

Future Provision for Parking Services 2020 to 2023



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Introduction

In line with the council's desire for North West Leicestershire to be 'a place where people and businesses feel they belong and are proud to call home', and the need to manage budgets carefully and sensibly, we keep all services under review. The management of car parks is no different.

Our Medium Term Financial Strategy sets out our financial plan for the next five years. It sets out the importance of services being self-reliant and more resilient to future financial changes. With this in mind, a review of the car parking service is timely and important.

The council's 27 car parks which are spread across the district cost £290,000 in 2019 / 2020. This covers the management, maintenance and enforcement, with revenue expenditure of £734,000 (compared to £546,000 in 2015 / 2016 and income of £444,000 (compared to £574,000 in 2015 / 2016) but with no planned capital spend in 2019 / 2020.

This document lays out a new direction which takes account of all the changes and promotes a way forward which meets the needs of residents in the area, protects the provision of car parks and promotes a green agenda going forward.

Our options

A number of options have been examined to change the way car parks are managed and operated by NWLDC in the future. These are:

Disposal of car parks

- To the Belvoir Centre
- Through asset transfer to parish councils
- Where car parks were not attractive as transferable assets to parishes we would consider: review of tariff charges, electric charging points, disposal.
- Terminating contracts with third parties i.e. Royal Hotel and Leicestershire County Council
- A more appropriate parking tariff to reflect the regeneration programme in Coalville.

Changes to parking arrangements in Ashby de la Zouch

- Review of charges and tariff charging periods; increasing the maximum short stay in Ashby to three hours from two hours.

Green issues

- Additional infrastructure for electrical vehicle charging points and income.

The following options have implications in terms of the service provided to communities as well as a financial impact.

- The option of Automatic Number Plate Recognition (ANPR), although this has a limited application
- Car park private management (outsourcing)

Where are we now?

A parking strategy adopted by the council in 2016 included a series of fundamental decisions:

- No parking price rises until 2020
- Introduction of 'free after 3pm' parking in Coalville
- Purchase of new ticket machines
- Consider releasing parking space in Coalville for regeneration (if required)
- Introduction of new weekly and monthly tickets for Coalville
- An additional car park in North Street, Ashby

The first of these decisions meant that there has been no increase in parking charges, but costs have continued to rise. This means that the existing deficit will continue to increase unless there is a change in strategy. Car parking fees have not increased since 2008 / 2009.

It is difficult to predict the impact that free parking after 3pm in Coalville has had on income but the 2016 strategy costed this at £50,000.

The Transparency Code requires local authorities to publish information about parking accounts and parking spaces by 2 February 2015 and thereafter at least on an annual basis. Therefore the council produce and publish the car park trading account each year which includes both net revenue and capital expenditure over a rolling three year period. As a local authority, NWLDC are required to publish their parking account in accordance with Section 55 of the Road Traffic Regulation Act 1984 as modified by Regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007.

As at the 31 March 2020 the council's car park trading account was in deficit by £ £1.874 million.

A significant proportion of this deficit has arisen due to the capital investment in car parks over a 3 year period 2016/17 to 2018/19 of £1.1 million.

This capital spend includes the extension of North Street Car Park in Ashby which involved the purchase of the old Ashby health centre for £255,000 with further associated works costing £708,000. We also bought and installed new pay and display machines throughout the districts car parks at a cost of £114,000.

Due to the Covid19 pandemic, the council's car park account is in greater deficit due to parking charging ceasing in March 2020 and not charging again until June 2020. These figures are shown throughout the report.

The revenue costs of running the district car parks (e.g. employees, business rates, electricity, maintenance, water charges, transport, cash collection, sweeping and litter picking, enforcement) have increased over the last couple of years along with reduced income, leading to a revenue deficit of £290,000 in 2019/2020. The major variances over the last few years have seen an increase in business rates (NNDR) of £94,000 and a reduction in income of £95,000.

The table below shows the car parking trading account from 2015 / 2016 onwards. It highlights the impact the capital investment had over the last three years and what the estimated impact would have been if pay and display tariffs had increased annually by 2.5% from 2009 / 2010.

Where are we now?

Car park trading account 2019 / 20



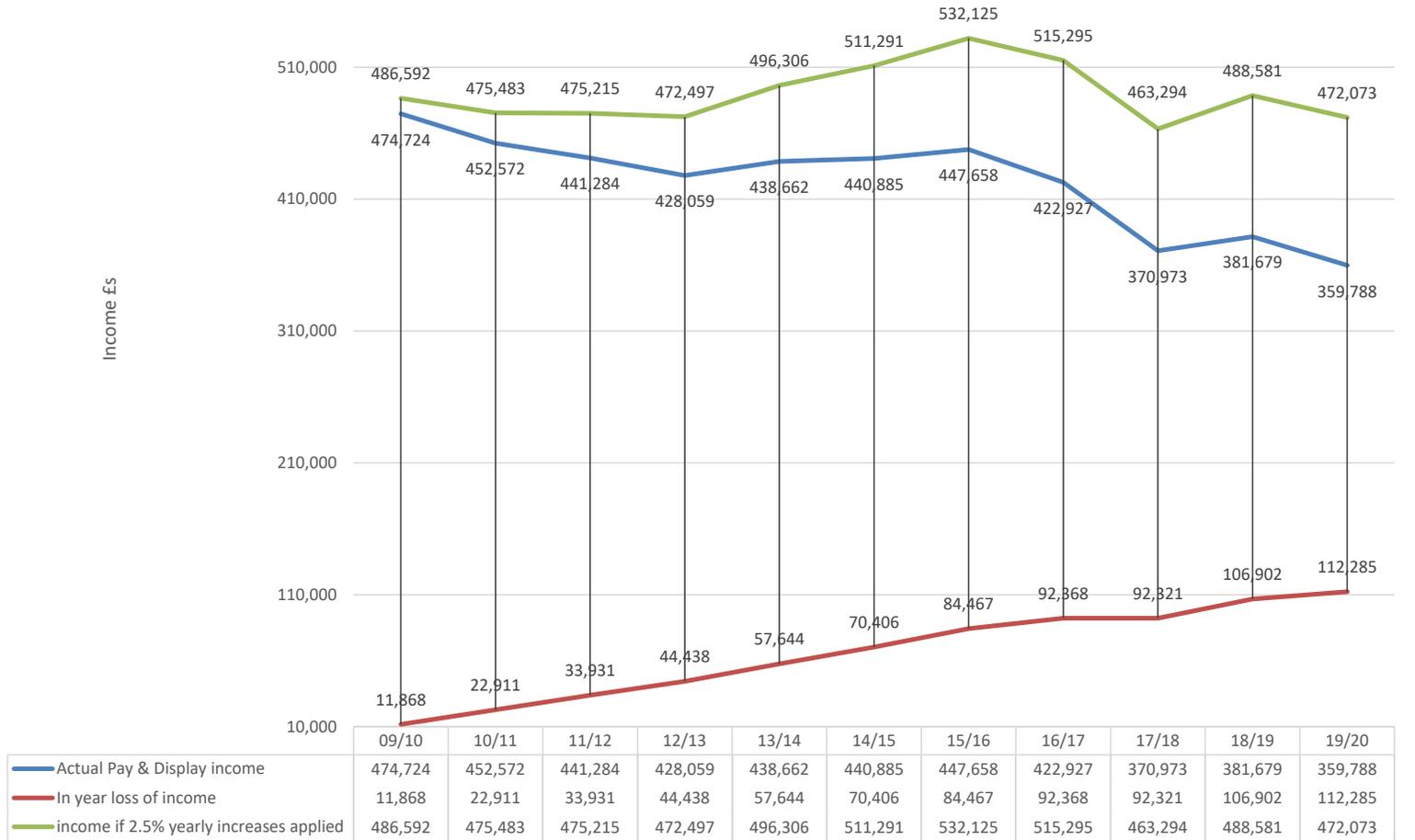
The figures show that if there had been an annual 2.5% increase in charges since prices were last increased in 2008 / 2009 the deficit would have decreased by £729,543, and if the capital investment hadn't taken place over the last three years the trading account would be showing a small surplus of £6,182.

— Current position	£34,750	£398,814	£875,980	£1,583,788	£1,873,770
— If 2.5% yearly increase in Pay & Display tariffs from 2009/10	(£290,915)	(£19,220)	£365,625	£966,531	£1,144,227
— If 2.5% yearly increase in Pay & Display tariffs from 2009/10 & no capital investment	(£327,591)	(£349,146)	(£259,269)	(£183,879)	(£6,182)

Where are we now?

Estimate impact on income if tariffs had increased annually by 2.5% over the last 11 years

The estimated loss of income from not increasing parking tariffs since 2008 / 2009 is highlighted above and is estimated that additional income of £729,542 could have been generated.



Where are we now?

The below table shows the impact of a yearly 2.5% increase on the car parking tariff.

Pay and display tariffs if yearly increases of 2.5% had been applied from 2009 / 2010 onwards

	19/20 Current	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21
1hr	£0.50	£0.51	£0.53	£0.54	£0.55	£0.57	£0.58	£0.59	£0.61	£0.62	£0.64	£0.66	£0.67
2hr	£0.80	£0.82	£0.84	£0.86	£0.88	£0.91	£0.93	£0.95	£0.97	£1.00	£1.02	£1.05	£1.08
3hr	£1.20	£1.23	£1.26	£1.29	£1.32	£1.36	£1.39	£1.43	£1.46	£1.50	£1.54	£1.57	£1.61
Day	£2.00	£2.05	£2.10	£2.15	£2.21	£2.26	£2.32	£2.38	£2.44	£2.50	£2.56	£2.62	£2.69
Week	£9.00	£9.23	£9.46	£9.69	£9.93	£10.18	£10.44	£10.70	£10.97	£11.24	£11.52	£11.81	£12.10
Month	£30.00	£30.75	£31.52	£32.31	£33.11	£33.94	£34.79	£35.66	£36.55	£37.47	£38.40	£39.36	£40.35

Finance - Payment

North West Leicestershire District Council currently operates 23 car parks. Of these, 14 require some form of payment. These are serviced by 19 payment machines which take cash and cards. In addition, payment can be taken online using 'Mi permit' season ticket applications.

Operational issues with machines taking cash regularly results in significant operational costs both in terms of collection of the cash and the result of damage to the machines due to attempted theft. Vandalism of pay and display machines between August 2017 and August 2019 cost the council £9,000. £10,000 per year is included in the maintenance budget to maintain the parking machines within the district. The percentage of transactions using cash is slowly declining and it is now time to start the move towards a totally cashless system.

The removal of pay and display cash collections would create a saving of £10,030 a year. To adapt all pay and display machines to become cashless would incur a one off cost of £300 per machine. Savings could be made by adapting 50% of the machines at the same time.

It is proposed to pilot the move towards a cashless system in both Coalville and Ashby during 2020 / 2021. If the pilot proves to be effective this will be rolled out across all pay and display car parks during 2020 / 2021, with machines being removed by 2022. This phased approach will allow people using the car parks to get used to the new systems. The cost of bringing in the pilot, assuming that 10 are adjusted, would be in the region of £210 per machine.

Recommendation 1 – Pilot cashless machines with card payments only. Already implemented due to Covid 19 in June 2020.

Alternative payment methods in neighbouring areas

Harborough District Council is up and running with pay by phone car parking, having 5,000 transactions in October 2019. This amounts to 6% of all transactions. It was predicted to reach 5% of transactions by the end of year one (July 2020) but this has already been achieved in the first quarter. It is now felt that pay by phone transactions could be as high as 20% of total transactions by the end of year one.

Blaby District Council and Melton Borough Council are both actively looking at pay by phone as another cashless solution.

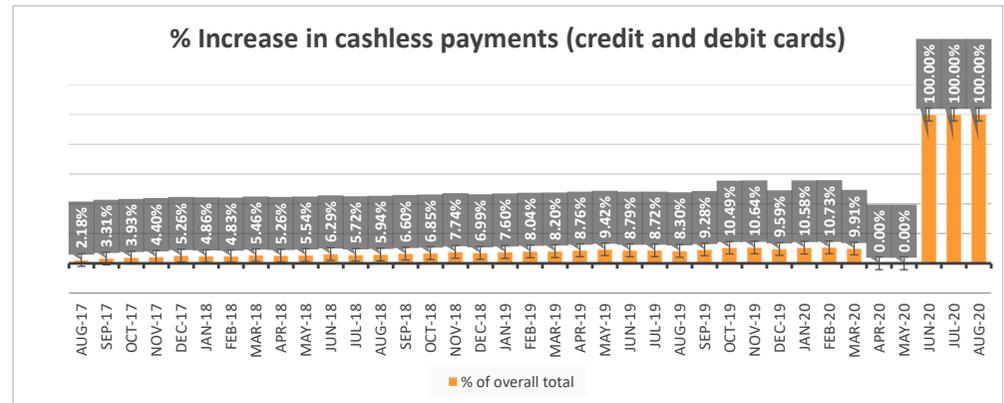
Oadby and Wigston Borough Council offers free parking across its parking service so has no need for pay by phone technology, whilst Hinckley and Bosworth Borough Council has considered pay by phone but recently decided to re visit it in the future.

NWLDC has the ability to join a service level agreement for the implementation of pay by phone. This would be relatively simple with an initial cost requirement for signage and associated set up costs in the region of £6,000. We would then be charged between 3 pence and 8 pence per transaction plus VAT but the cost of this could be passed on through parking charges. Cash collection charges would have to be compared to transaction charges of using pay by phone to determine the benefits.

Recommendation 2 – Pilot pay by phone - already implemented.

Due to the onset of Covid19, the benefits of Pay by Phone offering

a cashless system and additional means of payment has meant that we were able to implement this technology which was launched in July 2020.



Finance - Charging

Of the nine car parks in Coalville, all sites are owned and managed by NWLDC, with the exception of the Coalville Library Car Park, which is owned by Leicestershire County Council and managed by NWLDC under contract. In total the 2020 / 2021 budgeted cost to operate the car parks in Coalville is £207,045, which equates to £211 per space.

NWLDC has the lowest car parking fees in Leicestershire, the only exception being Oadby and Wigston where three hours parking are provided for free at all car parks – See Table 2. The parking tariffs have not been increased in 11 years.

Recommendation 3 – A need to consider raising charges in line with the market and neighbouring authorities.

Ashby – car parking charges

Unlike Coalville, Ashby's car parks are already operating close to, if not at, capacity. Any increase in drivers wishing to park in Ashby will result in an increase in the gap between parking supply and demand, with residents and visitors finding it harder to find a car parking space if the provision of parking space does not increase. Ashby is already a very busy town with a high footfall. The council would have experienced a significant loss of income if it had introduced the 'free after 3pm' parking scheme in Ashby as well as Coalville. The closure of the Royal Hotel car park had an impact on the amount of parking spaces available to residents and visitors to the town but also, on the long stay parking provision in Ashby.

Coalville – car parking charges

The Market Hall Car Park is located in Coalville, adjacent to the market hall and consists of 188 spaces including 13 disabled bays. Parking is free and not time restricted in 90 spaces. Parking charges apply to the remaining spaces, which are restricted to a maximum stay of three hours. . Observations confirm that the car park is busy and practically full at busy times with a high turnover of vehicles. The car park provides easy access to the market hall and the Belvoir Shopping Centre.

The previous parking strategy recommended a number of pricing initiatives to boost town centre trade in Coalville. 'Free after 3pm' is an initiative that is used in a number of towns to boost trade in quiet periods, typically targeting shoppers with flexibility on their time of visit and after school shopping. The 'free after 3pm' initiative was thought to help boost the early evening economy in shops, cafes, restaurants and bars. Free after 3pm was introduced in Coalville in January 2017, providing free parking in all Coalville car parks between 3pm and 5pm Monday – Saturday with no tickets being required from 3pm.

It was estimated that 'free after 3pm' would reduce car parking revenue by £50,000 a year, but latest figures suggest this is closer

to £90,000 a year. There is no firm evidence to reflect the impact of 'free after 3pm'; this would have been possible if drivers had been required to display a free pay and display ticket, but this option was discarded as being prohibitive to car park users.

Due to the sale of the 3 car parks to the Belvoir Shopping Centre, and with Market Hall car park being in close proximity to the Belvoir Shopping Centre, North West Leicestershire District Council needs to consider amending it's free parking tariff up to 3 hours free to mirror the nearby shopping centre owned car parks.

Recommendation 4 – Market Hall align charges to Belvoir Centre car parks.

Recommendation 5 – Stop "Free after 3pm".

Recommendation 6 - Continue offering free parking on Saturdays during the festive period.

Finance - Charging

Table 1.

Coalville car parks	Owner	Number of parking spaces		Length of permitted stay (>3hrs)
		Standard	Disabled	
Needham's Walk	NWLDC	106	2	Short
Margaret Street	NWLDC	38	5	Short
North Service Road	NWLDC	74	0	Long
London Road	NWLDC	86	3	Long
Council Offices	NWLDC	158	4	Long
Bridge Road	NWLDC	233	8	Long
LCC Library	Leicestershire County Council	15	1	Long
James Street	NWLDC	54	4	Long
Market Hall	NWLDC	175	13	Short and Long (90 free spaces)
TOTAL		939	40	

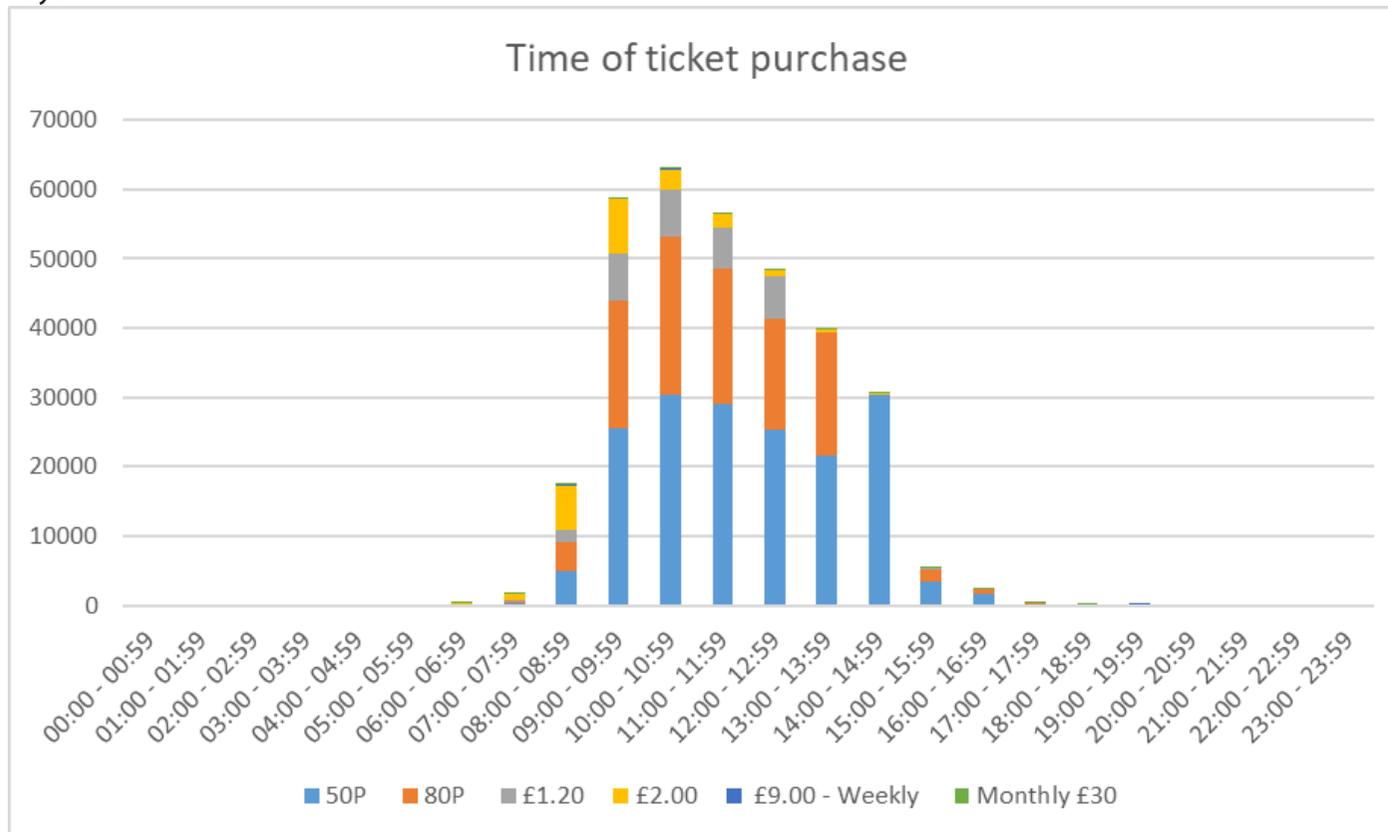
Ashby car parks	Owner	Number of parking spaces		Length of permitted stay (>3hrs)
		Standard	Disabled	
North St (including extension)	NWLDC	71	5	Short
LCC Library	NWLDC	29	1	Short
Brook St	NWLDC	10	1	Short
South St	NWLDC	55	2	Long
Hood Park Leisure Centre (including extension)	NWLDC	90	3	Short and Long
TOTAL		255	12	

Table 2.

Local authority		Town centre weekday parking charge					
		<1hr	<2hrs	<3hrs	<4hrs	<5hrs	Long stay
NWLDC		50p	80p	£1.20			£2
East Staffordshire			£1	£2			£5
South Derbyshire		FREE parking					
Broxtowe		FREE	£1	£1.50			
Oadby and Wigston		FREE parking					£
Charnwood	Loughborough	60p	£1.60	£2.20	£3.20	£4.90	£6
	Browns Lane	£1.10	£3.20				
Blaby		FREE	FREE	50p	£1.50		£5
Market Harborough			£1	£1.50	£2.50		£6
Hinckley		60p	£1.20	£2	£3		£6
Melton	Short stay	80p	£1.60	£2.60	£3		
	Long stay			£1.50			£3.50
Ashfield		Free	60p	£1.50			£2
Erewash		Free	£1.50	£2			£

Finance - Charging

At the moment parking is charged from 8am to 3pm in Coalville. The peak time for purchase is from 10am with a steady drop off during the day.



Car parks in Coalville

North Service Road,
Needham's Walk and
Bridge Road

There has been a long standing plan to redevelop the centre of Coalville. At the heart of the redevelopment is the Belvoir Shopping Centre which has recently changed ownership to Gylo. NWLDC has now sold three of the nearby car parks to the new land owners.

This means, Gylo will be fully responsible for the operation and maintenance of the following car parks:

- North Service Road
- Bridge Road
- Needham's Walk

	North Service Rd	Bridge Rd	Needhams Walk
No. of spaces	74	233	106
No. of disabled spaces	0	8	2

This process has required an amendment to the Off Street Car Parking Order 2010. This order sets out where all the councils' car parks are, what land can be used as a car park, how long a car can be parked, the charging policies, and how these can be enforced.

The new owners of the car parks provide up to two hours free parking, which is monitored by automatic number plate recognition (ANPR).

ANPR is not an option available to NWLDC due to restrictions on public bodies about how enforcement can be legally carried out (see section page 44, Appendix 1 on ANPR for more detail).

The sale of the three car parks will not realise any immediate net revenue savings for the Council. But there could be potential future savings of £64,399 as shown in the table below depending on the outcome of future staffing reviews and whether internal savings from service management can be achieved. In future years there will be savings in the capital programme as these car parks would no longer be maintained by NWLDC.

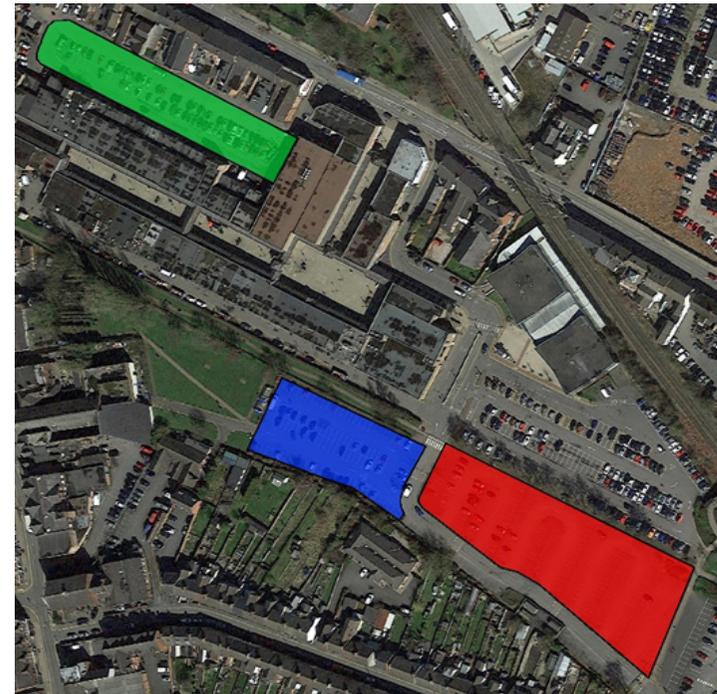
Recommendation 7 – Refine staffing and management costs to reflect service reduction

Car parks in Coalville

North Service Road,
Needham's Walk and
Bridge Road

Bridge Road, Needham's Walk and North Service Road Car Parks		£
Immediate savings		
Direct costs		97,127
Other internal service costs *		22,973
Loss of income		-120,519
Net direct costs		-419
Potential future savings		
Employee and indirect costs (including enforcement)		38,793
Service management		25,606
Total indirect costs and overheads		64,399
Costs to be reallocated		4,046
Total budgeted cost 2020/21		68,026

* Internal service areas to reduce costs or achieve higher income streams.



Picture A:
Red – Bridge Road
Blue – Needham's Walk
Green – North Service Rd

Car parks in Coalville

Market Hall and
Leicestershire County
Council Library

Leicestershire County Council Library Car Park

The library car park is owned by Leicestershire County Council (LCC) and enforced by NWLDC. It is a long stay car park and has 15 standard parking spaces and 1 disabled parking space.

That the Coalville Library Car Park enforcement contract is terminated with LCC. This would mean an immediate increase in cost to the council of £3,861 but with potential future savings of £11,476.

If the Library Car Park enforcement contract is terminated, along with the sale of the Belvoir Centre car park, this will not realise any immediate revenue savings for the council based on 2020/21 budgets but there could be potential savings of £75,875 dependent upon the outcome of future staffing reviews and whether internal savings from service management can be achieved.

LCC Library Car Park - Coalville	£
Immediate savings	
Direct costs	12,240
Loss of income	-16,101
Net direct costs (surplus)	-3,861
Potential future savings	
Employee and indirect costs (including enforcement)	7,719
Service management	3,757
Total indirect costs and overheads	11,476
Costs to be reallocated	748
Total budgeted cost 2020/21	8,363

Car parks in Coalville

Market Hall and
Leicestershire County
Council Library

Market Hall Car Park

As part of the Coalville regeneration plans, the existing market will be relocated to Newmarket on Marlborough Square. This will leave opportunities for the existing market hall to be redeveloped in the future so NWLDC is retaining ownership of the associated Market Hall Car Park and this has not been part of the Belvoir Shopping Centre car park purchase.

However, the owners of the Belvoir Centre offer two hours free parking in the car parks that they have acquired; Bridge Road, Needham's Walk and North Service Road. This means that the council needs to review its strategy for charging on the Market Hall Car Park.

As part of the council's Being More Business-Like Strategy, the parking service is introducing an events policy that will ensure all its parking assets are used whenever possible for none parking events and activities.

This is especially relevant for the Market Hall Car Park which can accommodate events and activities to encourage greater foot fall and vibrancy to the town. It is already a well-established location in the town for holding events, including the annual Christmas in Coalville event and other market-related events.

Recommendation 8 – re-evaluate charging policy

Covenants

Two covenants cover the Market Hall. One is for the market to be a market and the other is about access to Hotel Street.

The only covenant to be lifted in the deal with the Belvoir Centre owners is that the market hall no longer has to be used as a market. This has been replaced with a new covenant stating that it can be a market hall, parking, cinema or residential properties for the first five years, thereafter it can be whatever the landowners want.

There is no change to the covenant that controls access via Hotel Street.

Market Hall Car Park currently contains 70 free spaces for all day parking under a lease condition with the owners of the Belvoir Centre. Legal advice is that this requirement to provide these free parking spaces will fall away with the sale of Bridge Road Car Park. Which means NWLDC will no longer have to provide 70+ free all day parking spaces within Market Hall Car Park.

Recommendation 9 – review charges required at Market Hall Car Park

Car parks in Coalville

Market Hall and
Leicestershire County
Council Library

	LCC Library	Market Hall
No. of spaces	15	175
No. of disabled spaces	1	13



Picture C:
Red – LCC Library

Car parks in Coalville

Market Hall and
Leicestershire County
Council Library



Picture B:
Yellow – Market Hall

Car parks in Coalville

James Street and Margaret Street

Car parks in Coalville - James Street and Margaret Street

In May 2018 the 24 one hour parking spaces on Marlborough Square were suspended ahead of work starting on the redesign of the public space.

The 24 spaces were displaced and car parking orders were amended to accommodate 24 one hour parking spaces between both Margaret Street James Street Car Parks.

NWLDC felt this best represented the requirements of residents and prospective shoppers to the new indoor market provision and the exciting proposals being planned for Marlborough Square

Recommendation 10 - NWLDC maximises the potential of these two parking assets and keeps the current charging arrangements as they are in a prime locations to service the regeneration goals of Coalville including the Belvoir Shopping Centre, Marlborough Square and the Newmarket.

As a result of the Belvoir Shopping Centre acquiring Bridge Road, Needham's Walk and North Service Road Car Parks, the town will have 340 spaces.



Picture D:
Red – James Street

Car parks in Coalville

James Street and
Margaret Street



Picture E:
Red – Margaret Street

Car parks in Coalville - Council Offices and London Road

As part of this review, the use of these car parks has been analysed.

The surveys have shown that council staff vehicles make up 90% of the two car parks surrounding the council offices from Monday to Friday. It is predominantly used by residents at the weekend. Since the Covid19 pandemic, the smaller car park shown in blue on Picture F has been used for police staff working within the council offices. At present, property services have been liaising with the police about their longer term aspirations and their parking requirements.

As part of the Council's People Plan, the introduction of agile working was already a high priority. Due to the Covid19 pandemic, the agile working policy has been bought forward along with the accommodation review. It's perceived that staff parking requirements have been heavily reduced and now only have a 30% occupation. These car parks will be reviewed as part of the customer services and property services review.

In addition to this, there is currently an office accommodation review which may impact the parking service. This review is in the medium to long term but, along with the agile working, may see the need for parking spaces reduced by potentially up to 25%.

Enforcement will still be required to ensure compliance. It is recommended that these car parks would transfer to property services which would therefore have budgetary responsibility for this as a council asset.

As part of the council's commitment to reducing its carbon footprint electric vehicle charging points will be provided for staff and works vehicles.

Electric vehicle charging points are covered in greater detail later in this report but it is clear through the council's own delivery plan that charging points will be required to service the council's fleet of electric vehicles in the coming years.

Should these car parks be changed to staff use only, including electric vehicle charging for council vehicles only, it will be sensible to remove these car parks from the car park trading account. They would therefore no longer be public car parks that generate income.

It is suggested that charging tariffs for visitors remain the same on London Road Car Park.

Recommendation 11 – feasibility studies for electric vehicle charging points on Council Offices Car Parks, it should be noted that the London Road car park is currently being used as a covid 19 testing centre.

Car parks in Coalville

Council Offices and
London Road

	Council Offices	London Road
No. of spaces	158	86
No. of disabled spaces	4	3

Current vehicle fleet

Vehicle type	Number of vehicles
Light vehicles	9
Cars	4
Medium vehicles	49
Light tippers	10
Medium lorries	5
Kerb siders	6
Refuse vehicles	16
Food sweepers	1
Total	105

Car parks in
Coalville
Council Offices and
London Road

Coalville car parks	Market Hall	James Street	Margaret Street	Council Offices	London Road	Total
	£	£	£	£	£	£
Direct costs	42,960	14,747	9,049	11,411	18,535	96,702
Other internal service costs	5,339	5,021	3,744	2,430	2,154	18,688
Income	-40,941	-19,310	-21,334	-15,054	-14,207	-110,846
Net direct costs	7,358	458	-8,541	-1,213	6,482	4,544
Employee and indirect costs (including enforcement)	19,251	11,911	10,167	21,237	11,588	74,154
Service management	12,358	6,942	5,727	12,880	7,055	44,962
Other internal recharges	1,876	1,135	994	1,908	1,083	6,996
Total Indirect costs and overheads	33,485	19,988	16,888	36,025	19,726	126,112
Total budgeted cost 20/21	40,843	20,446	8,347	34,812	26,208	130,656

*The above figures exclude any capital expenditure.

Car parks in
Coalville
Council Offices and
London Road



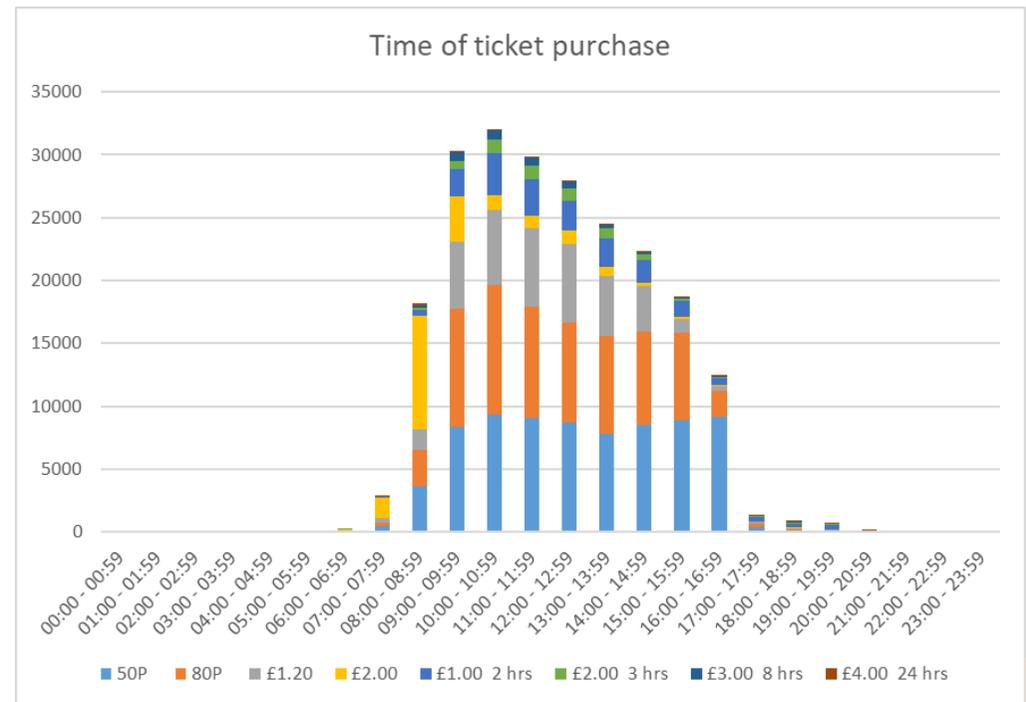
Picture F:
Blue – Council Offices
White – Council Offices
Red – London Road

Car parks in Ashby de la Zouch

Four car parks in Ashby de la Zouch are owned by NWLDC. The Library Car Park is owned by Leicestershire County Council but managed under contract by NWLDC. Three additional car parks in the town are owned and operated privately. These are located on Coxon Mews, Rushton's Yard and Ashby Co-op on Market Street.

In total the 2020/21 budgeted cost to operate the car parks in Ashby is a surplus of £24,058 which equates to a surplus of £90 per space.

At present, parking is charged from 8am to 5pm. The peak time for purchase is from 10am with a steady drop off during the day.



Car parks in Ashby de la Zouch

Evidence suggests that between 8am and 9am on weekdays is a busy time of the morning particularly for people dropping off at nurseries or schools, and have early morning medical appointments. Therefore, to ease the pressure of finding parking spaces, it is proposed to remove the charge on Ashby car parks between 8am and 9am with free parking provided for this hour. It is estimated that offering the free hour would cost the council approximately £3,000.

Ashby has a vibrant night-time economy, Purple Flag status and heritage interests, and is a busy market town. The car parks are well used and are at full capacity throughout the day and at weekends. They are vital assets to NWLDC and critical to income generation and as a result, we wouldn't look to transfer or sell these assets. The council wants to support the town and encourage increased dwell time for visitors, and is proposing to change the minimum stay from three hours to four hours, with no return within one hour.

Recommendation 12 – Remove charges from 8am-9am to support parents dropping off at schools, nurseries and early medical appointments

Recommendation 14 – Increase the short stay car parks from up to 3 hours to up to 4 hours and no return within 1 hour

As part of the council's commercial agenda, the parking service will introduce an events policy that will ensure all its parking assets are used where possible for none parking events and activities. This is especially relevant in Ashby where a number of the car parks could accommodate events and activities to encourage greater footfall and vibrancy in the town.

Car parks in Ashby de la Zouch

Recommendation 15 – To continue to offer free parking for users of Hood Park Leisure Centre

We do not intend to charge users of Hood Park Leisure Centre to park because the council's health and wellbeing strategy promotes healthy lifestyles and does not want parking charges to be a barrier. This approach also supports our partnership with Everyone Active and therefore doesn't transfer any additional costs to the running of the leisure centre. Leisure centre users will be able to log on to a digital system to register their vehicle so as they don't incur any expense or risk of a parking fine.

Recommendation 16 – Install digital device at Hood Park in order to allow leisure centre users to park free of charge.

Ashby Library is owned by Leicestershire County Council (LCC) and enforced by NWLDC. It is a short stay car park and has 29 standard parking spaces and 1 disabled parking space. At present, the enforcement contract is not cost effective. If the contract was terminated, it would mean an immediate increase in cost to the council of £1,000 but with the potential future savings of £6,000.

Recommendation 17 – terminate the contract with Leicestershire County Council

The Royal Hotel terminated its contract with NWLDC parking enforcement service in 2019 as the company chose to permanently close its car park due to health and safety issues. The parking orders relating to this car park were suspended in September 2019 and the orders will be removed in due course when revised parking orders are created as a result of this review.

Recommendation 18 – Remove parking order for The Royal Hotel

Car parks in Ashby de la Zouch

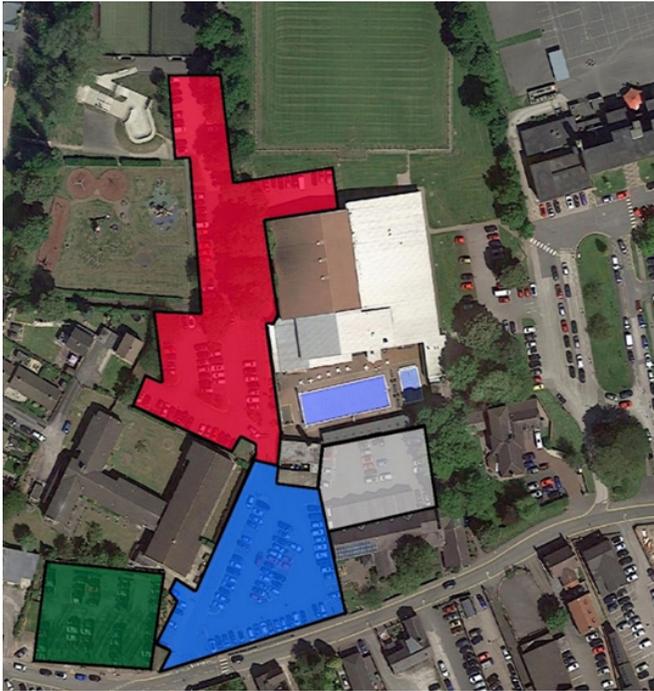
Ashby car parks	Brook Street	Hood Park Leisure Centre	North Street	South Street	Total
	£	£	£	£	£
Direct costs	3,865	15,223	27,924	12,479	59,491
Other internal service costs	1,767	1,739	5,565	3,530	12,601
Income	-14,489	-9,098	-99,851	-38,989	-162,427
Net direct costs	-8,857	7,864	-66,362	-22,980	-90,335
Employee and indirect costs (in- cluding enforcement)	6,195	2,926	17,836	7,495	34,452
Service management	3,206	3,252	10,779	4,601	21,838
Other internal recharges	604	305	2,108	873	3,890
Total Indirect costs and overheads	10,005	6,483	30,723	12,969	60,180
Total budgeted cost 20/21	1,148	14,347	-35,639	-10,011	-30,155

Car parks in Ashby de la Zouch

LCC Library Car Park - Ashby	£
Immediate savings	
Direct costs	6,033
Loss of income	-6,590
Net direct costs (surplus)	-557
Potential future savings	
Employee and indirect costs (including enforcement)	4,206
Service management	2,047
Total indirect costs and overheads	6,253
Costs to be reallocated	401
Total budgeted cost 2020/21	6,097

Ashby car parks	Owner	Number of parking spaces		Length of permitted stay (>3hrs)
		Standard	Disabled	
North St (including extension)	NWLDC	71	5	Short
LCC Library	NWLDC	29	1	Short
Brook St	NWLDC	10	1	Short
South St	NWLDC	55	2	Long
Hood Park Leisure Centre (including extension)	NWLDC	90	3	Short and Long
TOTAL		255	12	

Car parks in
Ashby de la
Zouch



Picture G:
Red – Hood Park
White – Library
Blue – North Street
Green – North Street extension



Picture H:
Red – Brook Street

Car parks in
Ashby de la
Zouch



Picture 1:
Red – South Street

Car parks in Whitwick

Whitwick has four car parks - City of Dan, Vicarage Street, Market Place and Hermitage Leisure Centre.

Hermitage Leisure Centre is by far the biggest asset in Whitwick. However this is part of a regeneration project on the new Hermitage Recreation Ground Project and will be kept as is for the time being.

As part of the car parking review Whitwick Parish Council was approached to see if they would be interested in transferring any of the car parks to its ownership. The parish council declined and confirmed that they weren't interested in any asset transfer. The following options are available for the three smaller car parks as follows:

- Introducing car parking tariffs
- Creating Electric Vehicle Charging Points (EVCPs) – this would be particularly beneficial as there are residential areas surrounding these car parks
- Sell freehold of the land

Recommendation 19 – instruct feasibility studies for the future use of EVCP's and look at selling the freeholds of land. Feasibility studies took place on 10th August 2020.

	Vicarage Street	City of Dan	Market Place	Hermitage Leisure Centre / Silver Street
No. of spaces	28	18	5	158
No. of disabled spaces	2	-	1	5

Car parks in Whitwick

Whitwick car parks	Vicarage Street	City of Dan	Market Place	Hermitage Leisure Centre / Silver Street	Total
	£	£	£	£	£
Direct costs	3,551	406	134	22,361	26,452
Other internal service costs	1,785	2,377	909	3,821	8,892
Income	-287	0	-29	-234	-550
Net direct costs	5,049	2,783	1,014	25,948	34,794
Employee and indirect costs (including enforcement)	414	51	424	421	1,310
Service management	647	311	286	2,717	3,961
Other internal recharges	36	4	37	36	113
Total indirect costs and overheads	1,097	366	747	3,174	5,384
Total budgeted cost 2020/21	6,146	3,149	1,761	29,122	40,178

Car parks in Whitwick



Picture J:
Red – Leisure Centre



Picture K:
Blue – Vicarage Street
Red – City of Dan
Green – Market Place

Car parks in Castle Donington

Castle Donington has three car parks - Borough Street, Clapgun Street and Hillside.

Castle Donington Parish Council had expressed an interest in taking on the car parks in the village as assets. NWLDC officers attended a full council meeting in early December 2019 to provide further information and to answer questions regarding the transfer of these assets. At the conclusion of the meeting, the parish council voted not to pursue any asset transfer options.

The following options are available for the car parks as follows:

- Introducing car parking tariffs / transfer to private operator
- Creating Electric Vehicle Charging Points (EVCPs) – this would be particularly beneficial as there are residential areas surrounding these car parks
- Sell freehold of the land

In addition to the council owned car parks in Castle Donington, NWLDC also enforces on behalf of the parish council at Hillside car park which is owned by the church. Having reviewed this contract, it is not financially viable for the council to continue to offer this service to the parish council and it is recommended that as part of this review, notice is given to terminate the enforcement contract in line with the contract terms. This will provide efficiency savings for our service.

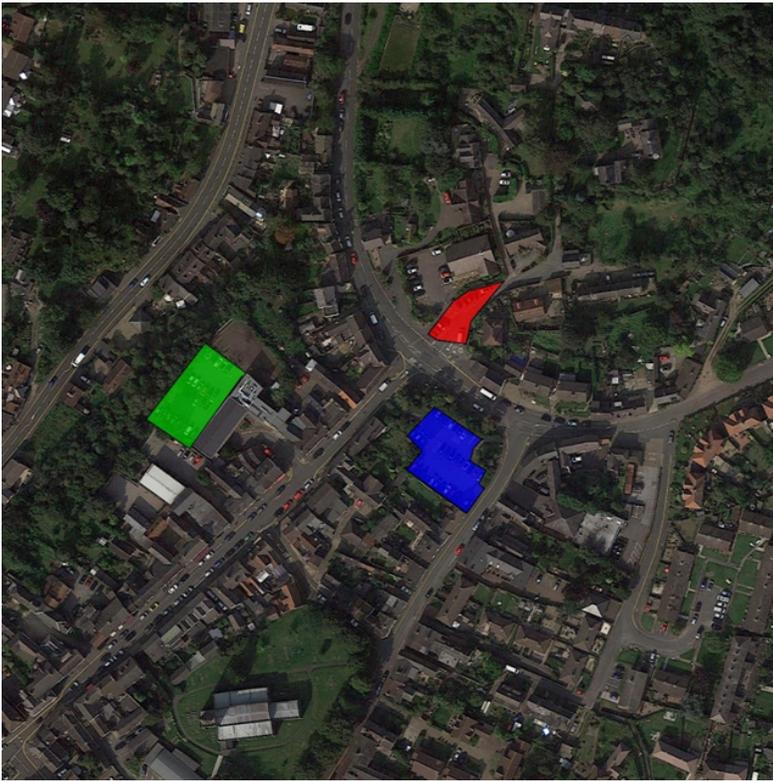
Recommendation 20 – instruct feasibility studies for the future use of EVCP's and look at selling the freeholds of land. Also, terminate the enforcement with the parish council to make the service more. Feasibility studies took place on 10th August 2020.

	Borough Street	Hillside	Clapgun Street
No. of spaces	29	32	13
No. of disabled spaces	2	2	2

Car parks in Castle Donington

Castle Donington car parks	Borough Street	Hillside	Clapgun Street	Total
	£	£	£	£
Direct costs	4,217	59	3,987	8,263
Other internal service costs	1,756	0	1,568	3,324
Income	-135	-559	-285	-979
Net direct costs	5,838	-500	5,270	10,608
Employee and indirect costs (including enforcement)	192	120	402	714
Service management	555	58	705	1,318
Other internal recharges	17	10	35	62
Total indirect costs and overheads	764	188	1,142	2,094
Total budgeted cost 2020/21	6,602	-312	6,412	12,702

Car parks in Castle Donington



Picture L:
Green – Borough Street
Blue – Clapgun Street
Red – Hillside

Car parks in Ibstock

Ibstock has two car parks - High Street / Gladstone Street and High Street.

During our consultation with them Ibstock Parish Council was very keen to take on the freehold asset of the car parks and expressed an interest for this to be linked to the toilets which they already lease from the council. It would be a condition of transfer that the car parks had to remain as car parking for the community and the relevant claw back condition would be added to this transfer.

The following options are available for the car parks if the asset transfer didn't go ahead:

- Introducing car parking tariffs
- Creating Electric Vehicle Charging Points (EVCPs) – this would be particularly beneficial as there are residential areas surrounding these car parks
- Sell freehold of the land

Recommendation 21 – instruct feasibility studies for the future use of EVCP's and look at selling the freeholds of land. Continue conversations with Ibstock Parish Council about asset transfer.

	High Street / Gladstone Street	High Street
No. of spaces	20	70
No. of disabled spaces	2	5

Car parks in Ibstock

Ibstock car parks	High Street / Gladstone Street	High Street	Total
	£	£	£
Direct costs	1,441	6,518	7,959
Other internal service costs	1,664	2,230	3,894
Income	-796	-521	-1,317
Net direct costs	2,309	8,227	10,536
Employee and indirect costs (including enforcement)	460	1,000	1,460
Service management	542	1,599	2,141
Other internal recharges	40	87	127
Total indirect costs and overheads	1,042	2,686	3,728
Total budgeted cost 2020/21	3,351	10,913	14,264



Picture M:
 Red – High Street / Gladstone Street
 Blue – High Street

Car parks in Measham

Measham has two car parks: Peggs Close and High Street.

As part of this review, Measham Parish Council was approached to see if it would be interested in transferring these assets to its ownership. The parish council declined and confirmed that it wasn't interested in any asset transfer. The following options would be available for the car parks are as follows:

- Introducing car parking tariffs
- Creating Electric Vehicle Charging Points (EVCPs) – this would be particularly beneficial as there are residential areas surrounding these car parks
- Sell freehold of the land
- Approaching local retailers / businesses for asset transfer
- Approaching the NWLDC housing service about asset transfer for houses

Recommendation 22 – instruct feasibility studies for the future use of EVCP's and look at selling the freeholds of land. Also look into asset transfer and initiate meeting with Asset Management team.

	High Street	Peggs Close
No. of spaces	44	19
No. of disabled spaces	6	1

Car parks in Measham

Measham car parks	High Close	Peggs Close	Total
	£	£	£
Direct costs	1,217	3,636	4,853
Other internal service costs	1,966	1,683	3,649
Income	-726	0	-726
Net direct costs	2,457	5,319	7,776
Employee and indirect costs (including enforcement)	1,464	33	1,497
Service management	1,412	318	1,730
Other internal recharges	127	3	130
Total indirect costs and overheads	3,003	354	3,357
Total budgeted cost 2020/21	5,460	5,673	11,133

Car parks in
Measham



Picture N:
Red – High Street



Picture O:
Red – Peggs Close

Car parks in Thringstone

Thringstone has one car park - The Green.

As Thringstone doesn't come under a parish council, the car park in the village comes under General Fund. Therefore, the car park will remain as a NWLDC asset. However, the following options available for this car park:

- Introducing car parking tariffs
- Creating Electric Vehicle Charging Points (EVCPs) – this would be particularly beneficial as there are residential areas surrounding these car parks
- Sell freehold of the land
- Approaching local retailers / businesses for asset transfer – e.g. Co-op, Ruby's Chip Shop.

Recommendation 23 – instruct feasibility studies for the future use of EVCP's and look at selling the freeholds of land. Initiate meetings with local businesses about asset transfer / purchasing. Feasibility studies took place on 10th August 2020.

The Green	
No. of spaces	10
No. of disabled spaces	6

Thringstone car park - The Green	Total Street
£	
Direct costs	242
Other internal service costs	626
Income	-57
Net direct costs	811
Employee and indirect costs (including enforcement)	180
Service management	246
Other internal recharges	16
Total indirect costs and overheads	442
Total budgeted cost 2020/21	1,253



Picture P:
Red – The Green

Operations

There are many elements to the smooth running of car parks and one of these is their physical maintenance. This maintenance can be divided into a number of key elements:

- Payment machines – licenses for software, cash collection, electricity, tickets, credit card costs
- Surface – sweeping and litter picking, surface repairs, line painting, weed control
- Grounds maintenance – grass and tree maintenance, lighting, drainage, bin emptying

A number of these services are carried out through our in-house Grounds Maintenance Service and Cleansing Services, which offers good value for money in terms of quality and efficient service provision. As we reduce our car park portfolio, we will be making efficiencies to other parts of the council.

Recommendation 24 – grounds maintenance and cleansing services will need to make efficiencies of £4,786 and £18,187 as a result of the asset transfer.

Enforcement

NWLDC has 4.5 civil enforcement officers (Full time equivalent) who issue in excess of 5,500 penalty charge notices (PCNs) each year across the councils on and off street parking provision.

The Traffic Management Act 2004 Section 78 governs the enforcement of car parks by local authorities and is regulated by specific legislation. In the main these are covered by the Civil Enforcement of Parking Contraventions (England) General Regulations 2007, along with the Civil Enforcement of Parking Regulations (England) Representations and Appeals Regulations 2007.

Where the penalty charge notice (PCN) is issued for a contravention in an off street car park, the enforcement authority is NWLDC. In all other cases the enforcement authority is Leicestershire County Council with the named district or borough council acting as its agent.

Whatever system is used in the future it is important that car parks are adequately managed. Part of this management is the enforcement of parking contraventions. This can include overstaying parking times, failure to pay and or display (or both), non-compliance to parking restrictions, such as parking out of bay or on double yellow lines. The enforcement is carried out by issuing a Penalty Charge Notice (PCN).

Recommendation 25 – car parking staffing costs will be reduced on a proportional basis as a result of the reduction in service and asset transfer.

Total enforcement costs 20/21	All car parks as at 01/04/20	All car parks excluding the 3 sold in Coalville
Coalville car parks	83,196	74,199
Ashby car parks	24,815	32,969
Parish car parks		
Ibstock	347	510
Castle Donington	358	477
Measham	760	1,028
Thringstone	110	147
Whitwick	754	1,010
TOTAL	110,340	110,340

Due to the Covid19 pandemic, parking charges ceased on 24 March 2020 until 1 June 2020. Once charging commenced, 100% of payments made have been cashless.

Changes to on-street parking enforcement responsibilities

Jurisdiction for on street parking enforcement, transferred from the police to Leicestershire County Council (LCC) in 2007. As a result of this, the county council and the districts and borough councils within the county came together in a single partnership to deliver the on street parking enforcement service and at the same time, a Notice Processing Unit (NPU) for parking fines was set up at the county council.

The partnership means that each district and borough council carries out the enforcement of on street parking contraventions on behalf of LCC and this is recharged to the county council under contract. In addition, any fines and notices served and processed through the NPU. The county council still remains legally responsible for all on street parking matters.

When the partnership came together, Harborough District Council decided to be the lead contracting authority for five district councils. Charnwood Borough Council and North West Leicestershire District Council decided to remain independent of that contract and directly contracted with county council. Joining the Harborough five could be an option to explore in the future.

The benefits of the arrangement are that the district council's parking enforcement officers (Civil Enforcement Officers) carry out duties both for the district council in its off street car parks and on street parking contraventions for the county council. This is beneficial in terms of budget and service resilience.

These partnership arrangements have been reviewed and the following needs to be considered if there were to be any changes to this agreement:

- NWLDC can monitor on-street parking and issue Penalty Charge Notices on behalf of LCC, for both on-street and off-street parking
- If we were to withdraw from the contract, we will have to find another way to process the penalty charge notices issued in our own off-street car parks
- LCC may continue doing this for us for a fee but this fee may be higher than the current fee; although there is a non-profit clause
- Under the agreement any costs incurred in delivery by NWLDC can be charged back to LCC
- If NWLDC wishes to withdraw from the agreement altogether, this can be done by giving a minimum of one year's notice

Recommendation 26 – continue with on-street parking contraventions on behalf of LCC and continue the partnership.

Automatic Number Plate Recognition (ANPR)

As a local authority, the council is not permitted to use ANPR to enforce in its off street car parks. The Protection of Freedoms Act 2012 prohibits the use of ANPR by local authorities in car parks which are covered by a parking order. (Please see appendix 1 for further details on ANPR).

The transfer of Needham's Walk, North Service Road and Bridge Road Car Parks into new ownership via the deal with Lathdales provides them with the opportunity to introduce ANPR throughout these car parks as they would meet the criteria under private ownership.

NWLDC could support Lathdales with this whilst at the same time looking at options for the Market Hall Car Park if an agreement could be struck to include Market Hall Car Park.

Recommendation 27 – Include market hall in a further deal with Lathdales on behalf of Gylo.

Recommendation 28 – Consider options for future off street parking delivery

Outsourcing

Outsourcing opportunities are also available to the council for consideration for its car parking services.

Private car park Company

The council car parks could be advertised by an expression of interest for the long term management of its car park assets.

This proposition to any private contractor would be unattractive using the current business model due to:

- No profit being generated
- No political appetite for increases in charges
- High investment to convert to alternative enforcement methods
- High subsidy costs / management fees incurred by the council

Harborough five on / off street

Harborough District Council's parking service is part of the same partnership as NWLDC parking service through the Leicestershire County Council service level agreement. Harborough District Council has expanded its capacity to take on neighbouring authorities parking services to include

- Oadby and Wigston Borough Council
- Hinckley and Bosworth Borough Council (on street only)
- Melton Borough Council

- Lutterworth Town Council

NWLDC could consider transferring its car parking services to Harborough District Council in a similar to a shared service arrangement.

Recommendation 29 – Look at possibilities for shared service delivery for parking enforcement.

Green issues - electric vehicles

The need to consider greener cars is becoming more and more important. By 2030 it will not be permitted to sell petrol or diesel cars.

At present approximately 6% of vehicles sold are electric. This will rise to 25% by 2030 and to 50% by 2040. The growth in this market means that more facilities will need to be developed to match this growth.

There are currently eight electric vehicle charging points in NWL. Four of these are provided by NWLDC in Ashby. We have seen a steady increase in the use of these electrical vehicle charging points situated on North Street Car Park.



Green issues - electric vehicles

On this basis £115,000 of council budget has been allocated through capital funding

In addition to the pilot scheme in Ashby's North Street car park, the council plan to install electric vehicle charging points in three further car parks across the district:

- 1 - Vicarage Street, Whitwick, LE67 5GZ (4 charging points)
- 2 - Clapgun Street, Castle Donington, DE74 2LF (4 charging points)
- 3 - The Green, Thringstone, LE67 8NR (4 charging points)

The council have been awarded a £45k government grant from the Office for Low Emission Vehicles (OLEV), with assistance from Energy Saving Trust (EST), to support this project. The grant covers 45% of the total installation costs and the funding balance will be provided by the Climate Change budget, as agreed with Cabinet. Installation is expected by March 2021 and will be supported by appropriate communications to residents.

A fourth car park location based in Coalville was considered and a feasibility study completed, however, London Road car park has recently been designated as a Covid Test Centre and activity has been paused.

The council will review and explore options for Coalville and other areas as part of our NWLDC car park strategy and our wider Zero Carbon agenda and climate change commitment.

Pod point which is the councils preferred supplier for electric charging points claim 25% of vehicles in council car parks will be electric by 2030. It suggests that NWLDC should have 32 public

charge points in the district to service demand and 95 by 2022. It is logical that many of these should be sited in car parks due to the difficulties of providing on street charging facilities, i.e. challenges with terraced houses in town centre environments.

The additional charging points will provide a useful revenue stream to the council. The councils cost for charging is currently positioned at Monday to Saturday £2 per hour for vehicle charging and a premium rate is charged on Sunday when car parking tariff is free of £3 per hour for vehicle charging.

There are also practical matters to consider that may create barriers to a person switching to a greener car. 60% of people will charge their vehicles at home, often overnight and not all house owners have access to parking.

There are estimated to be 44,000 terraced houses in North West Leicestershire. People living in these houses will have no off street parking and no access to charging points.

Planning requirements for new housing recommend two parking spaces per house, however, there may be more than 2 cars per household, again restricting access to charging points.

Consideration must be given to creating alternative places to allow charging to take place. At present NWLDC does not permit overnight parking in its car parks which may cause difficulties for charging but can be addressed by reviewing and varying car parking spaces orders.

Recommendation 30 – EDRF and Capital bids

Green issues - electric vehicles

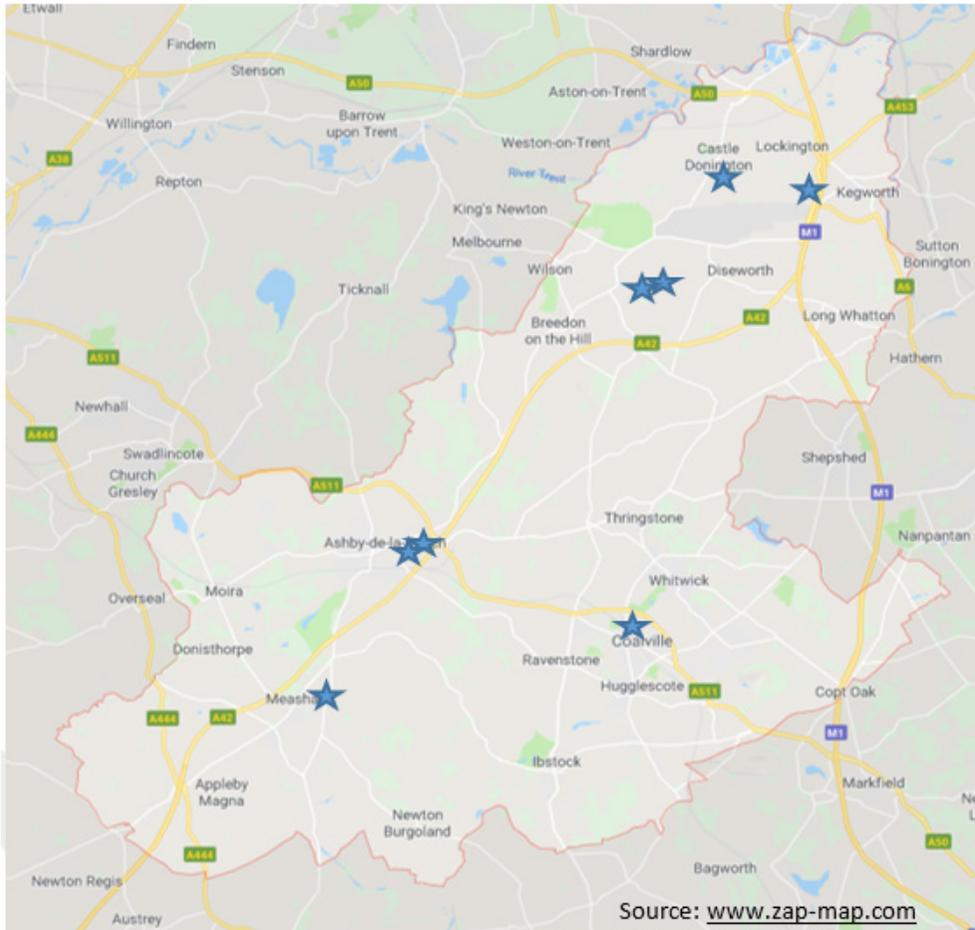
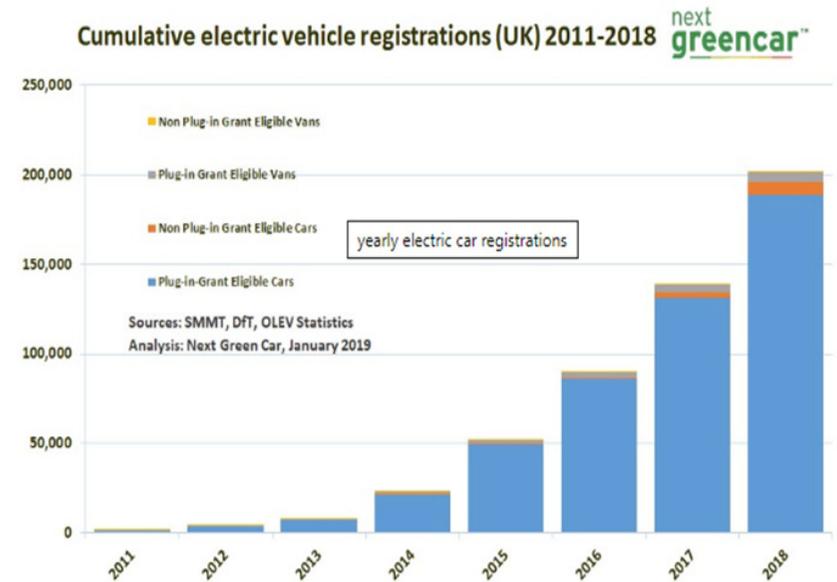


Fig: Blue stars represent Electric charging points. The two blue stars in Ashby represent council EVCP. Each star represents two charging points

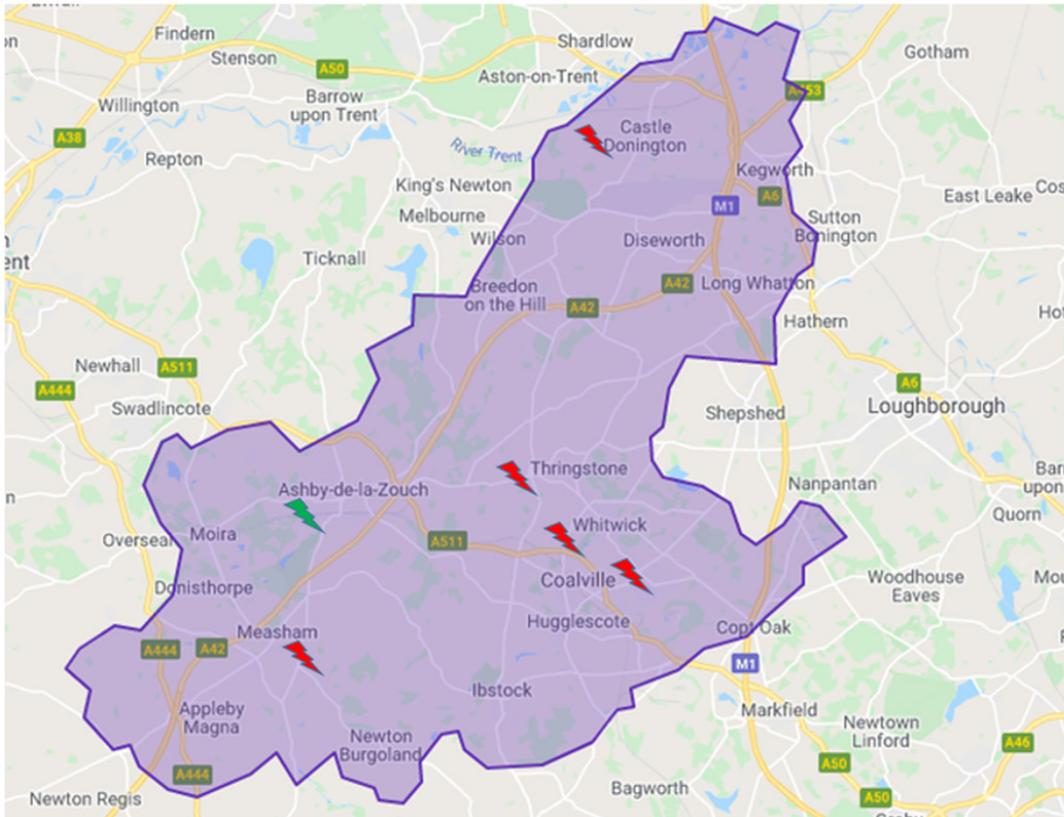


Source: SMMT, OLEV, DfT Statistics; Analysis: Next Green Car, January 2019.

Green issues - electric vehicles

Council locations for future EVCPs

- 4 x Castle Donington / 2 x Whitwick / 2 x Measham / 12 x Coalville / 4 x Thringstone
- 2 x Ashby (Already fitted)



Green issues - solar power

Charging currently relies on mains network connections, but there is an opportunity to become totally green through the installation of solar powered car parks, which are not only more environmentally friendly, but also provide a more pleasant environment for the user, with shade on hot days and shelter from the rain on wetter days.

A number of providers on the market have products ranging in price which, given the potential income generation it could bring, could make their installation a possibility. In addition, energy efficiency grant schemes could be open to NWLDC in the future, which could offset some of the capital costs of installation.

NWLDC is looking investing in greener fleet which will require charging points. Whilst some of these may be located at the depot, others will need to park at the Council Offices in Coalville. The intention is to create both publically available charging points and points dedicated to the council's own fleet at the Council Offices car park. This could create five new points.

Harborough District Council is leading a bid on behalf of all Leicestershire district and borough councils to the European Regional Development Fund (ERDF) for electric vehicle charging point hubs.

This bid involves the pooling of some business rate income and would see charging hubs installed in specifically selected zones across North West Leicestershire and in other Leicestershire districts.

The next round of bidding to the ERDF is currently underway.

Recommendation 31 – To implement the hub.

Appendix 1 - Automatic Number Plate Recognition (ANPR)

When can ANPR / CCTV cameras be used?

School parking enforcement

The highway authority (Leicestershire County Council) can use camera-equipped vehicles to address parking around schools and bus stops where motorists are putting the safety of others at risk and causing unnecessary congestion.

The highway authority has duty to tackle dangerous parking. The Traffic Management Act 2004 allows councils to enforce parking contraventions by CCTV cameras in problem areas.

Private car parks

Private car park owners that do not have a legal framework for parking regulation through legislation such as the Traffic Management Act or other road traffic regulations are able to use ANPR.

Improved parking efficiency

Canterbury City Council and Leicester City Council have both introduced ANPR as a means of speeding up entry and exit from multi story car parks. The system works by recognising the vehicle registration (VRM) and storing the information. The system issues a ticket with a Quick Read (QR) code. When the QR code is presented to the pay machine, the amount due is calculated. When the fee is paid the barrier rises automatically as the vehicle approaches.

Because the system is pay on exit there is no requirement to issue

a Penalty Charge Notice (PCN) for over stay. The system could not be used if there was a problem with tailgating. PCNs would still be issued for parking out of bay or incorrect use of disabled bays etc.

An additional feature of this system allows users to register before they visit a car park. The system automatically recognises the VRM upon arrival and raises the barrier. The system does not issue a ticket and does not require the user to go to the pay station to make payment. The ANPR camera recognises the VRM as it approaches and raises the barrier to allow the vehicle to leave. The registered account is then debit by the corresponding amount.

Public Space Protection Order

The Public Space Protection Order (PSPO) allows the use of fixed cameras to manage anti-social behaviour. There are several stages of criteria that must be satisfied before the introduction of PSPO can be achieved.

The activities that have taken place must have had a detrimental effect on the quality of life of those in the locality, or it must be likely that activities will take place and that they will have a detrimental effect. Before approving a PSPO the following test needs to have been met:

The effect or likely effect of these activities:

- Is, or is likely to be, persistent or continuing in nature
- Is, or is likely to be, unreasonable
- Justifies the restrictions being imposed.

Appendix 1 - Automatic Number Plate Recognition (ANPR)

When can ANPR not be used?

Situations covered by the Deregulation Act 2015

The legislation gave specific power to the Secretary of State to prohibit the use of devices for parking enforcement unless covered by specific regulation covering bus lane enforcement and moving traffic contraventions and outside schools.

Local authority controlled car parks - The Protection of Freedoms Act 2012 prohibited the use of ANPR by local authorities to enforce in car parks that are covered by a parking order.

Schedule 4 of the Act, Recovery of Unpaid Parking Charges S3 (1) defines the land under the Road Traffic Regulation Act 1984 and details the authorities that are covered by the Act which includes district councils.

S4 of the 2012 Act (copied below) sets out the manner in which a Penalty Charge Notice (PCN) must be issued.

The notice must be given:

- (a) Before the vehicle is removed from the relevant land after the end of the period of parking to which the notice relates, and
- (b) While the vehicle is stationary
- (c) By affixing it to the vehicle or by handing it to a person appearing to be in charge of the vehicle.

The above clauses mean that ANPR cannot be used for enforcement purposes in off street car parks by local authorities.

Appendix 2 - Community engagement

Survey results carried out in July 2019 by the NWLDC Business Focus Team

Total surveys:	70
Drinking establishments	1
Market trader	1
Financial and professional	2
Shops	49
Restaurant / café	6
Other	11
Aware of 'Free after 3pm'	63
Unaware of 'Free after 3pm'	7
Believe customers have changed the way they visit Coalville since parking changes were introduced in January 2017	35
Do not believe customers have changed the way the visit Coalville since parking changes were introduced in January 2017	31
Don't know of any changes	4
Think parking changes have been a good thing for the town	31
Think parking changes have been a bad thing for the town	20
Changes have had no impact on the town	19

Appendix 2 - Community engagement

Have noticed an increase in performance to their business since 'Free after 3pm'	10
Have noticed a decrease in performance to their business since 'Free after 3pm'	10
Have not noticed any changes in performance to their business since 'Free after 3pm'	28
Do not know if 'Free after 3pm' has had any effect on performance to their business	22
Think 'Free after 3pm' plus two hours free parking at any time of day is a good idea	52
Think 'Free after 3pm' plus two hours free parking at any time of day is a bad idea	7
Gave no response re two hours free parking at any time of the day	5
Would support cashless parking in town	27
Would not support cashless parking in town	33
Gave no response to cashless parking in town	10

Additional comments: The majority of surveys confirm that the town is now busier after 3pm as parking is free. The majority of surveys also confirm that the car parks are much busier and as a result, has an impact on their companies as they feel people only come within free times.

Common suggestions to improve

- *Free parking / cheaper rates
- *Free parking / cheaper rates for staff only
- *Free parking at weekends
- *Parking offers
- *More than two hours free parking

Appendix 2 - Community engagement

Most people in Coalville pay to stay for up to one hour. There are five main carparks in Coalville (plus the free Market Hall Car Park) that are used by a similar number of people each day, although a lot more people pay to park in the Council Offices Car Park on a Saturday (it is still busy in the week with staff parking). The amount of all-day parking is relatively low (4-5% of the total).

From the Coalville Stakeholder Feedback it was noted that free spaces were used for commuter parking in Coalville, so free spaces were tied up all day and not benefitting the town from a visitor point of view.

It was noted that long stay car parks are mainly taken up by staff from local businesses and the demand for long stay parking is already low. Only 6% of tickets sold in 2015 were long stay.

Action plan

Year 2020 / 2021

Theme one	Action	Finance	Date of action	Recommendation Link Number
Car parks and equipment	1.1 Pilot cashless in all car parks	Estimated savings of £330 per year	Completed due to the covid 19 pandemic and the need to go cashless	1
	1.2 Start installation of additional Electric Vehicle Charging Points (EVCPs) throughout the district with Podpoint	£115k included in 2020/21 capital programme as part of carbon neutral report	Q4	11,19, 20, 21, 22, 23
	1.3 Business Focus / Community Focus to survey car park users during pilots	Internal – cost not to be recharged	Not required due to completion of pilot during covid 19 pandemic	
	1.4 Introduce Pay by Phone	£6,000 set up cost Transaction fees of between 3p-8p + VAT per transaction	Completed due to the covid 19 pandemic and the need to go cashless	2
	1.5 Any vandalism or repairs to machines to be evaluated due to potential transfer of ownership to Belvoir Centre or contract terminations	The workings based on the 20/21 budgets show a £3.5k reduction for these three car parks based on maintenance costs	As a result of the transfer to the Belvoir Centre this has reduced on costs in terms of repair and vandalism.	
	1.6 Continued roll out of EVCP throughout the district	Capital Funding of £115k approved and funded from climate change reserve and additional external grant funding from on street Residential Chargepoint Scheme of £45k has been secured which has been allocated towards EVCP	Completed	30
	1.7 Feasibility study for solar panel charging for car parks EVCP		Q4	30,31

Action plan

Theme two	Action	Finance	Date of action	Recommendation Link Number
Legal and administration / parking orders	2.1 Start the process for altering parking orders to remove Needhams Walk, Bridge Road and North Service Road along with Royal Hotel, Ashby	Advertising cost of £1,200	Completed due to sale of car parks to the Belvoir Centre and the termination of the contract by the Royal Hotel	
	2.2 Royal Hotel contract has been terminated at Royal Hotel's request due to viability of the car park for its business and health and safety concerns on 20.9.19	The net cost of providing this service was estimated at £5k but no direct savings were achieved as staffing costs were reallocated.	Terminated	18
	2.3 Begin changes following pilot of cashless in Coalville and Ashby Car parks		Completed	1

Theme three	Action	Finance	Date of action	Recommendation Link Number
Asset Transfer	3.1 Consider options for transferring the following car parks (The Green to local businesses, Peggs Close to NWLDC housing service) or use these assets as potential EVCPs	£500 per site for feasibility study for EVCPs	Completed	22,23

Action plan

Year 2021 / 2022

Theme one	Action	Finance	Date of action	Recommendation Link Number
Car parks and equipment	1.1 Progress discussions as part of the accommodation review with ultimate transfer to property services	There will be no overall savings to the council but the estimated reduction in costs charged to the car parking service would be in the region of £40K	Q3/Q4	11
	1.2 Provide digital method for parking permits to leisure centre users		Q4	16
	1.3 Phased removal of pay and display machines following the cashless payment systems brought in due to the covid 19 pandemic	Potential efficiency savings of £14,160	Q4	1

Action plan

Theme two	Action	Finance	Date of action	Recommendation Link Number
Legal and administration / parking orders	2.1 Start the process of removing Free after 3pm from the parking orders	Advertising cost of £1,200	Q1	5
	2.2 Start the process for changing charging tariffs in Coalville and Ashby de la Zouch	The proposal is to increase car parking tariffs from the 1st April 2021, the proposed increase in tariffs would generate an estimated additional £42,740 in car parking income. This will be reviewed on an annual basis as part of the budget setting process	Q1	8
	2.3 Start the process for increasing short stay parking in Ashby for up to four hours with no return within one hour	There is no way of calculating what the financial impact will be of extending the short stay car parking in Ashby by 1 hr up to a maximum of 4 hrs and the introduction of a new tariff. There could be increased income from those that were paying for 3 hrs but will now pay for 4 hrs but there could be a subsequent loss of income for those paying for all day parking but now only require 4 hrs	Q1	14
	2.4 Give notice on Coalville and Ashby Library car park enforcement contracts	This potential efficiency saving is included in the overall staff savings target of £17,430	Q3	17
	2.5 Remove charges in Ashby car parks between 8am and 9am	£3k	Q4	12

Action plan

Theme two	Action	Finance	Date of action	Recommendation Link Number
Legal and administration / parking orders	2.6 Options for Market Hall Car Park transfer to Belvoir Centre		Q4	4, 8
	2.7 Start the process of changing the Market Hall Car Park parking order to mirror the Belvoir Shopping Centre offer		Q2	4, 8
Theme three	Action	Finance	Date of action	Recommendation Link Number
Asset Transfer	3.1 Start feasibility work to use car parks in Measham as electric vehicle charging zones or look to dispose of the asset	£500 for feasibility study	Q4	20, 22, 23
	3.2 Start the process of asset transfer with Ibstock Parish Council	Immediate saving of £10,540 and possible further savings of £1,680 depending upon staffing reviews	Q4	21
Theme four	Action	Finance	Date of action	Recommendation Link Number
Charging tariffs / financial	4.1 Continue offering free parking on Saturdays during the festive period	Estimated loss of income for offering four Saturdays free parking during the festive period is £4K	Q3	6
	4.2 Flat rate EVCP overnight	Current Monday to Saturday £2.00 per hour Sunday £3.00 per hour	Q1	
	4.3 Cashless in all car parks	Estimated savings of £330 per year	Completed	2

Action plan

Theme five	Action	Finance	Date of action	Recommendation Link Number
Review of re-charges	5.1 Reallocation of recharges	There are no actual savings from the reallocation of recharges as these will get reallocated over other service areas within the council.	Q3	

Theme six	Action	Finance	Date of action	Recommendation Link Number
Resources	6.1 Service review	Savings target of £17,430 is included in the 21/22 budget for the staffing service review	Q1	7, 25

Action plan

Year 2022 / 2023

Theme one	Action	Finance	Date of action	Recommendation Link Number
Car parks and equipment	1.1 Review replacement/latest technology to maximise service delivery and efficiencies	Finance by revenue budget – operational equipment	Q1	
Theme two	Action	Finance	Date of action	Recommendation Link Number
Legal and administration / parking orders	2.1 Look at possibilities for shared service delivery for parking enforcement and options for off street parking delivery		Q1	28, 29
Theme three	Action	Finance	Date of action	Recommendation Link Number
Asset Transfer	3.1 Consider a secondary deal with Lathdales/ Gylo for Market Hall car park		Q2	27
Theme four	Action	Finance	Date of action	Recommendation Link Number
Charging tariffs / financial	4.1 Pay by phone only	Potential efficiency savings of £14,160 and removal of all parking machines	Q3	2

