

Report Title:	Parking Voucher Schemes
Contains Confidential or Exempt Information?	NO - Part I
Member reporting:	Cllr Grey – Lead Member for Environmental Services (including Parking and Flooding) Cllr S Rayner – Lead Member for Culture and Communities (including Resident and Business Services)
Meeting and Date:	Cabinet - 26 July 2018
Responsible Officer(s):	Andy Jeffs, Executive Director Jacqui Hurd, Head of Library and Resident Services
Wards affected:	All

REPORT SUMMARY

1. In response to requests from residents, the borough has implemented 98 resident parking schemes, and this number is projected to increase by around 10 each year.
2. The purpose of the schemes is to protect limited parking opportunities and ease congestion for local residents and their visitors in areas that face challenges.
3. Currently each household receives 25x2 hour free permits. In addition they can purchase 50 x 6 hours and 50 x all day vouchers. In 2017/18 99,045 vouchers were issued.
4. This paper proposes a number of changes to the current residential parking voucher schemes to enhance to improve it and to further protect parking spaces for residents and their visitors.

1 DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet notes the report and:

- i) **Agrees to keep the number of annual free visiting vouchers at 25 x 2 hours.**
- ii) **Changes the annual allowance of additional paid for visiting vouchers to 25 x 6 hours and 25 x all day, from 1 August 2018.**
- iii) **Changes the minimum order number of paid for vouchers to ten and then in multiples of five within the same order, and introduces a 12 month expiry date on each paper voucher with a no refund policy on any unused vouchers, from 1 August 2018.**
- iv) **Agrees to the implementation of virtual visitor vouchers, from 1 October 2018, for those who wish to do this on-line.**
- v) **Agrees that all current unused, undated visitor vouchers will expire on 31 March 2020, allowing time for proactive communication to make residents in parking zones aware of this.**
- vi) **Agrees to extend the current resident parking permits scheme period from 1-year to 2-years, from 1 August 2018.**

2 REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Parking Visitor Vouchers

- 2.1 The Royal Borough of Windsor and Maidenhead now has 98 resident parking schemes. The purpose of the schemes is to protect limited parking opportunities and ease congestion for local residents and their visitors in areas that face particular challenges.
- 2.2 Households in general are allowed a maximum of two free parking permits depending on the amount of vehicles that can park on their driveway, however not every household will necessarily have a permit as they may have a large drive, not have a car, or be able to drive. There are 4,831 live residents' permits, there is no charge for these permits and they are valid for 12 months from the date of issue.
- 2.3 Each household, regardless if they have any parking permits, is entitled to apply annually for 25 x 2 hour free visitor vouchers. The vouchers are a type of scratch card where the date and time is scratched off, the vehicle registration must be annotated, and the card displayed in the vehicle. Once used the card is disposed of. There is no expiry date and any unused vouchers can be carried forward year-on-year. In addition to the free allocation households can purchase extra annual visitor vouchers of up to 50 x 6 hours at £1 per voucher, and up to 50 x all day at £2 per voucher.
- 2.4 There are five permits to an A4 page that are printed on. There is not a minimum number of vouchers set that can be purchased therefore households can, and do order just one or two at a time if desired, this means that the remaining three permits are invalid and disposed of securely as they cannot be reused through the printer as it is no longer on an A4 sheet.
- 2.5 There has been an increase year on year in the number of vouchers issued, likely linked to the increase in the number of parking schemes. Table 1 shows the volumes issued for the last three financial years:

Table 1 – number of parking visitor vouchers issued

Financial year	Number of visitor vouchers issued	Parking schemes
2017/18	99,045	98
2016/17	83,915	88
2015/16	68,889	72 (24 were introduced in 2015/16 with 48) already being in place)

- 2.6 With no expiry date on the visitor vouchers residents can legitimately accumulate any unused vouchers year on year. In addition a resident could give away, sell, or use them even if they move away part way through the year.
- 2.7 When applications are received from new residents there is some evidence that the outgoing residents had bought their annual allowance just before the move, presumably knowing they are moving, but not advising the Royal Borough. Consequently, this means that double the household allowance is issued, with no means of cancelling the remaining outgoing residents many vouchers.

2.8 Comparison has been undertaken with 28 local authorities, see Table 2.

Table 2 – Local authorities contacted

Basingstoke and Dean	Reading	Wandsworth
Bath	Royal Borough of Kingston	West Berkshire
Bracknell Forest	upon Thames	West Oxfordshire
Bristol	Runnymede	Westminster
Ealing	Slough	Winchester City Council
East Hampshire	South Buckinghamshire	Wokingham Borough
Guildford Borough	South Oxfordshire	Council
Hillingdon	Surrey Heath	Wycombe District Council
Oxfordshire County	Sutton	York
Council	Tower Hamlets	
Portsmouth	Waltham Forest	

2.9 Five (18%) did not have any residential parking schemes. Of the remaining 23 no two schemes are the same. Only four (17%) issue a free annual allowance with the option to purchase extra: Bristol, Oxfordshire County Council, Reading and Sutton. The visitor voucher parking allowances range from 1, 2, 4, 6, 12 and 24 hours. Table 3 details the difference in offering for each local authority.

Table 3 – Local authorities free visitor voucher comparison

Local Authority	Number of free vouchers	Length of time per voucher	Total hours free
Bristol	50	24 hours	1,200 hours
Oxfordshire County Council	25	24 hours	600 hours
Reading	40	12 hours	480 hours
Sutton	50	1 hour	50 hours
Royal Borough of Windsor and Maidenhead	25	2 hours	50 hours

2.10 Nine (32%) have expiry dates on vouchers, in the main twelve months from the date of purchase. Some schemes have restrictions on how many, and how frequently vouchers can be purchased, such as a lower amount every six months.

2.11 18 (64%) have a no refund policy on any unused or expired vouchers, with five (18%) asking for any unused vouchers to be returned and cancelled upon moving out, Bath, Bracknell Forest, Reading, Royal Borough of Kingston upon Thames and York.

2.12 As technology changes, more local authorities are moving to an online 'virtual' parking permit and voucher solution. This means there is an online account where visitor vouchers are purchased, as needed, and the usage details of date, activation time and car registration are entered in advance, or at the time of the visitor starting to park. The virtual permit allows residents to buy as needed up to their allowance, the unused numbers are known with it being much easier to cancel and prevent possible misuse.

2.13 From the 28 local authorities contacted three (11%) offered visitor vouchers virtually only, five (18%) both virtually and paper, with 20 (71%) still using paper or books only. The Royal Borough currently uses paper only, but as part of the recent parking

enforcement contract with NSL Ltd, the software is being upgraded, providing the council with the ability to offer online 'virtual' parking permits and vouchers.

Resident Parking Permits

- 2.14 Resident Parking permits are currently issued for 12 months from the date of issue. In 2017/18, 6,430 resident parking permits were renewed.
- 2.15 It is recommended that the renewal period move from an annual period to bi-annual, so that the cost to administer, including processing and postage, is halved and residents only have to renew every other year.
- 2.16 The staff time efficiency gained will allow parking appeals and blue badge applications to be processed quicker.

3 KEY IMPLICATIONS

- 3.1 Table 4 contains the key implications.

Table 4: Key implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
Changes to the purchasable visitor voucher scheme implemented.	After 01/08/18	On 01/08/18	N/A	N/A	01/08/18
Virtual visitor vouchers available.	01/11/18	01/10/18	15/09/18	01/09/18	01/10/18

4 FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 There may be a small reduction in administration costs in processing the parking visitor vouchers, but this will be offset by a small reduction in income from the purchase of vouchers.

5 LEGAL IMPLICATIONS

- 5.1 There are no legal implications.

6 RISK MANAGEMENT

None.

7 POTENTIAL IMPACTS

None.

8 CONSULTATION

None.

9 TIMETABLE FOR IMPLEMENTATION

9.1 The stages and deadlines for implementing the recommendations are in Table 5.

Table 5: Implementation timetable

Date	Details
26/06/18	Cabinet approval
01/08/18	Changes to numbers of purchasable visitor vouchers implemented
01/10/18	Virtual visitor vouchers available

10 APPENDICES

None.

11 BACKGROUND DOCUMENTS

None.

12 CONSULTATION (MANDATORY)

Name of consultee	Post held	Date issued for comment	Date returned with comments
Cllr Grey	Lead Member for Environmental Services (including Parking and Flooding)	28/06/18	
Cllr S Rayner	Lead Member for Culture and Communities (including Resident and Business Services)	28/06/18	
Alison Alexander	Managing Director	27/06/18	27/06/18
Russell O'Keefe	Executive Director	27/06/18	
Rob Stubbs	Section 151 Officer	27/06/18	
Nikki Craig	Head of HR and Corporate Projects	27/06/18	27/06/18
Louisa Dean	Communications	27/06/18	

REPORT HISTORY

Decision type: Non-key decision	Urgency item? No	To Follow item? No
Report Author: Andy Jeffs, Executive Director, 01628 79 6527		