Ann Fee	Rod Brown	Rateable Value - Band C (£33,001-£87,000)	Per licence	295
Premises and Club Licence - Ann Fee	Rod Brown	Rateable Value - Band D (£87,001-£125,000)	Per licence	320
Premises and Club Licence - Ann Fee	Rod Brown	Rateable Value - Band E (Over £125,000)	Per licence	350
Premises and Club Licence - New App	Rod Brown	Large Town Centre Pub - Band D	Per licence	900
Premises and Club Licence - New App	Rod Brown	Large Town Centre Pub - Band E	Per licence	1905
Premises and Club Licence - New App	Rod Brown	Rateable Value - Band B (£4301-£33,000)	Per licence	190
Premises and Club Licence - New App	Rod Brown	Rateable Value - Band C (£33,001-£87,000)	Per licence	315
Premises and Club Licence - New App	Rod Brown	Rateable Value - Band D (£87,001-£125,000)	Per licence	450
Sex Establishment	Rod Brown	Occasional sex establishment (Shops & cinemas)	Pro rata	0
Penalty Charge Notices	Joy Stevens	Paid after 14 days - some offences are £50	Per offence	50
Penalty Charge Notices	Joy Stevens	Paid after 14 days - some offences are £70	Per offence	70
Penalty Charge Notices	Joy Stevens	Paid within 14 days - some offences are £25	Per offence	25
Penalty Charge Notices	Joy Stevens	Paid within 14 days - some offences are £35	Per offence	35
Residents Parking Schemes	Joy Stevens	Issue of first annual permit	Per permit	50
Residents Parking Schemes	Joy Stevens	Issue of second and subsequent permits	Per permit	75
Residents Parking Schemes	Joy Stevens	Medical Permits (Zone G only)	Per permit	10
Residents Parking Schemes	Joy Stevens	Replacement of lost or damaged permit	Per permit	15
Residents Parking Schemes	Joy Stevens	Visitors permits (book of 10)	Per book	20
Development Management	Mark Berry	Article 4 Direction	Per document	18.75

Service Activity	Service Head	Description	Unit	2016/17
Development Management	Mark Berry	Charging for Enabling Officer	per delivery	250
Development Management	Mark Berry	Copy of planning permission (pre 1994 only)	Per document	14.5
Development Management	Mark Berry	Copy of Section 106 (formerly S 52) agreements	Per document	16.75
Development Management	Mark Berry	Planning Performance Agreements	per application	0
Development Management	Mark Berry	Pre-App advice Residential Householder	Per written enq	80
Development Management	Mark Berry	Pre-App advice Residential Householder	Per meeting	80
Development Management	Mark Berry	Pre-App advice Residential 1-5 dwellings	Per written enq	300
Development Management	Mark Berry	Pre-App advice Residential 1-5 dwellings	Per meeting	450
Development Management	Mark Berry	Pre-App advice Residential 6-9 dwellings	Per written enquiry	500
Development Management	Mark Berry	Pre-App advice Residential 6-9 dwellings	Per meeting	750
Development Management	Mark Berry	Pre-App advice Residential 10-49 dwellings	Per written enquiry	800
Development Management	Mark Berry	Pre-App advice Residential 10-49 dwellings	Per meeting	950
Development Management	Mark Berry	Pre-App advice Residential 50+ dwellings	Per written enquiry	1000
Development Management	Mark Berry	Pre-App advice Residential 50+ dwellings	Per meeting	1800
Development Management	Mark Berry	Pre-App advice Non-residential up to 50 sq m	Per written enquiry	75
Development Management	Mark Berry	Pre-App advice Non-residential up to 50 sq m	Per meeting	120
Development Management	Mark Berry	Pre-App advice Non-residential 50-999 sq m	Per written enquiry	190
Development Management	Mark Berry	Pre-App advice Non-residential 50-999 sq m	Per meeting	350
Development Management	Mark Berry	Pre-App advice Non-residential 1000-4999 sq m	Per written enquiry	450
Development Management	Mark Berry	Pre-App advice Non-residential 1000-4999 sq m	Per meeting	800
Development Management	Mark Berry	Pre-App advice Non-residential 5000 sq m	Per written enquiry	1000
Development Management	Mark Berry	Pre-App advice Non-residential 5000 sq m	Per meeting	1800
Development Management	Mark Berry	Reduced rate re benefits Hedgerow Complaint under Part 8 of Anti-Social Behaviour Act 2003	per complaint	70.25
Development Management	Mark Berry	Research for information in excess of FOIA maximum	Per hour	27.75
Development Management	Mark Berry	Site visit and check for compliance with planning conditions	Per visit	102.75
Development Management	Mark Berry	Tree Preservation Order (Full Copy)	Per document	25.25
Development Management	Mark Berry	Tree Preservation Order (Full Copy)	Per document	25.25
Development Management	Mark Berry	Variations under S106	per agreement	1000
Street Trading	Rod Brown	Food licence / consent	Annual	655
Street Trading	Rod Brown	Mobile food traders	Annual	655
Street Trading	Rod Brown	Mobile food traders	6 months	350
Street Trading	Rod Brown	Other licence / consent	Annual	550
Vehicle licensing	Rod Brown	Hackney Carriage Drivers	Epsom & Ewell only - 3 years	280
Vehicle licensing	Rod Brown	Hackney Carriage transfer fee on change of vehicle	Dual licensed	110
Vehicle licensing	Rod Brown	Hackney Carriage transfer fee on change of vehicle	Epsom & Ewell only	75
Vehicle licensing	Rod Brown	Hackney Carriage Vehicle	Dual licensed	220
Vehicle licensing	Rod Brown	Hackney Carriage Vehicles	Epsom & Ewell only	280
Vehicle licensing	Rod Brown	Knowledge Test (First)	Per test	75
Vehicle licensing	Rod Brown	Knowledge Test (re-test)	Per test	60
Vehicle licensing	Rod Brown	Private Hire - transfer fee on change of vehicle	Per transfer	75
Vehicle licensing	Rod Brown	Private Hire Drivers	Three years	225
Vehicle licensing	Rod Brown	Private Hire Drivers - restricted additional driver (e.g. Spouse)	Per additional driver	75

Service Activity	Service Head	Description	Unit	2016/17
Vehicle licensing	Rod Brown	Private Hire Operators - New	One year	355
Vehicle licensing	Rod Brown	Private Hire Operators - Renewal 1-2 vehicles	One year	235
Vehicle licensing	Rod Brown	Private Hire Operators - Renewal 3-5 vehicles	One year	300
Vehicle licensing	Rod Brown	Private Hire Operators - Renewal 6+ vehicles	One year	300
Vehicle licensing	Rod Brown	Private Hire Operators - Renewal 1-2 vehicles	Five years	1045
Vehicle licensing	Rod Brown	Private Hire Operators - Renewal 3-5 vehicles	Five Years	1370
Vehicle licensing	Rod Brown	Private Hire Operators - Renewal 6+ vehicles	Five years	1370
Vehicle licensing	Rod Brown	Private Hire Vehicles	One year	265
Other Licences	Rod Brown	Acupuncture, earpiercing and electrolysis - register additional named qualified practitioners aft	Per licence	66
Other Licences	Rod Brown	Acupuncture, earpiercing and electrolysis - register business premises and all listed qualified pr	Per licence	260
Other Licences	Rod Brown	New Practitioner Registration (during period of licence)	Per licence	66
Other Licences	Rod Brown	Replacement Registration/Badge	Per registration	15
Other Licences	Rod Brown	Scrap Metal Dealers - Collector New	Per Licence	255
Other Licences	Rod Brown	Scrap Metal Dealers - Collector Renewal (3 yr licence)	Per Licence	128
Other Licences	Rod Brown	Scrap Metal Dealers - Collector Variation	Per Application	255
Other Licences	Rod Brown	Scrap Metal Dealers - Site New	Per Licence	365
Other Licences	Rod Brown	Scrap Metal Dealers - Site Renewal (3 yr licence)	Per Licence	185
Other Licences	Rod Brown	Scrap Metal Dealers - Site Variation	Per Application	365
Other Licences	Rod Brown	Tattooing - Renewal	Per licence	222
Other Licences	Rod Brown	Tattooing- Register Business Premises and all Listed Qualified Practitioners- New	Per licence	357
Premises - Other	Rod Brown	Zoo Licence	Four year licence	1400
Sex Establishment	Rod Brown	Sex establishments (Shops, sex encounter premises & cinemas) New Licence	Per licence	5130
Sex Establishment	Rod Brown	Transfer application	Per Application	292
Sex Establishment	Rod Brown	Variation or renewal	Per licence	2565
Sex Establishment	Rod Brown	Varation or renewal no Hearing	Per licence	1300
Cemetery - Planting	Rod Brown	Moulding/turfing	Per session	66
Cemetery - Planting	Rod Brown	Plants - Summer and Winter	Per year	140
Cemtry rights of burial 40 yrs graves	Rod Brown	Any other row traditional - Non-resident	Per grave	3246
Cemtry rights of burial 40 yrs graves	Rod Brown	Any other row traditional - Resident	Per grave	1623
Cemtry rights of burial 40 yrs graves	Rod Brown	Butterfly lawn section (baby grave) - Non-Resident	Per grave	905
Cemtry rights of burial 40 yrs graves	Rod Brown	Butterfly lawn section (baby grave) - Resident	Per grave	905
Cemtry rights of burial 40 yrs graves	Rod Brown	Front row path traditional - Non-resident	Per grave	6100
Cemtry rights of burial 40 yrs graves	Rod Brown	Front row path traditional - Resident	Per grave	2766
Cemtry rights of burial 40 yrs graves	Rod Brown	Garden of Remembrance (cremated remains only) - Non-Resident	Per grave	1014
Cemtry rights of burial 40 yrs graves	Rod Brown	Garden of Remembrance (cremated remains only) - Resident	Per grave	507
Cemtry rights of burial 40 yrs graves	Rod Brown	In pergola plot - Non-resident	Per grave	6062
Cemtry rights of burial 40 yrs graves	Rod Brown	In pergola plot - Resident	Per grave	3031
Cemtry rights of burial 40 yrs graves	Rod Brown	New lawn section - Non-resident	Per grave	2800
Cemtry rights of burial 40 yrs graves	Rod Brown	New lawn section - Resident	Per grave	1400
Interments Monday to Friday	Rod Brown	Dug to 11ft (3.352m) - Non-Resident	Per grave	2752
Interments Monday to Friday	Rod Brown	Dug to 11ft (3.352m) - Resident	Per grave	1212
Interments Monday to Friday	Rod Brown	Dug to 2ft (0.609m) or less (cremated remains) - Non-Resident	Per grave	550
Interments Monday to Friday	Rod Brown	Dug to 2ft (0.609m) or less (cremated remains) - Resident	Per grave	262
Interments Monday to Friday	Rod Brown	Dug to 4ft (1.219m) or less (Child under 12 only) - Non-Resident	Per grave	785

Service Activity	Service Head	Description	Unit	2016/17
Interments Monday to Friday	Rod Brown	Dug to 4ft (1.219m) or less (Child under 12 only) - Resident	Per grave	358
Interments Monday to Friday	Rod Brown	Dug to 5 or 7ft (2.133m) - Non-Resident	Per grave	1858
Interments Monday to Friday	Rod Brown	Dug to 5 or 7ft (2.133m) - Resident	Per grave	891
Interments Monday to Friday	Rod Brown	Dug to 9ft (2.743m) - Non-Resident	Per grave	2205
Interments Monday to Friday	Rod Brown	Dug to 9ft (2.743m) - Resident	Per grave	1002
Interments Monday to Friday	Rod Brown	Over 11ft (3.352m) - Non-Resident	Per grave	0
Interments Monday to Friday	Rod Brown	Over 11ft (3.352m) - Resident	Per grave	0
Interments Saturday Service	Rod Brown	Dug to 11ft (3.352m) - Non-Resident	Per grave	3405
Interments Saturday Service	Rod Brown	Dug to 11ft (3.352m) - Resident	Per grave	1877
Interments Saturday Service	Rod Brown	Dug to 2ft (0.609m) or less (cremated remains) - Non-Resident	Per grave	955
Interments Saturday Service	Rod Brown	Dug to 2ft (0.609m) or less (cremated remains) - Resident	Per grave	657
Interments Saturday Service	Rod Brown	Dug to 4ft (1.219m) or less (Child under 12 only) - Non-Resident	Per grave	1330
Interments Saturday Service	Rod Brown	Dug to 4ft (1.219m) or less (Child under 12 only) - Resident	Per grave	870
Interments Saturday Service	Rod Brown	Dug to 5 or 7ft (2.133m) - Non-Resident	Per grave	2436
Interments Saturday Service	Rod Brown	Dug to 5 or 7ft (2.133m) - Resident	Per grave	1481
Interments Saturday Service	Rod Brown	Dug to 9ft (2.743m) - Non-Resident	Per grave	2775
Interments Saturday Service	Rod Brown	Dug to 9ft (2.743m) - Resident	Per grave	1583
Interments Saturday Service	Rod Brown	Over 11ft (3.352m) - Non-Resident	Per grave	0
Interments Saturday Service	Rod Brown	Over 11ft (3.352m) - Resident	Per grave	0
Interments Saturday Service	Rod Brown	Walled graves	Per grave	0
Memorials	Rod Brown	Butterfly Baby Grave Memorial Resident/Non Resident	Per item	99
Memorials	Rod Brown	Butterfly memorial plaque - Resident/Non Resident	Per item	138
Memorials	Rod Brown	Flat stone tablet - Non Resident	Per item	220
Memorials	Rod Brown	Flat stone tablet - Resident	Per item	133
Memorials	Rod Brown	Ground level surround - Non Resident	Per item	640
Memorials	Rod Brown	Ground level surround - Resident	Per item	323
Memorials	Rod Brown	Kerbs - Non Resident	Per item	328
Memorials	Rod Brown	Kerbs - Resident	Per item	168
Memorials	Rod Brown	Memorial in the Garden of Remembrance - Non Resident	Per item	323
Memorials	Rod Brown	Memorial in the Garden of Remembrance - Resident	Per item	163
Memorials	Rod Brown	Not exceeding 3ft 6ins (1.066m) - Non Resident	Per item	328
Memorials	Rod Brown	Not exceeding 3ft 6ins (1.066m) - Resident	Per item	168
Memorials	Rod Brown	Small memorial baby grave - Non Resident	Per item	196
Memorials	Rod Brown	Small memorial baby grave - Resident	Per item	99
Memorials	Rod Brown	Tablets/Vases etc - Non Resident	Per item	220
Memorials	Rod Brown	Tablets/Vases etc - Resident	Per item	110
Other cemetery charges	Rod Brown	Additional Inscription - Non resident	per inscription	200
Other cemetery charges	Rod Brown	Additional Inscription - Resident	per inscription	100
Other cemetery charges	Rod Brown	Issue of duplicate death grant	Per issue	95
Street Naming and Numbering	Joy Stevens	Additional charges per flat	Per flat	11
Street Naming and Numbering	Joy Stevens	Additional charges per plot 11-25 plots	Per plot	22.5

Service Activity	Service Head	Description	Unit	2016/17
Street Naming and Numbering	Joy Stevens	Additional charges per plot 2-5 plots	Per plot	33.5
Street Naming and Numbering	Joy Stevens	Additional charges per plot 26-75 plots	Per plot	16.5
Street Naming and Numbering	Joy Stevens	Additional charges per plot 6-10 plots	Per plot	28
Street Naming and Numbering	Joy Stevens	Additional charges per plot 76 plots and over	Per plot	11
Street Naming and Numbering	Joy Stevens	Changes to a development plot	Per plot	27.75
Street Naming and Numbering	Joy Stevens	Development Charge	Per application	100
Street Naming and Numbering	Joy Stevens	Flats redevelopment charge	Per application	166.5
Street Naming and Numbering	Joy Stevens	Naming of a property	Per property	28
Street Naming and Numbering	Joy Stevens	Renaming of a street	Per application	111
Street Naming and Numbering	Joy Stevens	Renaming of a street additional charper plot	Per plot	28
Annual Business Permits	Joy Stevens	Ashley Centre	Per year	1855
Annual Business Permits	Joy Stevens	Ashley Centre (Blue Badge)	Per year	575
Annual Business Permits	Joy Stevens	Hook Road	Per year	575
Annual Business Permits	Joy Stevens	Hudson House	Per year	1060
Annual Residents Permits	Joy Stevens	Hook Road	Per year	315
Annual Residents Permits	Joy Stevens	Hope Lodge	Per year	315
Annual Residents Permits	Joy Stevens	Hudson House	Per year	850
Annual Business Permits	Joy Stevens	Upper High Street/ Depot Road (Existing users only)	Per year	575
Miscellaneous	Joy Stevens	Dispensation permit for contractors	per vehicle per day (4-28 days)	5
Miscellaneous	Joy Stevens	Dispensation permit for contractors and residents to carry out works subject to restrictions	per vehicle up to 3 days	20
Miscellaneous	Joy Stevens	Hook Road Parker Card	Per card	15
Miscellaneous	Joy Stevens	Lost parker card	Per card	15
Miscellaneous	Joy Stevens	Lost Token - Ashley Centre, HL, TH	Per token	23
Miscellaneous	Joy Stevens	Lost Token - Hook Road	Per token	8
Additional Domestic Bin	Ian Dyer	240 litres	Per bin per annum	146.5
Domestic bulk refuse disposal	Ian Dyer	Up to 3 items (5 sacks = 1 item)	Items	33
Domestic bulk refuse disposal	Ian Dyer	4-6 items (5 sacks = 1 item)	Items	65.5
Domestic bulk refuse disposal	Ian Dyer	7-9 items (5 sacks = 1 item)	Items	98.5
Domestic bulk refuse disposal	Ian Dyer	10-12 items (5 sacks = 1 item)	Items	131.5
Domestic bulk refuse disposal	Ian Dyer	Over 12 items	Items - cost by quotation	9999
Garden Wste (Church/Charity)DD	Ian Dyer	Fortnightly collection of 1100l garden waste bin	Per 1100l bin per annum	164.2
Garden Wste (Church/Charity)DD	Ian Dyer	Fortnightly collection of 240l garden waste bin	Per 240l bin per annum	35.8
Garden Wste (Church/Charity)DD	Ian Dyer	Fortnightly collection of 660l garden waste bin	Per 660l bin per annum	98.5
Garden Wste(Church/Charity)Other	Ian Dyer	Fortnightly collection of 1100l garden waste bin	Per 1100l bin per annum	180.5
Garden Wste(Church/Charity)Other	Ian Dyer	Fortnightly collection of 240l garden waste bin	Per 240l bin per annum	39.4
Garden Wste(Church/Charity)Other	Ian Dyer	Fortnightly collection of 660l garden waste bin	Per 660l bin per annum	108.5
Garden Waste (Dom) DD	Ian Dyer	Fortnightly collection of garden waste bin	Per 240l bin per annum	45
Garden Waste (Dom) DD	Ian Dyer	Fortnightly collection of garden waste sack	Per sack per annum	11.2
Garden Waste (Dom) Other	Ian Dyer	Fortnightly collection of garden waste bin	Per 240l bin per annum	49.5
Garden Waste (Dom) Other	Ian Dyer	Fortnightly collection of garden waste sack	Per sack per annum	12.4
Garden Waste (Flats/Schools) DD	Ian Dyer	Fortnightly collection of 1100l garden waste bin	Per 1100l bin per annum	206.25
Garden Waste (Flats/Schools) DD	Ian Dyer	Fortnightly collection of 240l garden waste bin	Per 240l bin per annum	45

Service Activity	Service Head	Description	Unit	2016/17
Garden Waste (Flats/Schools) DD	Ian Dyer	Fortnightly collection of 660l garden waste bin	Per 660l bin per annum	123.75
Garden Waste (Flats/Schools) Other	Ian Dyer	Fortnightly collection of 1100l garden waste bin	Per 1100l bin per annum	226.75
Garden Waste (Flats/Schools) Other	Ian Dyer	Fortnightly collection of 240l garden waste bin	Per 240l bin per annum	49.5
Garden Waste (Flats/Schools) Other	Ian Dyer	Fortnightly collection of 660l garden waste bin	Per 660l bin per annum	136.25
Leaf Collection Direct Debit	Ian Dyer	Fortnightly leaf collection (seasonal)	Per 60l sack per annum	5.6
Leaf Collection Other Payment	Ian Dyer	Fortnightly leaf collection (seasonal)	Per 60l sack per annum	6.2
Leaf Collection Other Payment	Ian Dyer	Non-return of brown garden bin	Per bin	83
Additional Domestic Bin	Ian Dyer	240 litres for a household of 6 or more	Per bin	0
Larger Domestic Refuse bin	Ian Dyer	240 litres for a household of 10 or more	Per bin	0
Domestic Bin Exchange	Ian Dyer	From 120 litres to 240 litres	Per bin	0
Domestic Bin Exchange	Ian Dyer	From 360 litres to 240 litres	Per bin	0
New Domestic Properties	Ian Dyer	Provision of initial bin to newly built properties	Per property charged to developer	100
Replacement Domestic Bin	Ian Dyer	Damaged by resident	Per bin	49
Replacement Domestic Bin	Ian Dyer	Missing	Per bin	0
Local Plans	Mark Berry	LDF Developer Contributions SPD (Non-Residents)	Each	5
Building Control	Mark Berry	Building Control Fees -< a href=http://www.epson-ewell.gov.uk/EEBC/Planning/Building+Control	Per meeting	0
Development Management	Mark Berry	Planning fees	Per meeting	0
Local Plans	Mark Berry	LDF Core Strategy (Commercial)	Each	7.5
Local Plans	Mark Berry	LDF Core Strategy (Non-Residents)	Each	7.5
Local Plans	Mark Berry	LDF Core Strategy (Residents)	Each	7.5
Local Plans	Mark Berry	LDF Developer Contributions SPD (Commercial)	Each	7.5
Local Plans	Mark Berry	LDF Developer Contributions SPD (Residents)	Each	7.5
Local Plans	Mark Berry	Local Plan adopted May 2000 (Commercial)	Per map	15
Local Plans	Mark Berry	Local Plan adopted May 2000 (Commercial)	Per written statement incl maps	60
Local Plans	Mark Berry	Local Plan adopted May 2000 (Commercial)	Per set of proposals maps only	30
Local Plans	Mark Berry	Local Plan adopted May 2000 (Commercial)	Per written statement only	30
Local Plans	Mark Berry	Local Plan adopted May 2000 (Non-Residents)	Per set of proposals maps only	30
Local Plans	Mark Berry	Local Plan adopted May 2000 (Non-Residents)	Per written statement only	30
Local Plans	Mark Berry	Local Plan adopted May 2000 (Non-Residents)	Per map	15
Local Plans	Mark Berry	Local Plan adopted May 2000 (Non-Residents)	Per written statement incl maps	60
Local Plans	Mark Berry	Local Plan adopted May 2000 (Residents)	Per written statement incl maps	40
Local Plans	Mark Berry	Local Plan adopted May 2000 (Residents)	Per map	15
Local Plans	Mark Berry	Local Plan adopted May 2000 (Residents)	Per written statement only	30
Local Plans	Mark Berry	Local Plan adopted May 2000 (Residents)	Per set of proposals maps only	30
Vehicle licensing	Rod Brown	Duplicate/replacement licence	Per item	15
Vehicle licensing	Rod Brown	Hackney Carriage Drivers	Dual licensed - 3 years	210
Vehicle licensing	Rod Brown	ID badge	Per item	15
Vehicle licensing	Rod Brown	Missed appointment (without notice excuse) or reasonabl	Per appointment	40
Vehicle licensing	Rod Brown	Replacement HCV plate	Per item	25
Vehicle licensing	Rod Brown	Replacement Plate ( Insert only )	Per item	15
Vehicle licensing	Rod Brown	Small Licence Plate ( Insert only )	Per item	10
Other Licences	Rod Brown	Animals boarding - includes kennels and catteries - New	Per licence	467
Other Licences	Rod Brown	Animals boarding - includes kennels and catteries - Renewal	Per licence	234



Service Activity	Service Head	Description	Unit	2016/17
Other Licences	Rod Brown	Breeding of dogs - New	Per licence	467
Other Licences	Rod Brown	Breeding of dogs - Renewal	Per licence	235
Other Licences	Rod Brown	Caravan and Campsite - New	Per licence	310
Other Licences	Rod Brown	Caravan Campsite - Renewal	Per licence	310
Other Licences	Rod Brown	Performing Animals (plus veterinary costs)	Per licence	235
Other Licences	Rod Brown	Pet Shop - New	Per licence	360
Other Licences	Rod Brown	Pet shop - Renewal	Per licence	178
Other Licences	Rod Brown	Rag flock manufacture (store & manufacture licence)	Per licence	310
Other Licences	Rod Brown	Replacement/Copy of Licence (from 'Other' Category)	Per licence	15
Other Licences	Rod Brown	Riding establishments - New	Per licence	685
Other Licences	Rod Brown	Riding establishments - Renewal	Per licence	341
Other Licences	Rod Brown	Storage of Celluloid - Renewal	Per licence	308
Other Licences	Rod Brown	To keep dangerous wild animals (veterinary costs)	Per licence	249
Other Licences	Rod Brown	Upholsterers using rag flock	Per registration	71
Clinical Waste Collection	Rod Brown	Domestic collection and disposal of hazardous waste (one sharps bin per year free)	Per bin or bag	12
Environmental Health general	Rod Brown	Officer time	Per hour	69
Environment Information Regs 1998	Rod Brown	Supply of information relating to potentially contaminated land	Per application	212
Environment Information Regs 1998	Rod Brown	Work requiring research of records	per hour	25
Housing Act	Rod Brown	Enforcement action - officer time	per hour	69
Pollution Prevention and Control	Rod Brown	Summary of premises contained in public register	Per summary	26.5
Private Water Supply	Rod Brown	Sampling of Water - statutorily prescribed costs	By statute	0
Private Water Supply	Rod Brown	Sampling of Water - Officer time	Per hour	69
Stray Dogs	Rod Brown	Dogs daytime seizure, collection and transport to kennels	Per dog	130
Stray Dogs	Rod Brown	Dogs daytime seizure and return to owner	Per dog	165
Stray Dogs	Rod Brown	Dogs nighttime/weekend seizure, collection and transport to kennels	per dog	216
Stray Dogs	Rod Brown	Dogs nighttime/weekend seizure and return to owner	Per dog	196
Stray Dogs	Rod Brown	Dogs return to owner from kennels on request	per dog	40
Other cemetery charges	Rod Brown	Burial register search fee	Per search	0
Other cemetery charges	Rod Brown	Exhumation	Per exhumation	0
Other cemetery charges	Rod Brown	Hire of music facility/chapel organ	Per event	0
Annual Business Permits	Joy Stevens	Ewell Court House (Existing Users Only)	Per year	265
Annual Residents Permits	Joy Stevens	Adelphi Road	Per year	110
Miscellaneous	Joy Stevens	Deposit Key Fob Deposit	per item	100

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
to the Local Government Act 1972.

AGENDA ITEM 8  
ANNEXE 2

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**CAPITAL PROGRAMME 2017/18**

<u>Report of the:</u>	Director of Finance & Resources
<u>Contact:</u>	Lee Duffy
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	<b>Annexe 1:</b> Proposed Capital Programme <b>Annexe 2:</b> Capital Appraisal forms for Bid 1 <b>Annexe 3:</b> Capital Appraisal forms for Bid 1 <b>Annexe 4:</b> Capital Appraisal forms for Bid 2 <b>Annexe 5:</b> Capital Appraisal forms for Bid 4 <b>Annexe 6:</b> Capital Appraisal forms for Bid 1
<u>Other available papers</u> (not attached):	Financial Policy Panel papers 6 December 2016

**REPORT SUMMARY**

**This report proposes the 2017/18 capital programme and a provisional programme for 2018-20.**

**RECOMMENDATION (S)**

- (1) That the Environment Committee recommends the Capital Programme for 2017/18 as identified in section 4 and 5 of this report to the Council for approval on 14 February 2017;**
- (2) That the Environment Committee confirms its support for all of the schemes proposed for inclusion in the provisional programme for 2018-20 as identified in section 6 of this report;**
- (3) That the Environment Committee notes that:-**
  - (a) schemes subject to external funding from section 106 and Government Grants only proceed when funding has been received;**
  - (b) schemes for 2018-20 are provisional pending an annual review of funds available for capital investment.**

*Notes*

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

1.1 The Council's Medium Term Financial Strategy includes the following in regards to investment in services:-

- Prioritise capital investment to ensure retained property is fit for purpose.
- Maximise the use of external funding opportunities to deliver improvements to the community infrastructure, including affordable housing.
- Maintain a minimum uncommitted level of capital reserves of £1 million.

## **2 Background**

2.1 The Capital Strategy was last agreed by the Council on 11 February 2016 at which time the capital programme was approved for 2016/17. Schemes for 2017-2019 were provisional pending the annual budget review and an annual assessment of funds for capital investment.

2.2 The Financial Policy Panel provided the Capital Member Group (CMG) with a remit to guide the preparation of a capital programme for 2017-18. The Panel received details of capital bids on 6 December 2016 following an assessment of investment options by the CMG.

2.3 The Panel were advised that the proposed level of investment of £2.8 million over three years 2017/18 to 2019/20 would reduce the available capital reserves to £1.5 million at the end of this period. The proposed capital programme assumes funding from capital and revenue reserves, and government grants. Specific schemes may also be funded from other grants where successful bids are made.

2.4 The Panel's guidance relevant to this policy committee's recommendations was as follows:-

2.4.1 Priority schemes identified by the Capital Member Group should be presented with project appraisals to the policy committees in January to establish whether there is support for the individual projects, with any projects not supported being removed from the draft programme.

2.4.2 Schemes identified in section 4 and 5 of this report, totalling £267,000, requiring £242,000 use of capital reserves and £25,000 use of repairs and renewals reserves, should be included in the capital programme, subject to support for the project appraisal by this Committee and subject to external funding being received before expenditure is committed.

### 3 Proposals

- 3.1 The Committee is asked:-
- 3.1.1 To approve the proposed capital programme for 2017/18;
- 3.1.2 To agree the provisional programme for 2018-20.
- 3.2 The timing of the programme should be based on the ability to deliver with a realistic number of projects in any one year.
- 3.3 The budget assumes that interest earned on capital reserves will be used to help finance the revenue budget.
- 3.4 If all schemes in the proposed corporate capital programme for 2017/18 are approved this will reduce the capital reserves to around £2.0 million and as a result there will be reduced funding available for service delivery. This is reflected in next year's estimates and the financial forecasts.

### 4 Core Programme 2017/18 Funded from Capital Reserves

- 4.1 The Financial Policy Panel recommended that the following schemes should be considered by this Committee for inclusion in the capital programme in 2017/18, subject to the Committee approving the project appraisals and the identification, where appropriate, of revenue funding.
- 4.2 The proposed core programme for 2017/18 funded from capital reserves is as follows:-

<b>Capital Appraisal form reference</b>	<b>Scheme</b>	<b>Estimate 2017/18 (£'000)</b>
Environment Bid 1	Container Replacement Programme	68
Environment Bid 4	Improvement Works (Depot Rd) & Pay Machines (Depot Rd & Upper High St) Car Parks	174
<b>Total schemes funded from capital reserves</b>		<b>242</b>

### 5 Capital Programme 2017/18 Funded From Repairs & Renewals Reserve

- 5.1 The Financial Policy Panel recommended that the following schemes should be considered by this Committee for inclusion in the capital programme in 2017/18, funded from Repairs & Renewals Reserve.
- 5.2 The proposed programme for 2017/18 funded from Repairs & Renewals Reserve is detailed in the table overleaf. This table provides information on the level of funding to be received from external sources.

Capital Appraisal form reference	Scheme	External funding to be received in 2017/18 (£'000)
Environment Bid 2	Waste Strategy Containers	25
<b>Total schemes funded by repairs &amp; renewals reserve</b>		<b>25</b>

5.3 It is proposed that these schemes are included within the capital programme subject to the identification of funding for any revenue implications within approved budgets.

## 6 Proposed Capital Programme 2018/19 to 2019/20

6.1 The provisional programme proposed for 2018-20 is:-

Bid Ref:	Scheme	2018/19 (£'000)	2019/20 (£'000)	Funding
Environment Bid 3	Ashley Centre Car Park- Upgrade levels 4a & 4b with deckshield waterproofing	184	0	Capital Reserves
Environment Bid 3	Hope Lodge Car Park Extension	97	0	Capital Reserves
Environment Bid 3	St Marys Churchyard Wall Repairs	63	0	Capital Reserves
<b>Total proposed capital programme 2017/18 to 2018/19</b>		<b>344</b>	<b>0</b>	

6.2 Bids for these schemes will be prepared and submitted to future Capital Member Group meetings for their support to be included within the capital programme for 2018/19 and 2019/20.

## 7 Financial and Manpower Implications

7.1 As highlighted in this report, any scheme not attracting full external funding will have a revenue budget impact.

7.2 The Committee will wish to ensure that the Council has the capacity to deliver the recommended schemes.

7.3 **Chief Finance Officer's comments:** All financial implications are included in the body of the report.



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

8.1 A baseline criteria for schemes is 'Investment required to meet Health and Safety or other new legislative requirements' as identified in the project appraisals.

8.2 ***Monitoring Officer's comments:** There are no significant legal implications arising from this report. It is important when considering whether to approve capital schemes that the Council's legal obligations are considered. This appears to have been done in the preparation of the Capital Programme.*

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

9.1 None for the purpose of this report.

## **10 Partnerships**

10.1 There are no schemes dependent upon partnership agreement or funding. Schemes may, subject to evaluation, involve partnership for procurement or service delivery.

## **11 Risk Assessment**

11.1 The CMG used the Capital Strategy to balance the need for prioritised investment against a reducing level of capital reserves.

11.2 To help manage risks to the General Fund revenue account, business case investment has been prioritised where it demonstrates a payback within 5 years or 7 years for renewable energy projects.

11.3 Funding has been identified to enable the delivery of the capital programme for 2017/18 and officers believe that there should be sufficient capacity to deliver these projects.

## **12 Conclusion and Recommendations**

12.1 A programme of £267,000, excluding any carry forward provisions from 2016/17, is recommended for this committee in 2017/18.

12.2 The Committee is asked to agree the provisional programme for 2018 - 2020.

**WARD(S) AFFECTED: All**

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**Environment Committee Proposed Capital Programme 2017/18 - 2019/20**

	<b>Original Budget 2017/18 £'000</b>	<b>Proposed Budget 2018/19 £'000</b>	<b>Proposed Budget 2019/20 £'000</b>	<b>Total Provision 2017/18- 2019/20 £'000</b>
Container and Bin Replacement Programme	68	0	0	<b>68</b>
Waste Strategy Containers (The Big Switch)	25	0	0	<b>25</b>
Improvement Works (Depot Rd) & Pay Machines (Depot Rd & Upper High St) Car Parks	174	0	0	<b>174</b>
Ashley Centre Car Park-Upgrade levels 4a & 4b with deckshield waterproofing	0	184	0	<b>184</b>
Hope Lodge Car Park Extension	0	97	0	<b>97</b>
St Marys Churchyard Wall Repairs	0	63	0	<b>63</b>
<b>Total Environment Committee</b>	<b>267</b>	<b>344</b>	<b>0</b>	

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## Capital Programme Review 2017-18 Project Appraisal Form

**COMMITTEE & BID NUMBER**

Environment Bid 1

**PROJECT TITLE**

Container Replacement Programme

**ACCOUNTABLE OFFICER**

Officer responsible for project planning and delivery of the scheme. Accountable officers are also responsible for post project review.

Jon Sharpe (refuse and recycling bins) / Sam Whitehead (litter bins)

**DETAILS OF PROJECT**

Project scope, what is included/excluded in the scheme	A rolling replacement programme for wheelie bins and litter bins. This represents approximately 3% of the value of stock.
Project outcomes and benefits	Services cannot be delivered without suitable containers. Each year, some containers are lost, stolen or damaged, so must be replaced or we will be unable to provide services to those residents.

**FINANCIAL SUMMARY**

		Cost of Project £	Comments and detail where necessary. Provide appendices where relevant. Examples of business cases spreadsheets can be found in the Finance Handbook
a	Estimated cost of purchase, works and/or equipment	66,200	This represents around 3% of the stock in use across the Borough – see Annex 1
b	Consultancy or other fees	0	

## Capital Programme Review 2017-18 Project Appraisal Form

		Cost of Project £	Comments and detail where necessary. Provide appendices where relevant. Examples of business cases spreadsheets can be found in the Finance Handbook
c	<b>Total Scheme Capital Costs (a+b)</b>	66,200	
d	External Funding Identified (e.g. s106, grants etc.) Please give details, including any unsuccessful funding enquiries you may have made.	0	
e	<b>Net Costs to Council (c-d)</b>	66,200	
f	Internal Sources of Capital Funds Identified (e.g. repairs & renewals reserve etc.)	0	
g	<b>Capital Reserves Needed to Finance Bid (e-f)</b>	<b>66,200</b>	
h	Annual Ongoing Revenue <b>Additional Savings</b> as a Direct Result of the Project	N/a	This expenditure relates solely to the provision of bins for existing services.
i	Annual Ongoing Revenue <b>Additional Costs</b> as a Direct Result of the Project	N/a	

Year	2017/18 £	2018/19 £	2019/20 £
<b>Spend Profile of Scheme</b> – please identify which year (s) the scheme spend will fall into	66,200	0	0

## Capital Programme Review 2017-18 Project Appraisal Form

### REVENUE IMPACT

Can Revenue Implications Be Funded From the Committee Base Budget? – Please give details	N/a
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### CORPORATE PLAN 2016/20

Is this investment linked to EEBC's Key Priorities? If so, say which ones and evidence how. How does project fit within service objectives?	Yes. Sustainability, through the provision of refuse and recycling collections.
---	---

### TIMESCALES

What is the proposed timetable for completion of the project? Give estimated start and finish dates for each stage of the project. These dates will be used as milestones during quarterly budget monitoring to assess performance of project delivery.

		Target Start Date	Target Finish Date
1	Design & Planning	n/a	n/a
2	Further Approvals Needed	n/a	n/a
3	Tendering (if necessary)	n/a	n/a
4	Project start date	1/4/2017	
5	Project Finish Date		31/3/2018

### BASELINE CRITERIA

All capital schemes are assessed against criteria set by the Capital Member Group annually. Bids should meet at least one of these criteria. State which capital criteria(s) for assessing bids are met and why. Leave blank any which are not met.

Spend to Save schemes should meet the following criteria;

- Payback of the amount capital invested within the project within 5 years (7 years for renewable energy projects).

## Capital Programme Review 2017-18 Project Appraisal Form

- The return required on capital employed should be linked to the potential cost of borrowing (MRP) rather than potential loss of investment income.
- Risk of not achieving return on investment is low.
- Clear definition of financial cost/benefits of the scheme.

Members may consider schemes with longer paybacks on major spend to save projects going forward, especially those that incur borrowing.

<p><b>Is there a guarantee of the scheme being fully externally funded and is it classed as a high priority?</b> Please give details of funding streams, including any restrictions on the funding.</p>	<p>There is no external funding for this scheme.</p> <p>It is classed as a high priority. Service delivery is entirely dependent on the provision of suitable containers.</p>
<p><b>Is the Scheme a Spend to Save Project?</b> Will investment improve service efficiency including cost savings or income generation? What is the payback in years?</p>	<p>No.</p>
<p><b>It is mandatory for the Council to provide the scheme?</b> Is investment required to meet Health and Safety or other legislative requirements? If so state which requirements.</p>	
<p><b>Is this project the minimum scheme required to continue to deliver the services of the Council?</b> - Is investment required for the business continuity of the Council? If so say how.</p>	<p>Yes. This is the minimum amount required for the provision of replacement containers needed for the continued provision of services.</p>



## Capital Programme Review 2017-18 Project Appraisal Form

### ASSET MANAGEMENT PLAN

Is investment identified in the Council's Asset Management Plan?	Yes.
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### PRIORITISATION

State which **one** of the four prioritisation categories are met and why.

1	Investment essential to meet statutory obligation.	Yes. Refuse, recycling and street cleansing are statutory services.
2	Investment Important to achieve Key Priorities.	Yes (Sustainability). Services could not be delivered without the provision of suitable containers.
3	Investment important to secure service continuity and improvement.	Yes. Services could not be delivered without the provision of suitable containers.  It may be also noted that when the Council launches its new refuse and recycling services (Simply Weekly Recycling) in spring 2017, it will use the same containers as now. Therefore the provision of these containers is also required for service improvement.
4	Investment will assist but is not required to meet one of the baseline criteria.	This investment is required – without it the provision of current and future services would be compromised.

### RISKS ASSOCIATED WITH SCHEME

1	Outline the risks of delivering this project to timetable and budget. (Please do not include risks to the service or asset if project is not approved.)	<p>Risk of containers not being readily available from manufacturers when required.</p> <p>With limited stock space at the depot, and without knowing in advance which types of container may be lost, stolen or damaged, it is impractical to buy bin stocks up front at the beginning of the year. Rather, orders are placed on-going as need arises. Typically, therefore, we buy c.500 wheelie bins at a time.</p> <p>While there can occasionally be difficulties with lead times on bin orders, we find that such issues are limited, and bins are generally available in only 3-4</p>
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## Capital Programme Review 2017-18 Project Appraisal Form

		weeks from order. In any event, to mitigate such risks (a) officers buy bins through frameworks, which access several manufacturers at a time and allow us to see anticipated delivery times before placing orders, and (b) officers have excellent relationships with various suppliers, who can be called upon to rush orders or part-orders through in case of need.
2	Are there any risks relating to the availability of resources internally to deliver this project	The project is deliverable given current staffing levels. Should staffing levels change in the future this would need to be reconsidered.
3	Consequences of not undertaking this project	Not undertaking this project would compromise our ability to deliver refuse, recycling and street cleaning services.
4	Alternative Solutions (Other solutions considered – cost and implications)	None. Provision of safe, suitable waste containers is a central premise of service delivery.

<b>Is consultation required for this project?</b> Please give details of the who with and when by.	No.
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<b>Ward(s) affected by the scheme</b>	All.
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**Accountable Officer Responsible for Delivery of the Scheme**

Name and Signature: Jon Sharpe

Date 23/9/2016



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<b>Container Replacement Programme - estimate of bins in current use</b>					
<b>Container</b>	<b>Type</b>	<b>Number 2016/17</b>	<b>Typical unit cost</b>	<b>Total</b>	<b>Manufacturers approximated asset Life in years</b>
Black 240	Card, cartons & plastics	1,550	£16.00	£24,800	10
Black 180	Card, cartons & plastics	27,280	£18.50	£504,680	10
Black 140	Card, cartons & plastics	500	£15.00	£7,500	10
Green 240	Refuse	30,820	£16.00	£493,120	10
Green 180	Nappies	970	£18.50	£17,945	10
Kerbside box	Recycling	30,820	£3.00	£92,460	5
Covers for kerbside box	Recycling	30,820	£1.00	£30,820	2
Blue bag	Recycling	30,820	£1.00	£30,820	2
Brown 240	Garden waste	11,000	£16.00	£176,000	10
Green bag	Garden waste	1,200	£2.00	£2,400	2
Green food bin	Food	27,010	£3.15	£85,082	2
Kitchen caddy	Food	27,010	£1.00	£27,010	2
1100	Flats refuse/recycling	420	£215.00	£90,300	10
660	Flats refuse/recycling	420	£200.00	£84,000	10
360	Flats refuse/recycling	75	£41.00	£3,075	10
Blue 240	Flats recycling	680	£32.00	£21,760	10
1100	Trade	501	£215.00	£107,715	10
660	Trade	145	£200.00	£29,000	10
360	Trade	115	£41.00	£4,715	10
240	Trade	184	£16.00	£2,944	10
180	Trade	77	£18.50	£1,425	10
Red 180	Food slave bin	100	£18.00	£1,800	10
Litter bin	Litter	320	£265.00	£84,800	10
<b>Total replacement cost</b>				<b>£1,924,170</b>	
<b>Capital Bid value</b>				<b>£66,200</b>	
				<b>=</b>	<b>3.44%</b>
					<b>of current asset replacement cost</b>

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## Capital Programme Review 2017-18 Project Appraisal Form

**COMMITTEE & BID NUMBER**

Environment Bid 2

**PROJECT TITLE**

Waste Strategy Containers (The Big Switch)

**ACCOUNTABLE OFFICER**

Officer responsible for project planning and delivery of the scheme. Accountable officers are also responsible for post project review.

Jon Sharpe

**DETAILS OF PROJECT**

Project scope, what is included/excluded in the scheme	A fund to provide for new containers required within the Big Switch project
Project outcomes and benefits	<p>In spring 2017 the Council will launch new refuse and recycling collection arrangements, called Simply Weekly Recycling.</p> <p>As part of this, we will switch residents' green and black bins – The Big Switch. Some residents will not have the right bins for The Big Switch, and so this fund provides for the provision of new bins where required.</p> <p>Officers have estimated costs of up to £50,000 for this project, split equally between 2016/17 and 2017/18. Therefore, this bid is for the second of those two years.</p>

## Capital Programme Review 2017-18 Project Appraisal Form

### FINANCIAL SUMMARY

		<b>Cost of Project £</b>	<b>Comments and detail where necessary. Provide appendices where relevant.</b> Examples of business cases spreadsheets can be found in the Finance Handbook
a	Estimated cost of purchase, works and/or equipment	25,000	This is the second year's part of this project, as above.
b	Consultancy or other fees	0	
c	<b>Total Scheme Capital Costs (a+b)</b>	25,000	
d	External Funding Identified (e.g. s106, grants etc.) Please give details, including any unsuccessful funding enquiries you may have made.	0	
e	<b>Net Costs to Council (c-d)</b>	25,000	
f	Internal Sources of Capital Funds Identified (e.g. repairs & renewals reserve etc.)	0	
g	<b>Capital Reserves Needed to Finance Bid (e-f)</b>	<b>25,000</b>	
h	Annual Ongoing Revenue <b>Additional Savings</b> as a Direct Result of the Project	130,000 (avoidance not savings)	Continuing our current arrangements from spring 2017 – but with new vehicles, required because the current vehicles have reached the end of their economic lives – would have cost the Council c.£150,000 extra per year compared to current costs. Simply Weekly Recycling is forecast to avoid c.£130,000 per annum of those additional costs.



## Capital Programme Review 2017-18 Project Appraisal Form

		<b>Cost of Project £</b>	<b>Comments and detail where necessary. Provide appendices where relevant.</b> Examples of business cases spreadsheets can be found in the Finance Handbook
i	Annual Ongoing Revenue <b>Additional Costs</b> as a Direct Result of the Project	N/a	

Year	2017/18 £	2018/19 £	2019/20 £
<b>Spend Profile of Scheme</b> – please identify which year (s) the scheme spend will fall into	25,000	N/a	N/a

### REVENUE IMPACT

Can Revenue Implications Be Funded From the Committee Base Budget? – Please give details	Revenue implications of adopting Simply Weekly Recycling will be accommodated within the Council’s 2017/18 (and onward) budgeting process.
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### CORPORATE PLAN 2016/20

<b>Is this investment linked to EEBC’s Key Priorities?</b> If so, say which ones and evidence how. How does project fit within service objectives?	Yes. Sustainability, through the provision of refuse and recycling collections. Simply Weekly Recycling is forecast to increase recycling from 46% currently to 53% or more.
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### TIMESCALES

What is the proposed timetable for completion of the project? Give estimated start and finish dates for each stage of the project. These dates will be used as milestones during quarterly budget monitoring to assess performance of project delivery.

## Capital Programme Review 2017-18 Project Appraisal Form

		Target Start Date	Target Finish Date
1	Design & Planning	Simply Weekly Recycling was approved by the Committee in October 2015. Planning is ongoing for its launch in spring 2017.	Spring 2017
2	Further Approvals Needed	n/a	n/a
3	Tendering (if necessary)	n/a	n/a
4	Project start date	<p>We anticipate that Simply Weekly recycling will have been launched to all houses by mid-July 2017.</p> <p>The service will then be launched to flats during summer/autumn of 2017.</p> <p>However, we have for some while been encouraging residents to contact us to discuss their needs for The Big Switch. This will help us to spread both the cost and the operational burden of providing for their container needs.</p>	
5	Project Finish Date		See above – launch expected to be completed to all houses and flats by summer/autumn 2017

### BASELINE CRITERIA

All capital schemes are assessed against criteria set by the Capital Member Group annually. Bids should meet at least one of these criteria. State which capital criteria(s) for assessing bids are met and why. Leave blank any which are not met.

## Capital Programme Review 2017-18 Project Appraisal Form

Spend to Save schemes should meet the following criteria;

- Payback of the amount capital invested within the project within 5 years (7 years for renewable energy projects).
- The return required on capital employed should be linked to the potential cost of borrowing (MRP) rather than potential loss of investment income.
- Risk of not achieving return on investment is low.
- Clear definition of financial cost/benefits of the scheme.

Members may consider schemes with longer paybacks on major spend to save projects going forward, especially those that incur borrowing.

<p><b>Is there a guarantee of the scheme being fully externally funded and is it classed as a high priority?</b> Please give details of funding streams, including any restrictions on the funding.</p>	<p>There is no external funding for this scheme.</p> <p>It is classed as a high priority. Refuse and recycling service delivery, and the smooth launch of Simply Weekly Recycling, are entirely dependent on the provision of suitable containers.</p>
<p><b>Is the Scheme a Spend to Save Project?</b> Will investment improve service efficiency including cost savings or income generation? What is the payback in years?</p>	<p>Yes. As above, it is forecast that the launch of Simply Weekly recycling will avoid some £130,000 per annum of additional costs that would have accrued had the Council decided to continue its current refuse and recycling arrangements beyond spring 2017.</p>
<p><b>It is mandatory for the Council to provide the scheme?</b> Is investment required to meet Health and Safety or other legislative requirements? If so state which requirements.</p>	<p>Yes. Simply Weekly Recycling was approved by the Committee in October 2015. Its successful launch – incorporating The Big Switch – is dependent on the provision of suitable containers.</p>

## Capital Programme Review 2017-18 Project Appraisal Form

<p><b>Is this project the minimum scheme required to continue to deliver the services of the Council?</b> - Is investment required for the business continuity of the Council? If so say how.</p>	<p>This requirement has been estimated based on the survey of one of our four collection routes. A full Borough survey was not completed in order to save cost. Officers consider that this bid represents the most that is likely to be required to support The Big Switch.</p>
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### ASSET MANAGEMENT PLAN

<p>Is investment identified in the Council's Asset Management Plan?</p>	<p>Refuse and recycling bins are included within the Council's Asset Management Plan.</p>
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### PRIORITISATION

State which **one** of the four prioritisation categories are met and why.

1	<p>Investment essential to meet statutory obligation.</p>	<p>Yes. Refuse, recycling and street cleansing are statutory services. Therefore, the Council must ensure that residents are provided with suitable containers for the approved collection arrangements.</p>
2	<p>Investment Important to achieve Key Priorities.</p>	<p>Yes (Sustainability). Services could not be delivered without the provision of suitable containers. Simply weekly R3recycling is forecast to increase recycling from its current level of 46% to 53% or more.</p>
3	<p>Investment important to secure service continuity and improvement.</p>	<p>Yes. Services could not be delivered, nor improved as with the launch of Simply Weekly Recycling, without the provision of suitable containers.</p>
4	<p>Investment will assist but is not required to meet one of the baseline criteria.</p>	<p>This investment is required – without it the provision of current and future services would be compromised.</p>

## Capital Programme Review 2017-18 Project Appraisal Form

### RISKS ASSOCIATED WITH SCHEME

1	<p>Outline the risks of delivering this project to timetable and budget. (Please do not include risks to the service or asset if project is not approved.)</p>	<p>Risk of containers not being readily available from manufacturers when required.</p> <p>With limited stock space at the depot, and without knowing in advance which types of container may be lost, stolen or damaged, it is impractical to buy bin stocks up front at the beginning of the year. Rather, orders are placed on-going as need arises. Typically, therefore, we buy c.500 wheelie bins at a time. While there can occasionally be difficulties with lead times on bin orders, we find that such issues are limited, and bins are generally available in only 3-4 weeks from order.</p> <p>In any event, to mitigate such risks (a) officers buy bins through frameworks, which access several manufacturers at a time and allow us to see anticipated delivery times before placing orders, and (b) officers have excellent relationships with various suppliers, who can be called upon to rush orders or part-orders through in case of need.</p>
2	<p>Are there any risks relating to the availability of resources internally to deliver this project</p>	<p>The project is deliverable given current staffing levels and the provision of agreed extra budget for the Simply Weekly Recycling launch and communications programme, as reviewed by the Committee in June 2016. Should staffing or budget levels change in the future this would need to be reconsidered.</p>
3	<p>Consequences of not undertaking this project</p>	<p>Not undertaking this project would compromise our ability to deliver the change to Simply Weekly Recycling. The Big Switch – with its significant increase in recycling capacity – is as central part of Simply Weekly Recycling.</p>
4	<p>Alternative Solutions (Other solutions considered – cost and implications)</p>	<p>None. Provision of safe, suitable waste containers is a central premise of service delivery and launch.</p>

## Capital Programme Review 2017-18 Project Appraisal Form

<b>Is consultation required for this project?</b> Please give details of the who with and when by.	No.
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<b>Ward(s) affected by the scheme</b>	All.
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### Accountable Officer Responsible for Delivery of the Scheme

Name and Signature: Jon Sharpe

Date 23/9/2016

### Whole life revenue costs of capital project

Where savings or budget virements are being used to part fund a project, the relevant budget manager must sign the appraisal form.

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### Accountable Officers for the revenue implications of the project

Project Manager Name and Signature: Jon Sharpe

Date: 23/9/2016

Revenue Budget Holder Name and Signature: Jon Sharpe

Date: 23/9/2016

Service Accountant Name and Signature .....Date .....

## Capital Programme Review 2017-18 Project Appraisal Form

**COMMITTEE & BID NUMBER**

Environment Committee Bid 4/5

**PROJECT TITLE**

Improvement Works in Depot Road Car Park (DR) & Replacement of Pay Machines in Depot Road & Upper High Street Car Parks(UHS)

**ACCOUNTABLE OFFICER**

Officer responsible for project planning and delivery of the scheme. Accountable officers are also responsible for post project review.

Richard Chevalier/Tony Foxwell/Joy Stevens

**DETAILS OF PROJECT**

Project scope, what is included/excluded in the scheme

The project has 2 distinct strands:-

- 1) to replace the existing 5 pay & display machines in DR and UHS car parks with new pay & display machines. The 5 machines in these car parks are approximately 10 years old and are currently unreliable.
- 2) **To carry out improvement works to Depot Road Car Park. (Please note this is not a complete refurbishment) Planned works to include the following:-**
  - Increase car park capacity by 20 spaces in DR by removing the existing recycling area to UHS and remodelling and remarking DR
  - Make alterations to the car park near to Phoenix Court to create a clear boundary between DR car park and Phoenix Court by breaking out tarmac, forming a new curb line to separate driveway to flats.

## Capital Programme Review 2017-18 Project Appraisal Form

	<ul style="list-style-type: none"> <li>• Install new bollards to prevent parking along the access road. Mark out new spaces against the wall and curb line to create an additional 2 spaces.</li> <li>• Area adjacent to Access Road - Remove and level out curb line, make good tarmac, remark with 3 additional spaces</li> <li>• Recycling Area – Remove bins, remodel and remark to get additional 10 spaces. Move textile and cardboard bins to UHS.</li> <li>• Break out and tidy up surfacing around pay machines where uneven breaking up and covered in foliage</li> <li>• To cut out areas of collapsed tarmac where previous ductwork has been laid across car park, cut out and fill holes, overlay to rough areas, make good to defective areas, and remark entire car park more efficiently creating further 5 spaces</li> <li>• To carry out brickwork and fencing repairs to perimeter of car park, brickwork boundary wall damaged by foliage</li> <li>• Remove and cut back all foliage, trees bushes and clear away, weed kill entire area</li> </ul>
<p>Project outcomes and benefits</p>	<p><b>The benefits of replacing the car park machines are to:-</b></p> <ul style="list-style-type: none"> <li>• Protect the Councils ability to receive an average of £2,000 per day across both car parks.</li> <li>• NB From August 15 to July 16 the machines processed a total of 342,959 transactions and collected £738,555 revenue during that period.</li> </ul>



## Capital Programme Review 2017-18 Project Appraisal Form

	<ul style="list-style-type: none"><li>• Reduce officer time spent attending machine faults and failures. (It is estimated that approx. 164 hours were lost due to officers attending faults at these 5 machines during a 12 month period).</li><li>• Reduce time lost with machines out of action due to faults and failures.</li><li>• Currently council receives £23.1k from overpayments in the pay &amp; display machines in Depot Road &amp; Upper High Street (Aug 15 to July 16), although this will diminish if people can pay by card. It is anticipated that there will still be additional revenue received from overpayments</li><li>• PCN income will be protected in these car parks (£34.6k August 15 to July 16 income received)</li><li>• Provide alternative methods of payment by credit card and contactless methods via 3 machines, 2 machines only taking cash</li><li>• The maintenance costs for the pay and display machines are in line with current ongoing revenue costs</li></ul> <p><b>The benefits of carrying out the improvement works to Depot Road Car Park are to :-</b></p> <ul style="list-style-type: none"><li>• Increase the capacity of Depot Road car park by 20 spaces. On current usage the cost per space per annum in DR is £2.3 per annum. The additional spaces are estimated to bring in an additional £23.7k per annum if the spaces are utilised for 50% of the time.</li></ul>
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## Capital Programme Review 2017-18 Project Appraisal Form

	<ul style="list-style-type: none"> <li>• Improve access to car parking spaces around Phoenix Court by separating the access road to the property from DR car park by reinstating the curb, replacing bollards and relining parking spaces in the opposite direction.</li> <li>• Removing the overgrowing foliage around the perimeter wall at DR car park to stop long term damage to the wall caused by growth.</li> <li>• Removing uneven surfaces which could cause damage to vehicles and see an increase in compensation claims.</li> <li>• Removing hazards &amp; trips which could see an increase in compensation claims.</li> <li>• Improves the visual appearance of the car park which is likely to have a positive impact on usage and could therefore increase revenue.</li> </ul>
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### FINANCIAL SUMMARY

		<b>Cost of Project £</b>	<b>Comments and detail where necessary. Provide appendices where relevant.</b> Examples of business cases spreadsheets can be found in the Finance Handbook
a	Estimated cost of purchase, works and/or equipment	171,300	Includes 10% contingency
b	Consultancy or other fees	0	
c	<b>Total Scheme Capital Costs (a+b)</b>	171,300	See separate spreadsheet

## Capital Programme Review 2017-18 Project Appraisal Form

d	External Funding Identified (e.g. s106, grants etc.) Please give details, including any unsuccessful funding enquiries you may have made.	0	
e	<b>Net Costs to Council (c-d)</b>	171,300	
f	Internal Sources of Capital Funds Identified (e.g. repairs & renewals reserve etc.)	0	
g	<b>Capital Reserves Needed to Finance Bid (e-f)</b>	<b>171,300</b>	
h	Annual Ongoing Revenue <b>Additional Savings</b> as a Direct Result of the Project	34,600	See Annex1
i	Annual Ongoing Revenue <b>Additional Costs</b> as a Direct Result of the Project	27,100	See Annex1

Year	2017/18 £	2018/19 £	2019/20 £
<b>Spend Profile of Scheme</b> – please identify which year (s) the scheme spend will fall into	171,299	0	0

### REVENUE IMPACT

Can Revenue Implications Be Funded From the Committee Base Budget? – Please give details	Yes see attached annexe
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### CORPORATE PLAN 2016/20

<b>Is this investment linked to EEBC's Key Priorities?</b> If so, say which ones and evidence how. How does project fit within service objectives?	Managing Resources – Car Parks are an important income stream for Council
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### TIMESCALES

What is the proposed timetable for completion of the project? Give estimated start and finish dates for each stage of the project. These dates will be used as milestones during quarterly budget monitoring to assess performance of project delivery.

## Capital Programme Review 2017-18 Project Appraisal Form

		Target Start Date	Target Finish Date
1	Design & Planning	April 2017	May 2017
2	Further Approvals Needed	n/a	n/a
3	Tendering (if necessary)	May 2017	July 2017
4	Project start date	September 2017	
5	Project Finish Date		November 2017

### BASELINE CRITERIA

All capital schemes are assessed against criteria set by the Capital Member Group annually. Bids should meet at least one of these criteria. State which capital criteria(s) for assessing bids are met and why. Leave blank any which are not met.

Spend to Save schemes should meet the following criteria;

- Payback of the amount capital invested within the project within 5 years (7 years for renewable energy projects).
- The return required on capital employed should be linked to the potential cost of borrowing (MRP) rather than potential loss of investment income.
- Risk of not achieving return on investment is low.
- Clear definition of financial cost/benefits of the scheme.

Members may consider schemes with longer paybacks on major spend to save projects going forward, especially those that incur borrowing.

<p><b>Is there a guarantee of the scheme being fully externally funded and is it classed as a high priority?</b> Please give details of funding streams, including any restrictions on the funding.</p>	<p>No</p>
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## Capital Programme Review 2017-18 Project Appraisal Form

<p><b>Is the Scheme a Spend to Save Project?</b> Will investment improve service efficiency including cost savings or income generation? What is the payback in years?</p>	<p>No. see attached annexe</p>
<p><b>It is mandatory for the Council to provide the scheme?</b> Is investment required to meet Health and Safety or other legislative requirements? If so state which requirements.</p>	<p>No. Although there is a likelihood of increasing insurance claims due to damage caused to vehicles as surface condition deteriorates</p>
<p><b>Is this project the minimum scheme required to continue to deliver the services of the Council?</b> - Is investment required for the business continuity of the Council? If so say how.</p>	<p>Yes. Pay machines are reaching the end of their life cycle and faults will increase. Parts for repair are becoming harder and more expensive to resource. New pay machines are required to continue to deliver the necessary service for the Council.</p> <p>Also the car park improvements for the surface repairs are not a full re-surface of the car park, but repairs to uneven and broken surfaces within the car park, as outlined in the annexe.</p>

### ASSET MANAGEMENT PLAN

<p>Is investment identified in the Council's Asset Management Plan?</p>	<p>Yes £150,000 initially recognised in 2017/18 as part of 10 year asset plan.</p>
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### PRIORITISATION

State which **one** of the four prioritisation categories are met and why:

<p>1</p>	<p>Investment essential to meet statutory obligation.</p>	
<p>2</p>	<p>Investment Important to achieve Key Priorities.</p>	

## Capital Programme Review 2017-18 Project Appraisal Form

3	Investment important to secure service continuity and improvement.	<p>3. Pay machines are required to continue to deliver the necessary service for the Council and maintain revenue levels. The introduction of card payments will improve the parking options currently offered to car park users and ensure continuity of a main council income stream.</p> <p>The car park improvements will also improve environment and appearance of car park &amp; increase number of parking spaces and ensure the car park infrastructure is repaired.</p>
4	Investment will assist but is not required to meet one of the baseline criteria.	

### RISKS ASSOCIATED WITH SCHEME

1	Outline the risks of delivering this project to timetable and budget. (Please do not include risks to the service or asset if project is not approved.)	<ul style="list-style-type: none"> <li>• Inclement weather could delay works</li> <li>• Income will be lost as sections of the car park are closed for works</li> <li>• When machines are removed issues are found with mains connections</li> <li>• Pricing structures could change as quotes provided are for work carried out within the next few months, however this should be covered by the contingency included in the project</li> <li>• The undeveloped site at Upper High Street could impact on any works undertaken in Depot Road car park</li> </ul>
2	Are there any risks relating to the availability of resources internally to deliver this project	Epsom & Ewell Resources will be required mainly from Building Surveyor, Parking Manager & Head of Customer Service & Business Support. The scheme will need to be factored in with their workloads.

## Capital Programme Review 2017-18 Project Appraisal Form

3	Consequences of not undertaking this project	<p><b>Machines:-</b></p> <ul style="list-style-type: none"> <li>• The age of the current machines increases the likelihood of failure and also increases the time and cost to source parts for the existing machines.</li> <li>• Revenue for the council will be affected if machines are out of action</li> <li>• Civil Enforcement Officer time will be taken up with attending faults which means they will not be out patrolling streets and car parks.</li> <li>• Reputation of the council may be affected if machines fail</li> </ul> <p><b>Improvements:-</b></p> <ul style="list-style-type: none"> <li>• Continued deterioration of the car park could lead to an increase in compensation claims &amp; structural damage to the perimeter wall</li> <li>• Decline in Council reputation</li> </ul>
4	Alternative Solutions (Other solutions considered – cost and implications)	Alternative in initial capital bid round rejected

<p><b>Is consultation required for this project?</b> Please give details of the who with and when by.</p>	<p>For a period the works will be close to Phoenix Court. At the moment it is not envisaged consultation will be necessary. However, this may alter as the project progresses</p>
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<p><b>Ward(s) affected by the scheme</b></p>	<p>Town Ward</p>
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## Capital Programme Review 2017-18 Project Appraisal Form

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### Accountable Officer Responsible for Delivery of the Scheme

Name and Signature ..... Date .....

### Whole life revenue costs of capital project

Where savings or budget virements are being used to part fund a project, the relevant budget manager must sign the appraisal form.

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### Accountable Officers for the revenue implications of the project

Project Manager Name and Signature ..... Date .....

Revenue Budget Holder Name and Signature ..... Date .....

Service Accountant Name and Signature ..... Date .....

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Project Description

Improvements to Depot Road & Pay Machines

Environment Bid 4/5  
2017/18

	Number of Items	Cost Per Item £	Capital One-off £	Revenue Annual £	Revenue Cost/Savings in Year of Purchase £	Annual Cost of Replacement at End of Life £	Comment
<b>Unit Costs (if any)</b>							
Pay & Display Machines-Coin	2	3,502.00	7,004.00			1,000.57	
Pay & Display Machines-Credit Card	3	4,455.00	13,365.00			1,909.29	
			20,369.00	-	-	2,909.86	
<b>Pay Machines</b>							
Cabling works	5	500.00	2,500.00	-	-	336.86	Provisional
Installation of machines			2,358.00	-	-	250.00	
Removal of old machines	5	350.00	1,750.00	-	-	285.71	Provisional
Reinstatement works	5	400.00	2,000.00				
Bollards & railings	10	250.00	2,500.00				
Tariff boards	5	400.00	2,000.00	-	-	285.71	
Credit card set up cost			250.00				
			33,727.00	-	-	4,068.14	
<b>Depot Road</b>							
Grounds maintenance			5,000.00				Remove and cut back all foliage, trees bushes and clear away, weed kill entire area
Perimeter Works			10,000.00				Carry out brickwork and fencing repairs to perimeter of car park, brickwork boundary wall damaged by foliage
Phoenix Court Alterations			10,000.00				Phoenix Court alterations, break out tarmac, form new curb line to separate driveway to flats. Install new concrete bollards to prevent parking along access road. Make good to tarmac surface. Mark out new spaces against the wall and the curb line, creating 2 extra spaces.
Surfacing around pay machines			10,000.00				Break out and tidy up surfacing around pay machines where uneven breaking up and covered in foliage- £1,200 already included in Pay & Display and Barrier Control Bid
Recycling area			12,000.00				Remove bins, remodel and remark to get additional 10 spaces £10,000. Move Textile & Cardboard bins up to Upper High Street
Area adjacent to Access road by recycling area			15,000.00				Remove and level out curb line, make good tarmac, remark with 3 additional spaces
Repair, reconfigure and reline.			60,000.00			1,250.00	Cut out areas of collapsed tarmac where previous ductwork has been laid across car park, cut out and fill holes, overlay to rough areas, make good to defective areas, and remark entire car park more efficiently creating further 5 spaces
			122,000.00	-	-	1,250.00	
<b>Contingency</b>	10%		15,572.70	-	-	-	
			171,299.70	-	-	5,318.14	
<b>Ongoing Additional Revenue Expenditure</b>							
<b>Pay Machines</b>							
Maintenance of new machines				2,725.00	-		Credit card set up charges & costs per transaction
Remote Access				960.00	400.00		
Loss of overpayments				13,860.00	5,775.00		
Tickets & Sundries				2,800.00	1,166.67		
Credit Card Transaction costs				3,000.00	1,250.00		
<b>Depot Rd Improvements</b>							
Grounds maintenance				2,000.00	833.33		
Loss of spaces due to moving recycling bays - Upper High Street	4	1,446		1,735.20	723.00		
			-	27,080.20	10,148.00	-	
<b>Ongoing Additional Revenue Savings</b>							
<b>Pay Machines</b>							
Opportunity Cost of CEO time attending to machines				(5,268.34)	(2,195.14)		Assume 50% capacity
Tickets & Sundries				(2,800.00)	(1,166.67)		
Maintenance of current machines				(2,725.00)	(1,135.42)		
<b>Depot Rd Improvements</b>							
Income from additional spaces- Depot Road	20	(2,378.48)		(23,784.80)	(9,910.33)		
			-	(34,578.14)	(14,407.56)	-	
<b>Net Cost</b>			-	(7,497.94)	(4,259.56)	0.00	

Spend to Save PAYBACK-both car parks

23 Years

Meets Spend to Save Criteria

No

Assumptions

1 New spaces would be at 50% capacity

Date Asset Will be Operational

30/11/2017 Date used to calculate budgets above

Is this:

New Asset  
Replacement of an old asset  
Enhancement to an existing asset

No  
Yes  
Yes

How long will the asset last (years)

20  
7 Lining  
Macines 10

Officer Responsible for BID

Joy Stevens

Date

10/01/2017

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**REVENUE BUDGET 2017/18**

Report of the: Director of Finance and Resources  
Contact: Kathryn Beldon/ Lee Duffy  
Urgent Decision?(yes/no) No  
If yes, reason urgent decision required: N/A  
Annexes/Appendices (attached): None  
Other available papers (not attached): Budget Targets Report 25 October 2016

**REPORT SUMMARY**

**This report sets out estimates for income and expenditure on services in 2017/18.**

**RECOMMENDATION (S)**

**That the Committee recommends the 2017/18 service estimates for approval at the budget meeting of the Council on 14 February 2017.**

*Notes*

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

- 1.1 The Medium Term Financial Strategy aims to maintain the financial health of the Council whilst delivering the priorities in the Corporate Plan.
- 1.2 The Service Plan for the Corporate Priority "Managing Resources" includes service targets designed to maintain a balanced budget.

**2 Background**

- 2.1 Government reductions in public sector funding, welfare benefit changes and the long term impacts of a weak economy continue to create pressure on Council finances and are likely to do so for the foreseeable future. The Council's budget strategy has been, as far as practical, to make operational and efficiency savings to minimise service reduction affecting residents.

- 2.2 The recommendation in this report is consistent with the Council's four year financial plan 2016-2020 and the Medium Term Financial Strategy and Efficiency Plan.
- 2.3 The overall Council revenue budget target for 2017/18 was agreed by Strategy & Resources Committee on 27 September 2016 as follows:-
- Estimates are prepared including options to reduce 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.
- 2.4 The figures in this report are final and are representative of the the local government finance settlement. Any changes to the service estimates should either be self-financing or produce a saving within the Committee's overall recommended budget.
- 2.5 The service estimates for this Committee are included in the draft Budget Book 2017/18 that has been distributed to all Councillors.

### **3 Proposals**

- 3.1 Estimates have been prepared on the basis that all existing services to residents are maintained.
- 3.2 No general allowance has been made for price inflation. Where increased costs are unavoidable efficiency savings have been identified to offset the additional costs.
- 3.3 The Council agreed a target to increase overall income from locally set fees and charges by a minimum of 3%, after making allowance for any further changes in service. Proposals have been included in a separate report on this agenda. Certain charges are being proposed at above-inflation levels, either to reduce service subsidy levels or to enable the Council to achieve a balanced budget.

3.4 To allow the Council to determine the budget and Council Tax in February, the Committee estimates have been presented as follows:-

- The Budget Book contains the service estimates for 2017/18.
- All unavoidable cost increases and income reductions are reflected in the estimates.
- All operational savings identified to date are reflected in the base estimates.
- Recommended increases to fees and charges have been included within the Budget Book and the income estimates.
- All increases in charges are subject to approval by the Council.

#### **4 Revised Estimates 2017/18**

4.1 Before considering estimates for 2017/18 this section provides a summary of the forecast for the current financial year. Variations identified have been taken into account in preparing next year's budget.

4.2 The Council's probable revenue outturn for all Committees in 2016/17 anticipates an underspend of £96,000. This would effectively mean a contribution to working balances at year end of £96,000, assuming that this level of underspend continues through to the end of the financial year at 31 March 2017. The Council's working balance currently stands at £3,171,000 before any further contribution is made.

4.3 The probable outturn specifically for the Environment Committee only for 2016/17 is an overspend of £119,000 and this is highlighted in the table below in paragraph 4.6. The key reasons for the major variances are explained in the paragraphs that follow the table.

4.4 As can be seen from the table, this Committee is forecasting some significant adverse variations due to a shortfall in planning fee income, building control fees, and cemetery income. This overspend has been addressed by officers in the 2017/18 budget. However, it should be noted that the planning income and building control income is dependent on applications and exposed to the volatility of external market forces.

4.5 The Committee's probable outturn (estimated net expenditure) for 2016/17 is included in the draft Budget Book on each cost centre page, with a detailed analysis on variations to original budget. The outturn forecasts are based on the quarter two budget monitoring reports issued to all Councillors.

4.6 A summary of probable outturn for each service group is as follows:

<b>SERVICE GROUP</b>	<b>PUBLISHED BUDGET 2016/17</b>	<b>CURRENT APPROVED BUDGET 2016/17</b>	<b>PROBABLE OUTTURN 2016/17</b>	<b>VARIATION FROM CURRENT BUDGET</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Car Parking	(2,009)	(2,019)	(2,123)	(104)
Environmental Services	2,577	2,734	2,775	41
Highways	445	449	452	3
Planning & Building Control	686	646	825	179
Community Safety	122	122	122	0
<b>Total</b>	<b>1,821</b>	<b>1,932</b>	<b>2,051</b>	<b>119</b>

4.7 The current approved budget in the table above represents the published budget updated with authorised transfer of funds since the budget was approved in February 2016. This Committee's probable outturn for 2015/16 is £119,000 more than the current approved budget. The main reasons for the variations are detailed below:-

4.8 Car Parking (£104k favourable) - Increased car parking income is anticipated from an increase in demand at Hook Road and Hope Lodge which is offsetting lower demand at Ashley Road and an increase in demand totalling. There is also additional income anticipated from On Street PCN income in excess of the budget

4.9 Environmental Services (£41k adverse) - Cemetery income shows an adverse variance against budget at the end of December which is attributable to a shortfall of income. This is anticipated to result in an overspend of £41k at year end. However this budget is affected by seasonal factors and could reduce in the final quarter.

4.10 Planning and Building Control (£179k adverse) - This results from a projected shortfall in Planning Fee income and Building Control Fee Income at the end of December. This could reduce depending on the level of demand experienced during the final quarter however external factors such as Brexit have meant that new development is slow.

## 5 Budget Proposals 2017/18

5.1 The service estimates are included in the draft Budget Book 2017/18, circulated to Councillors in January.

5.2 A summary of the Committee's revenue estimates for 2017/18 is set out below:

<b>SERVICE GROUP</b>	<b>PUBLISHED BUDGET 2016/17</b>	<b>BASE POSITION 2017/18</b>
	<b>£'000</b>	<b>£'000</b>
Car Parking	(2,009)	(1,997)
Environmental Services	2,746	2,654
Highways	445	424
Planning & Building Control	686	674
Community Safety	122	122
<b>Total</b>	<b>1,990</b>	<b>1,877</b>

5.3 The following table comprises a summary of the main changes to the Committee's proposed budget 2017/18 compared with the published budget for 2016/17.

<b>ENVIRONMENT COMMITTEE</b>	<b>BUDGET £'000</b>
<b>Published Budget 2016/17</b>	<b>1,990</b>
Increased income from car park fees and charges	(112)
Increase in Business Rates costs upon Car Parks	124
Increase in cost of transport insurance	22
Increased computer and communications costs	30
Savings in contractual expenditure	(60)
Increase in Market Income	(3)
Increased income from Development and Building control	(42)
Variation in Plan E Scheme funding	22
Reduced grant from Surrey County Council	64
Increase in Cemetery income	(14)
Increased income from Licensing & Environmental Health	(14)
Variations in Domestic/Trade Refuse fees and charges	(109)

Variations in Waste Services recycling credits	66
Variation in pay, pension (IAS19) & support service recharges*	(85)
Other variations	(2)
<b>Base Position 2017/18</b>	<b>1,877</b>

\* Pay and pension costs include all charges for employees, including pension fund liabilities under International Accounting Standard 19, for this Committee. Support service recharges are for the provision of statutory and administrative services carried out by back office departments of the Council.

- 5.4 Detailed budget changes are shown in the Budget Book pages.
- 5.5 Operational / efficiency savings towards the Medium Term Financial Strategy and Efficiency Plan that were agreed by this Committee on 25 October 2015 have been included within the base position. The base position also includes changes identified by officers to reduce organisation costs.
- 5.6 The fees and charges report on this agenda identifies areas where additional income can be generated.
- 5.7 The following comprises a summary of the impact of the proposed fees and charges for services.

<b>Service</b>	<b>Additional Income £'000</b>
Vehicle Parking	112
Markets	3
Domestic/Trade Refuse	109
Licensing & Environmental Health	14
Cemeteries	14
Development and Building Control	10
<b>Total</b>	<b>262</b>

## 6 Financial and Manpower Implications

- 6.1 Consultation processes will be progressed should operational changes affect staffing levels or staff duties.
- 6.2 Any questions or queries with the Budget Book 2017/18 should be sent to relevant Officers in advance of this Committee meeting.
- 6.3 **Chief Finance Officer's comments:** *The financial implications are set out within the body of this report.*



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

7.1 The Council will fulfil its statutory obligations and comply with its policy on equalities.

7.2 **Monitoring Officer's comments:** *There are no legal implications arising directly from this report.*

## 8 Sustainability Policy and Community Safety Implications

8.1 Whilst there are no particular implications for the Sustainability Policy or the Community Safety Strategy arising out of this report, the allocation of resources by the relevant policy committees will be needed to deliver actions in these areas of work.

## 9 Partnerships

9.1 Many services are provided by the Council without the direct involvement of other agencies. There is, however, an increasing role for partnership working with others to achieve mutually agreed objectives. The benefits and risks need to be assessed in each specific case to ensure that value for money is secured and the Council's priorities are delivered in the most efficient and effective manner.

## 10 Risk Assessment

10.1 In preparing the revenue budget estimates officers have identified the main risks facing the Committee in delivering services within the budget. These budgets will require careful management during the year.

Service	Risk	Budget Estimate 2017/18	Risk Management
<b>Off Street Car Parking</b>	<b>Medium to High</b> Income from off street car parks is exposed to adverse weather and economic conditions that can have significant effect on outturn.	Total Income £3,846k 1% change would reduce income by £38k 5% change would reduce income by £192k	Monthly monitoring and work analysing individual car park performance against target.
<b>Domestic and Trade Waste Collection</b>	<b>Medium to High</b> Income from waste recycling fees is exposed to changes in market prices and is therefore susceptible to sudden changes.	£1,706k net budget Income and expenditure is sensitive to many variables such as transport, tipping	Monthly monitoring of income against target. Officers negotiate, where possible, to fix the prices and optimise income.

<b>Service</b>	<b>Risk</b>	<b>Budget Estimate 2017/18</b>	<b>Risk Management</b>
	Fuel cost rise increases the cost of providing the services.	charges and recycling credit. 5% adverse change in income would be £85k.	Continuously monitor fuel costs and reduce fuel consumption where possible.
<b>Building Control</b>	<b>Low to Medium</b> Private competition has impacted on the service in recent years with the market is difficult to predict.	£327k 10% reduction would result in £33k shortfall against income budget	Monthly monitoring including work analysing income against target.
<b>Development Control</b>	<b>Low to Medium</b> Single large applications can impact significantly on income.  New fees and charges so volume based on estimate	£443k 10% reduction would result in £44k shortfall on income budget	Monthly monitoring including work analysing income against target.
<b>Highways</b>	<b>Low</b> Possible reduction of contribution from partner agency due to major budget cuts.	£100k Contribution from SCC	Review of expenditure relating to highways agency spend to ensure full costs funded by SCC.

## 11 Conclusion and Recommendations

11.1 The Committee is asked to agree the service revenue estimates as set out in the draft Budget Book 2017/18

11.2 The Council will consider the budget at its meeting on 14 February 2017.

**WARD(S) AFFECTED: All**

**PUBLIC SPACE PROTECTION ORDERS**

Report of the: Head of Legal and Democratic Services  
Contact: Simon Young  
Urgent Decision?(yes/no) No  
If yes, reason urgent decision required: N/A  
Annexes/Appendices (attached): **Annexe 1** – Alcohol Consumption In Designated Public Places Orders 1-3 (of 2006, 2007 & 2008)  
Other available papers (not attached): None stated

**REPORT SUMMARY**

**This report seeks authority to the making of Public Spaces Protection Orders in place of the former Designated Public Place Orders.**

**RECOMMENDATION (S)**

**That:**

- (1) the Head of Legal & Democratic Services be authorised, following consultation with the Chairman and Vice-Chairman of the Committee, to make up to three Public Spaces Protection Orders;**
- (2) Any Public Spaces Protection Orders be made in accordance with the statutory process set out in the Anti-social Behaviour Crime and Policing Act 2014;**
- (3) Any Public Spaces Orders replicate so far as possible the provisions of the Orders set out in Annexe 1 and cover such other areas and related restrictions as the Head of Legal and Democratic Services considers appropriate following consultation with the local police.**

*Notes*

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

- 1.1 As part of our Key Priority of Keeping our Borough Clean and Green, we said we would take action to reduce graffiti, littering, flyposting, illegal advertising and dog fouling. Although not directly related to these issues, the making of the proposed Public Spaces Protection Orders should have an indirect benefit in ensuring that the tools are available to deal with anti-social behaviour.

## **2 Background**

- 2.1 Under the Criminal Justice and Police Act 2001, the Council was given the power to designate certain public places. The effect of designation was to allow the Police to prevent and control individuals consuming alcohol in the designated places. Pursuant to section 12 of that Act, if a constable believed that a person was, had been or intended to consume alcohol in a designated public place, they could require the person not to do so, and could require the person to surrender any alcohol, and could then dispose of anything so surrendered as they considered appropriate.
- 2.2 Three Designation Orders were made by the Council under the 2001 Act. The first covered a number of roads and public places broadly centred on Epsom town centre; the second covered a variety of roads and places in Epsom and in Ewell; and the third covered all of the public places in Langley Vale. The local policing team has indicated that they consider the powers conferred on them by virtue of the existing orders are useful in preventing anti-social behaviour, which would otherwise occur, and in reducing some of the anti-social behaviour which does still occur, particularly in Epsom town centre.
- 2.3 The Police made use of their powers in order to reduce alcohol being consumed in the streets. The powers were particularly useful around the Derby meeting when customers were walking through the town centre to and from the Downs, and also in the evening, especially at weekends, when customers emerge from licensed premises carrying bottles and glasses.
- 2.4 The relevant provisions of the 2001 Act were repealed by the Anti-social Behaviour Crime and Policing Act 2014, which brought in a range of new powers to assist the Police, local authorities, and others to deal with anti-social behaviour. The 2014 Act contained transitional provisions under which any designation orders continued in effect in the normal way until October 2017. It is therefore important to consider whether to use the new powers to put in place similar arrangements.

- 2.5 Under the 2014 Act, it is possible to make Public Spaces Protection Orders (PSPO). Such Orders can be made where activities in a public place have had a detrimental effect on the quality of life of those in the locality or where it is likely that such activities/effects will occur. It is a requirement that the effect of the activities are considered likely to be persistent or continuing, are considered to be unreasonable, and are considered to justify the proposed restrictions.
- 2.6 PSPOs can prohibit things from being done, can require things to be done or can do both of those things. The Government's statutory guidance for frontline professionals in respect of the 2014 Act is available here: <https://www.gov.uk/government/publications/anti-social-behaviour-crime-and-policing-bill-anti-social-behaviour>
- 2.7 The Government's stated position is that PSPOs are designed to ensure the law-abiding majority can use and enjoy public spaces safe from anti-social behaviour.
- 2.8 There is a statutory process to be followed if orders are to be made, including consultation with the local police. There will be a need to engage with others, including Surrey County Council, and such other groups as we consider appropriate. We will need to publish the order on our website and to erect sufficient notices to draw the attention of the public to the fact that an order has been made.
- 2.9 Orders may only be challenged by application to the High Court. Orders may not have effect for a period of more than 3 years, but may be extended if satisfied on reasonable grounds that doing so is necessary in order to prevent occurrence or recurrence of the activities identified in the order, or an increase in the frequency or seriousness of those activities. An order may be extended more than once (it does not seem that an upper limit has been set on the number of extensions). A process must be followed at the right time for an extension to be made; otherwise a new order will be required.
- 2.10 PSPOs can be varied at any time to change the restricted area or change the nature of the specific requirements or restrictions.
- 2.11 Where the statutory test is met PSPO may restrict the consumption of alcohol in much the same way as did the old designation orders, but there are a number of limitations on using the PSPO power for this end. A PSPO cannot, for example, be used to restrict consumption of alcohol in a beer garden. This is because licensing legislation already includes safeguards against premises themselves becoming centres of anti-social behaviour.

### 3 Proposals

- 3.1 It is proposed that a new order or orders be made to replicate the provisions of the existing Alcohol Consumption in Designated Public Places Orders, with the proviso that, following consultation with the local police, the areas covered by the new PSPOs could be adjusted to address local issues.

### 4 Financial and Manpower Implications

- 4.1 On the basis of the considerable area covered by the PSPO orders. It is estimated that the costs of erecting sufficient signs, to publicise the fact that a PSPO has been made and is in effect, could be in the region of £5,000 to £7,000. There is no funding within the 2016/17 or 2017/18 Environment Committee Budget to fund the costs of publicising these PSPO order(s). The cost of the work necessary to make the order(s) will need to be met from existing resources.
- 4.2 The make-up, number and location of the signs are a matter to be agreed.
- 4.3 **Chief Finance Officer's comments:** *The estimated cost of the recommended initiative could be in the region of £5,000 to £7,000. There is no funding for this initiative in the 2016/17 or 2017/18 Budgets. If Members agree the proposal recommended in this report funding for the initiative will need to be identified by officers.*

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

- 5.1 **Monitoring Officer's comments:** *The legal implications are considered in the body of the report. It is important that if the Committee authorises officers to make the proposed orders that proper consideration is given to the statutory tests for making an order at that the decision to proceed is properly documented.*

### 6 Sustainability Policy and Community Safety Implications

- 6.1 It is considered that the making of PSPOs in place of the existing Orders will have a neutral or beneficial effect on community safety. If, however, PSPOs were not made then, when the existing Orders cease to have effect, there is a risk that anti-social behaviour could rise and in the absence of the powers conferred by a PSPO, police officers may not be able to deal as effectively and efficiently with the issues.

### 7 Partnerships

- 7.1 In developing any new PSPOs, we will work closely with the local police to ensure that the PSPOs are in the terms and cover the areas required to deal with the issues with which they are confronted or believe would occur without a PSPO in place.

## **8 Risk Assessment**

- 8.1 There are risks of anti-social behaviour if PSPOs are not made. There are no significant risks associated with making PSPOs which broadly replicate existing provisions.

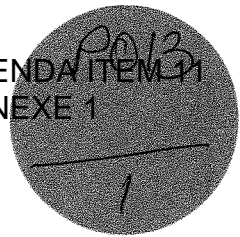
## **9 Conclusion and Recommendations**

- 9.1 It is considered appropriate that the provisions of the existing Orders are replicated in new PSPOs. It is appropriate to give officers the option to include other, related restrictions (whether adding to or adjusting either the restrictions or the places covered) in order to deal with issues as they are now experience by residents and the police. The Chairman and Vice-Chairman will be consulted before the terms of the new PSPOs are finalised. However, it is considered that any more significant changes will merit further report to and consideration by the Committee.

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

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**CRIMINAL JUSTICE AND POLICE ACT 2001**

**ALCOHOL CONSUMPTION IN DESIGNATED PUBLIC PLACES ORDER (NO. 1) 2006**

Epsom and Ewell Borough Council (in this Order called “the Council”) hereby make the following Order under Section 13(2) of the said Act:

- 1 The land described in Schedule below, being land in the area of the Council which is land to which the Criminal Justice and Police Act 2001 applies, is hereby designated for the purposes of the Act.
- 2 This Order may be cited as the Alcohol Consumption in Designated Public Places for the area of Epsom and Ewell Order (No 1) 2006 and shall come into force on 1<sup>st</sup> July 2006

**SCHEDULE**

- Albert Road, Alexandra Recreation Ground, Alexandra Road & Andrews Close
- Ashley Avenue & Ashley Road, Epsom (from High Street to j/w Heathcote Road)
- Bridle End & Bridle Road
- Cedar Close, Church Road, Church Street & Clayton Road
- College Road (from j/w Church Road to j/w Alexandra Road)
- Copse Edge Avenue
- Court Recreation Ground
- Delaporte Close, Depot Road, East Street & Elizabeth Welchman Gardens
- Farriers Close, Farriers Road & Gosfield Road
- Grove Avenue & Grove Road
- Hawthorne Place, Hazon Way & High Street, Epsom
- Leith Road, Linden Place & Lintons Lane (including Playing Fields)
- Maidenshaw Road, Middle Close & Middle Lane
- Mounthill Gardens, Pikes Hill, Pitt Place & Pitt Road
- Portland Place & Prospect Place
- Randolph Road, Rosebery Avenue & Rosebery Park, Epsom
- South Street, Epsom
- Station Approach & Stevens Close
- St Martin’s Close, Stones Road & The Croft

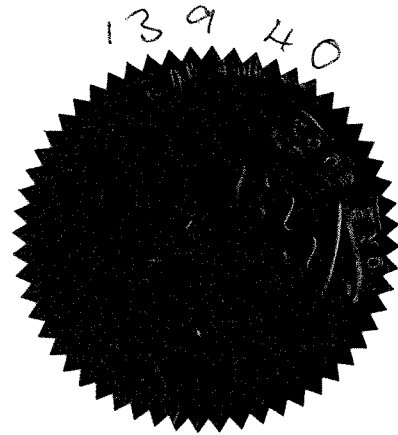
**SCEHDULE**

- The Parade, Epsom, Tintagel Close & Treemount Court
- Upper High Street, Epsom
- Victoria Place, Waterloo Road & West Hill (from j/w Station Approach to j/w South St)
- Wimborne Close, Wyeths Road & Wyeths Mews

The Common Seal of Epsom and Ewell )  
Borough Council was hereunto )  
affixed in the presenece of )

Mayor

Chief Executive



Dated: 9<sup>th</sup> June 2006

P013  
2

CRIMINAL JUSTICE AND POLICE ACT 2001

ALCOHOL CONSUMPTION IN DESIGNATED PUBLIC PLACES ORDER (NO. 2) 2007

Epsom & Ewell Borough Council (in this Order called "the Council") hereby make the following Order under Section 13(2) of the Said Act:

1. The land described in the Schedule below, being land in the area of the Council which is land to which the Criminal Justice and Police Act 2001 applies, is hereby designated for the purposes of the Act.
2. This Order may be cited as the Alcohol Consumption in Designated Public Places for the area of Epsom and Ewell Order (No 2) 2007 and shall come into force on 24th December 2007.

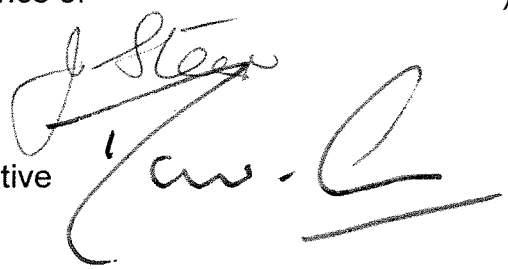
SCHEDULE

(N.B. Roads include pavements on both sides)

- Pound Lane, Epsom
- Lower Court Road, Epsom (including junction with Hamilton Road)
- Upper Court Road, Epsom (including junction with Hamilton Road)
- Eastway, Epsom
- Horton Footpath, Epsom
- Gibraltar Recreation Ground, Ewell
- West Street, Ewell
- High Street, Ewell
- Spring Street, Ewell
- Bourne Hall Gardens, Ewell
- Kingston Road at junction with Chessington Road, Ewell
- Chessington Road at junction with Spring Street, Ewell
- The Grove, Ewell

The Common Seal of Epsom and Ewell )  
Borough Council was hereunto affixed )  
in the presence of )

Mayor



Chief Executive

Dated: 19th December 2007



**CRIMINAL JUSTICE AND POLICE ACT 2001**

**ALCOHOL CONSUMPTION IN DESIGNATED PUBLIC PLACES ORDER (NO. 3) 2008**

Epsom & Ewell Borough Council (in this Order called "the Council") hereby make the following Order under Section 13(2) of the Said Act:

1. The land described in the Schedule below, being land in the area of the Council which is land to which the Criminal Justice and Police Act 2001 applies, is hereby designated for the purposes of the Act.
2. This Order may be cited as the Alcohol Consumption in Designated Public Places for the area of Epsom and Ewell Order (No 3) 2008 and shall come into force on 31<sup>st</sup> May 2008


**SCHEDULE**

(N.B. Roads include pavements on both sides)

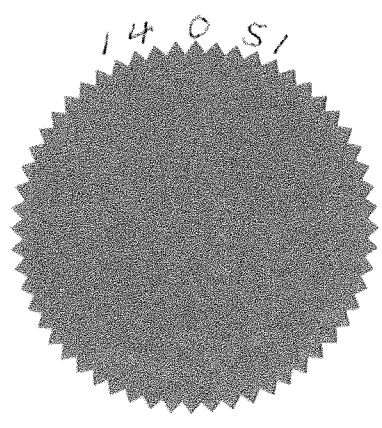
- Langley Vale including the following roads, and all footpaths and areas in between and surrounding:
  - Rosebery Road
  - Grosvenor Road
  - Beaconsfield Road
  - Harding Road
  - The Hayes
  - Mannamead
  - Mannamead Close
  - Langley Close
  - Millers Copse
  - Strand Close
  - Stable Close
  - Spencer Close
  - The Warren
- Warren Recreation Ground and the areas in between the paths and tracks.

The Common Seal of Epsom and Ewell )  
Borough Council was hereunto affixed )  
in the presence of )

Mayor 

Chief Executive 

Dated 15<sup>th</sup> May 2008



**A JOINED UP APPROACHED TO ENFORCEMENT**

<u>Report of the:</u>	Head of Legal and Democratic Services/ Head of Operational Services/ Head of Housing & Environmental Health
<u>Contact:</u>	Simon Young
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	<b>Annexe 1</b> – DRAFT Co-ordinated Enforcement Process
<u>Other available papers</u> (not attached):	None Stated

**REPORT SUMMARY**

**This report considers a proposal for a more co-ordinated approach to enforcement across the Council.**

**RECOMMENDATION (S)**

**It is recommended that the Committee**

- (1) Note and endorse the proposals in section 3 of, and Annexe 1 to, this report.**
- (2) Make such comments on these as are considered appropriate.**
- (3) Note that a report on the operation of the process will be taken to the Audit Crime & Disorder and Scrutiny Committee after one full year of operation.**

*Notes*

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

1.1 One of the key priorities under the Corporate Plan this year is:

“Taking action to reduce graffiti, littering, flyposting, illegal advertising, and dog fouling.”

1.2 The performance target related to this is:

“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.”

- 1.3 This report proposes measures designed to deal at the earliest opportunity with issues, including those referred to in 1.2, and any other matters which arise with a view to discouraging people from behaving in an anti-social manner.

## 2 Background

- 2.1 A new range of anti-social behaviour enforcement tools were introduced by the Anti-social Behaviour Crime and Policing Act 2014, and it is appropriate to consider how best these powers can be used, alongside other pre-existing powers.

- 2.2 The introduction to the Statutory Guidance for Frontline Professionals on the new powers states:

“Anti-social behaviour is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that make many people’s lives a misery – from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours. Such a wide range of behaviours means that responsibility for dealing with anti-social behaviour is shared between a number of agencies, particularly the police, councils and social landlords. Victims can feel helpless, bounced from one agency to another and then back again. In many cases, the behaviour is targeted against the most vulnerable in our society and even what is perceived as ‘low-level’ anti-social behaviour, when targeted and persistent, can have devastating effects on a victim’s life.”

- 2.3 Before moving on, it is important to acknowledge that with our limited resources, we currently deal with and resolve a range of anti-social behaviour as described above, as well as in other regulatory areas.
- 2.4 For example, it is considered that we work effectively with the Police in relation to graffiti (which we log, photograph and remove in accordance with agreed timescales).
- 2.5 A large number of parking Penalty Charge Notices are issued, with patrols directed at “problem” areas as appropriate.
- 2.6 A number of planning enforcement cases are also resolved each year (this includes unlawful advertising).
- 2.7 Complaints of statutory nuisance are investigated by Environmental Health, including complaints of noise nuisance.
- 2.8 The number of persistent and unresolved issues is considered to be relatively small (which is not to minimise the impact of these).

- 2.9 It is clear that some complaints cross more than one area, and some do not really currently come within the responsibilities of any specific team. For example, we do not have a team dealing with “anti-social behaviour” as a category in itself; currently it depends on the behaviour being considered to fall within the remit of a particular team. As a result, there is a risk that some issues will “fall down the cracks”. There is also the risk that some cases where there is little or nothing we can actually do will remain open because we have not definitively closed them down.

### 3 Proposals

- 3.1 We are proposing to institute a process for a “Co-ordinated Enforcement Team” to be called on an issue. The draft process is set out in **Annexe 1**. Any officer will be able to initiate this process. The process is intended to be as simple as possible – it is about giving staff the confidence to deal more efficiently and effectively with issues, rather than adding to our existing workload.
- 3.2 The process will be refined and developed as it operates. Some criteria to guide the use of the process will be helpful, so, without being prescriptive, it is suggested that we will use it in circumstances such as the following:
- 3.2.1 Serious/persistent issue which has not been resolved.
- 3.2.2 Issue appears to cross a number of service areas of responsibility or is apparently not covered at all by any current service.
- 3.3 It is not proposed that members will be able directly to demand a joint enforcement team – members should be able to report issues to whoever you think is the relevant officer, and leave it to them to deal with and/or call a CET. Members will be able to raise the matter with senior management if an issue is not resolved.
- 3.4 The officer calling a Co-ordinated Enforcement Team will set out the nature of the problem and will specify which other service representatives they require to attend. A service will be obliged to send a representative when requested. A Co-ordinated Enforcement Team will always include a representative from the legal team to advise on possible available powers, on what evidence is required, and on how this might be obtained. A Co-ordinated Enforcement Team will be required to agree an action plan, and will be required to agree what communication will be sent to a complainant/victim. Actions can be proposed to deal with the individual case, and any wider issues it highlights – for example the need for better information for the public about issues.
- 3.5 After arrangements have been running for a full year, a report on the arrangements will be submitted to the Audit Crime & Disorder and Scrutiny Committee, for that Committee to consider whether any changes might be necessary or any further work is required.

- 3.6 Although the process is designed to be internal within the Council, we would seek to engage with other external partners, such as the Police and County Council, where appropriate. As such it may, where relevant, link with the current Joint Action Group (JAG) and Community Incident Action Group (CIAG) processes.
- 3.7 In order to make best use of procedures, we will seek to brief all staff about the arrangements.
- 3.8 Where appropriate, the Chief Executive and Director of Finance & Resources will consider whether it might be beneficial to empower additional officers to use, for example, the tools available under the 2014 Act.
- 3.9 Whilst not part of the specific process, it is hoped that more general recommendations will arise from the process in order to help improve other Council services and processes, and to help inform and educate the public.

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

- 4.1 There are no direct financial or manpower implications arising from this report. It is intended to be a process pulling together and making best use of existing resources in order to ensure that cases are resolved as early as possible.
- 4.2 If it is considered that additional officers be given authority to issue warnings and notices under the 2014 Act , or other legislation, (per paragraph 3.8 above), it will be important to consider the full financial and manpower implications of doing so, before any final decision is made.
- 4.3 ***Chief Finance Officer's comments:*** *There are no direct financial implications arising from this report. The proposals aim to use the existing resource inputs more effectively to improve outcomes for residents.*

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

- 5.1 ***Monitoring Officer's comments:*** *There are no direct legal implications arising from this report – as noted elsewhere in the report, the proposal is designed to coordinate and make best use of existing legal powers.*

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

- 6.1 Joining up our enforcement activities is intended to assist in reducing crime and disorder, by ensuring that matters are dealt with as efficiently and effectively as possible



## **7 Partnerships**

- 7.1 There are no direct implications for partnerships, as this report relates to internal processes. It is however hoped that it will help us to improve how we work with other agencies.

## **8 Risk Assessment**

- 8.1 There are no significant risks arising from this report. If anything, the proposals should help us deal more efficiently and effectively with matters. It is important not to raise expectations that the Council will be able successfully to resolve all matters to everyone's satisfaction. Where we are not able to do so though, we should at least have explained what we have or have not done and why.

## **9 Conclusion and Recommendations**

- 9.1 It is considered that it would be beneficial for us to agree a process for ensuring that we can pull all relevant people together with a view to solving an issue, where we can, or being clear at the earliest opportunity if an activity is not considered to be amenable to corrective action.
- 9.2 This accords with the Government's aim to put victims at the heart of our response to anti-social behaviour and not to hide behind a silo approach. In doing so, it is important to manage public expectations – in reality, there is no "magic wand" available to deal with some issues.
- 9.3 It is therefore recommended that members endorse the proposals in section 3 of, and Annexe 1 to, this report.

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

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## **Co-ordinated Enforcement – Background**

It is recognised that the Council is responsible for a number of different regulatory regimes. Each comes with its own powers. Some issues transcend different regulatory regimes. There could, for example, be a change of use of business premises without planning consent, having undertaken works without building regulations approval, without the proper licence for the new activities, and without having regard to the health or safety of staff and/or customers. The business might also be causing disturbance to nearby residents.

This process is intended to help officers to resolve such issues as effectively and efficiently as possible.

Any officer will be able to initiate this process. We do not wish to over-engineer this – it is about dealing more efficiently and effectively with issues, rather than adding to workload. Without wishing to be prescriptive, it is suggested that the process be used in circumstances such as the following:

- a. Where there appears to be a serious/persistent issue which has not been resolved.
- b. Where an issue appears to cross a number of service areas of responsibility or is apparently not covered at all by any current service, and is not currently being resolved effectively.

An issue could have originated as a complaint by a resident or business, or raised by a Councillor. It could have arisen in the course of an investigation.

The key guiding principle is to re-affirm that the victim is at the centre of what we do, and to use all available tools to resolve the issue to the satisfaction of the “victim” (if there is a specific victim). We need to use the tools available to gather and evaluate evidence, and to take informal and formal action as necessary in order to assure the resolution. Due regard needs to be had to the evidential and public interest tests, in line with the Code for Crown Prosecutors.

If a matter is not within the Council’s sphere of influence, or is a better fit with the role of another public sector organisation, we will refer the matter to them, and offer such assistance as we reasonably can in resolving it.

If a matter does not appear to be capable of resolution to the victim’s satisfaction, we aim to inform the victim of this fact and why we consider this to be the case, at the earliest opportunity.

### **Joined-up Enforcement – Procedure**

1. Any officer may initiate the Co-ordinated Enforcement Procedure, by calling a meeting of relevant officers.

2. Anyone initiating the Co-ordinated Enforcement Procedure will be the lead officer for that matter (unless the meeting otherwise agrees that another lead is more appropriate).
3. On doing so they shall state the nature of the issue, and specify which other services are required to send a representative to the initial meeting.
4. A legal officer shall always be required to attend the initial meeting.
5. The relevant officers shall discuss the case, and shall seek to agree what powers might be engaged, what further evidence might be required, what (if any) ultimate action is contemplated. Action points arising from the meeting will be agreed.
6. The case will be closed when one or more of the following occur:
  - a. The relevant Heads of Service agree that a Co-ordinated Enforcement Team is not required to deal with the issues identified.
  - b. A warning letter having been sent, following which the “offending” behaviour ceases.
  - c. Successful completion of a prosecution.
  - d. Service of a statutory notice with which the recipient complies, or where the Council undertakes works in default.
  - e. The initial complainant being satisfied with the action taken.
  - f. The initial complainant having been informed that we have either taken all action we consider available and appropriate, or cannot take further action, and having had the reasons for this decision explained to him/her in writing.

### **CAR PARKING WORKING GROUP**

Report of the: Head of Legal and Democratic Services  
Contact: Simon Young  
Urgent Decision?(yes/no) No  
If yes, reason urgent decision required: N/A  
Annexes/Appendices (attached): None  
Other available papers (not attached): None

#### **REPORT SUMMARY**

**This report proposes arrangements for substitution of members on the Parking Working Group.**

#### **RECOMMENDATION (S)**

**That the Committee agree that either Councillor Tella Wormington or Councillor Tony Axelrod be permitted to substitute for Councillor Neil Dallen on the Parking Working Group and that the Vice-Chairman of the Environment Committee be permitted to attend the Working Group, whether in substitution for the Chairman or otherwise.**

*Notes*

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

- 1.1 There are no implications for the Council's Key Priorities arising from this report.

#### **2 Background**

- 2.1 At the meeting of the Environment Committee on 27 October 2015 a cross party working group was agreed with Councillor John Beckett, Councillor Neil Dallen, Councillor Michael Arthur, Councillor Jane Race and Councillor Robert Geleit.
- 2.2 The terms of reference were agreed with officers & members of the parking working group and were presented to, and agreed by, the meeting of Environment Committee on 21 January 2016. The terms of reference included the Working Party undertaking a review of parking.

- 2.3 Councillor Neil Dallen will be unavailable for the next few months but it is considered appropriate that Town Ward Councillors have the opportunity to be represented on any meetings of the Working Group.
- 2.4 In addition, it is further considered appropriate that the Vice-Chairman of the Environment Committee should be permitted to attend the Working Group whether in substitution for the Chairman or otherwise.
- 2.5 As the Council's normal arrangements in respect of substitutions do not automatically apply to Working Groups, it was considered appropriate to bring this matter to committee for a decision, for the avoidance of any doubt.

### **3 Proposals**

- 3.1 It is proposed that, in substitution for Councillor Dallen, either Councillor Tella Wormington or Councillor Tony Axelrod be permitted to attend any meetings of the Parking Working Group.
- 3.2 It is further proposed that the Vice-Chairman of the Environment Committee, Councillor Lucie Dallen, be permitted to attend the Working Group whether in substitution for the Chairman or otherwise.

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

- 4.1 There are no financial implications arising from this report.
- 4.2 **Chief Finance Officer's comments:** *There are no financial implications arising from the recommended proposal within this report.*

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

- 5.1 **Monitoring Officer's comments:** *There are no legal implications arising from this report, but it is considered appropriate, for the avoidance of any doubt, that the matter be considered by Committee in light of a recent issue regarding attendance at a different working group.*

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

- 6.1 There are no implications arising from this report.

### **7 Partnerships**

- 7.1 There are no implications arising from this report.

### **8 Risk Assessment**

- 8.1 There are no risks arising from this report.

**9 Conclusion and Recommendations**

- 9.1 In conclusion it is considered that, for the avoidance of any doubt, the Committee should approve the proposed substitutions.

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

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**OUTSTANDING REFERENCES – JANUARY 2017**

<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 31 January 2017
<u>Other available papers (not attached):</u>	None stated

**REPORT SUMMARY**

**This report lists references to officers outstanding as at 31 January 2017.**

**RECOMMENDATION**

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

*Notes*

**WARD(S) AFFECTED: All**

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ENVIRONMENT COMMITTEE  
31 JANUARY 2017

The following references to officers are outstanding as at 31 January 2017:-

<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.	Please refer to item on the Car Parking Review elsewhere on this Agenda.
<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 <b>25/10/16</b> Min	Future Structure of Refuse and Recycling Collections	Transport and Waste Services Manager	Report pending	Policies associated with re-launched service considered and approved at the meeting of this Committee on 25 October 2016.	Outstanding Reference complete.

ENVIRONMENT COMMITTEE  
31 JANUARY 2017

Annual reports

The Committee will receive the following reports annually:

<b>Title and nature of annual report</b>	<b>Responsible Officer</b>	<b>Next report to be received</b>
Parking Fees & Charges – initial views on next year’s tariffs	Head of Customer Services and Business Support	October 2017
Building Control Fees & Charges – Annual Report.	Building Control Manager	June 2018