

Appendix 2 – Item: Parking Policy Transformation Project

Considered by Streets & Environment Sub-Committee on 11 July 2023

REC No.	SCRUTINY RECOMMENDATION	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPTED / PARTIALLY ACCEPTED / ALREADY IN PROGRESS / REJECTED (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (i.e. Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
SE.5.23/24	The Sub-Committee recommends that 'Letter Drops', or similar targeted communications, on Parking Policy are undertaken in District Centres that had not already been engaged or are not being actively engaged through local Business Improvement Districts before any changes to Parking Policy are enacted.	Councillor Scott Roche SCRER	<p>Already in Progress</p> <p>Whilst we are actively engaging with the established Business Improvement District teams, we recognise the importance of listening to all our businesses and traders. To ensure we are capturing the views of district centre businesses, the project team are scheduled to visit these businesses and provide information on how they can engage with the public consultation exercise.</p>	Jayne Rusbatch, Head of Highways & Parking Services	The cost to undertake this is included as part of the consultation programme.	Week ending Friday 20 October 2023	TBC
SE.6.23/24	The Sub-Committee recommends that an improved parking map is developed for the Council website, which included Controlled Parking Zones and Restricted Parking Areas.	Councillor Scott Roche SCRER	<p>Accepted</p> <p>Policy 4 of the Draft Parking Policy is efficient service management. As part of this we will consider further digitisation of parking information and data, including any mapping, and we will ensure that this data is accessible to the public, thereby increasing transparency of the Parking service and its data.</p>	Jayne Rusbatch, Head of Highways & Parking Services	There will be additional cost to digitise aspects of the service, but these will be offset by longer term savings in service operations.	End of 2024/25 financial year	TBC

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SE.7.23/24	The Sub-Committee recommended that a Task Group was established for engaging with disabled residents and disabled-led organisations (such as Transport for All) on parking policy, to ensure that disabled parking bays were best placed on the road for users and that roads and footways were accessible, as part of the work for Policy three - 'Supporting our Disabled Residents'.	Councillor Scott Roche SCRER	Already in Progress As part of the parking consultation during October 2023 we are reaching out to specialist interest groups, including those that represent disabled residents.	Jayne Rusbach, Head of Highways & Parking Services	The cost to undertake this is included as part of the consultation programme	31 October 2023	TBC
SE.8.23/24	The Sub-Committee recommends that a process is put in place to provide follow-up communication on the outcome, to residents who reported parking for enforcement action through the parking hotline or 'Love Clean Streets' app.	Councillor Scott Roche SCRER	Accepted Parking Services are working with the digital team to further automate the reports received via Love Clean Streets to ensure that reports made by customers are responded to with the reported outcome	Jayne Rusbach, Head of Highways & Parking Services	N/A	End Quarter 3 2023/24	TBC
SE.9.23/24	The Sub-Committee recommends that there is comprehensive communications planned with residents should areas transition from parking meters to cashless parking, including a full publicity campaign and video walk-through.	Councillor Scott Roche SCRER	Already in Progress If parking payment goes cashless we will have a communication plan and work with our third party provider, RingGo, to ensure that we promote both the RingGo app and alternative payments. We have included displays and leaflets on cashless payment methods as part of the ongoing Parking Policy consultation.	Jayne Rusbach, Head of Highways & Parking Services	The contract with RingGo includes requirements for cashless campaigns	Subject to outcome of Parking Policy consultation	TBC