

Environment and Sustainability Committee

Thursday 19 January 2017 at 7.30pm

**Council Chamber
Runnymede Civic Centre, Addlestone**

Members of the Committee

Councillors J J Wilson (Chairman), I A Chaudhri (Vice-Chairman), T J F E Gracey, Mrs M T Harnden, D J Knight, M T Kusneraitis, S M Mackay, B W Pitt, P I Roberts, and Miss J K Sohi

AGENDA

Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Mr M L White, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425623). (Email: malcolm.white@runnymede.gov.uk)**.
- 3) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.
- 4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.

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Filming should be limited to the formal meeting area and not extend to those in the public seating area.

The Chairman will make the final decision on all matters of dispute in regard to the use of social media audio-recording, photography and filming in the Committee meeting.

LIST OF MATTERS FOR CONSIDERATION

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PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection

a) Exempt Information

(No reports to be considered under this heading)

(b) Confidential Information

(No reports to be considered under this heading)

1. **FIRE PRECAUTIONS**

The Chairman will read the Fire Precautions, which set out the procedures to be followed in the event of fire or other emergency.

2. **NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP**

3. **MINUTES**

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 17 November 2016. The Minutes of this meeting were included in the December 2016 Council Minute Book.

4. **APOLOGIES FOR ABSENCE**

5. **DECLARATIONS OF INTEREST**

If Members have an interest in an item, please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Committee Administrator at the start of the meeting. A supply of the form will also be available from the Committee Administrator at meetings.

Members who have previously declared interests, which are recorded in the Minutes to be considered at this meeting, need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have interest becomes the subject of debate, in which event the Member must leave the room if the interest is a disclosable pecuniary interest or if the interest could reasonably be regarded as so significant to prejudice the Member's judgement of the public interest.

6. **NEW APPLICATION FOR STREET TRADING CONSENT – THE BROADWAY, NEW HAW (LAW & GOVERNANCE)**

Synopsis of report:

The purpose of the report is to consider an application for a new street trading consent at The Broadway, New Haw.

Recommendation:

The application be refused for the following reason:-

The noise and nuisance which it is anticipated would result from hot food trading at this particular location, which would be detrimental to the peace and quiet enjoyment of residents in the vicinity.

1. **Context of report**

1.1 A new street trading application has been received as follows:-

Mr Muhammad Wasif Ilyas Chaudhry, trading as Best Kebab, to trade in fast food at The Broadway, New Haw, between 6.00.p.m. to 11.00.p.m., Monday to Sunday, for 7 days a week.

1.2 The applicant has not yet acquired the stall/vehicle/food trailer from which he would be trading so any consent to trade would have to be subject to him acquiring a

stall/vehicle/food trailer which was appropriate to the dimensions of the trading location.

- 1.3 The above-mentioned road is designated as a consent street in the Woodham Ward. Traders are only permitted to operate in such a road in a specific location with the benefit of a consent issued by the Council. Trading is prohibited on all other publicly maintainable roads.

2. Report

- 2.1 The trading location is at the eastern service road adjacent to the street, from the northern boundary of the Black Prince Public House for a distance of 15 metres in a northerly direction. A plan of the location is attached at Appendix 'A'. Comments received on the current application are set out at paragraphs 2.5 to 2.32 of this report. The trading history of the site is set out at paragraphs 2.2 to 2.4 of this report.
- 2.2 Various traders operated from this location, selling hot fast food (i.e. burgers, kebabs, etc.), each day of the week from 1993 to 2002. There was only one trader operating from the location at any one time. The last trader decided not to renew his consent in 2002. The trading hours were initially from 6 p.m. to midnight, from 1993 to December 1996. This was changed to 5.30 p.m. to 11.00 p.m. from December 1996 to 2002, in view of public order difficulties at the site, which were understood to be attributable to customers of the trader and the effects such difficulties had upon local residents. When the trader was required to finish an hour earlier than previously, the number of complaints reduced and no incidents were reported which could be directly attributable to the customers of the trader. When the consent was considered by Members for renewal in March of each year, the trader continued to seek an extension until midnight, which was not granted in view of the improvement in public order resulting from the 11 p.m. finish. There were no problems reported resulting from a 5.30 p.m. rather than a 6 p.m. start.
- 2.3 At its meeting on 7 June 2007, the former Economic Development Committee considered an application for a new street trading consent from another trader who wished to trade in fast food (i.e. burgers, kebabs) at The Broadway, New Haw. The Committee decided to refuse this application on the grounds of the noise and nuisance which it was anticipated would result from hot food trading at this particular location, which would be detrimental to the peace and quiet enjoyment of residents in the vicinity.
- 2.4 Further applications to trade at The Broadway, New Haw were considered by the the former Economic Development Committee on 21 January 2010 (for hot and cold food) and by this Committee on 17 September 2015 (for takeaway Thai food and soft non-alcoholic drinks). These applications were refused in each case for the following reasons:-
- i) no suitable location could be found for the placement of the trading unit which did not give rise to highways difficulties; and
 - ii) the noise and nuisance which it was anticipated would result from hot food trading at this particular location would be detrimental to the peace and quiet enjoyment of residents in the vicinity.

Comments from Surrey Police

Runnymede Neighbourhood Inspector

- 2.5 The Surrey Police Runnymede Neighbourhood Inspector has concerns for public safety and the possibility of increased anti-social behaviour if this application were to be granted.
- 2.6 He considers that, apart from the congestion on the footway, trading in this location would generate complaints from local residents on the grounds of increased anti-social behaviour and littering. It would be located close to dwellings and could be detrimental to residents of the area in terms of litter and noise especially in the evening.
- 2.7 He states that due to the location, the congestion in the footway could easily spill into the road presenting a danger to road users and those in the queues. At 6.00.p.m this would be in peak time traffic.
- 2.8 He believes that trading in this location would most probably cause congestion along the access road which could also affect the flow of The Broadway at peak times. This would also interfere with access to the disabled bay outside the Coop on The Broadway.
- 2.9 Consequently, he cannot support the proposal.
- 2.10 He also states that there is no apparent lack of current amenities for take-away food for the local population in this area as there are cafes, fast food outlets, two convenience stores and a restaurant in the vicinity of the trading location. However, the Committee is advised that it can only consider the suitability of trading specifically at this location in The Broadway. Commercial considerations are for the trader to assess.
- 2.11 The Committee is advised that regarding the comments at paragraph 2.6 above on littering, standard conditions of previous trading consents have been to require the trader to clean the site, clear up litter and place refuse from trading in suitably covered containers (which were also to be removed from the site when trading ceased), after every trading session.

Surrey Police Road Safety and Traffic Management

- 2.12 Surrey Police Road Safety and Traffic Management do not support the application on general road safety grounds.
- 2.13 They state that there may be problems with the size of the trading vehicle and the narrow width of the service road. Trading in this location would remove a substantial area for others to park, when parking for everyone in this area is at a premium. If the trading vehicle were removed every day there is no guarantee that space would be available when the trader returned. This may result in the vehicle being parked elsewhere. The size of the trading unit is not yet known or whether it is proposed to locate the serving hatch on the side of the footway. The footway may also be blocked with customers as the footway is narrow in the trading location, due to the large deposit bins that are located at the back of the footway. (Concerning the comment on the deposit bins, the Committee's attention is drawn to paragraph 2.19 below).

Comments from Surrey County Council Area Team 1 North West Local Highway Services (Surrey Highways)

- 2.14 The comments of the Surrey County Council Area Team 1 North West Local Highway Services (Surrey Highways) relating to highways issues on this application are set out in paragraphs 2.15 to 2.20 below.

- 2.15 As highlighted by Surrey Police, this trading location is currently well used as a parking area. Parking is at a premium in the Broadway and demand often exceeds availability which can result in illegal parking taking place. Removing any of the existing available parking is only likely to increase occurrences of illegal/dangerous parking.
- 2.16 Due to the high level of demand for parking, there are likely to be occasions where other vehicles are parked in the proposed site preventing access for the trader. There is no mechanism for reserving the site specifically for the use of the trader. It would not be acceptable for any trading unit, vehicle or other item to be left at the site permanently.
- 2.17 In the absence of any parking restrictions on the eastern side of the service road, the existing informal parking often extends right up to the access to the pub car park. However, Surrey County Council could not condone such parking which already causes partial obstruction of visibility for vehicles exiting the car park and contravenes advice in the Highway Code. Allowing a trading unit to be parked at the proposed location would further restrict visibility for vehicles exiting the pub car park.
- 2.18 It would not be acceptable on highway safety grounds for the unit to face the road since this would create potential conflict between vehicles and queueing customers.
- 2.19 Due to the presence of the recycling bins, the available footway width adjacent to the proposed trading site is reduced to approximately 1.7m. As such, there would inevitably be occasions where customers of the trader would obstruct the footway. In order to minimise any obstruction it would be necessary to relocate the recycling bins. (The Committee is advised that, regarding this comment, the recycling bins have recently been removed).
- 2.20 In the light of the above highway concerns, Surrey County Council Highways also object to this latest application and ask the Council to refuse the application.
- 2.21 With regard to the comment made at paragraph 2.16, the Committee is advised that if it were minded to grant a consent to trade in this location, the trader would be issued with a street trading consent. This would allow the trader to trade at the specific location but the trader would not be able to leave any trading unit, vehicle or other item at the location permanently and the consent would not guarantee that the trader could trade there if, for example, a parked vehicle was preventing him from doing so. The trader would have to be in the location before other vehicles, to establish his trading position. The Council would be under no obligation to enforce against other vehicles in the area, in order to allow the trader to trade.
- 2.22 Equally, if drivers of vehicles in the area were to complain to the Council that they were unable to park in the location because of the presence of the trader, if the trader had a consent to trade in a particular location, then the Council would not be empowered to remove the trader.

Comments From Runnymede Parking Services

- 2.23 Runnymede Parking Services comment that, having visited the site, there are no waiting restrictions and the area is full of parked vehicles and there would be a problem with space being available for the trading to take place. The site is close to a junction with the main road and the pub forecourt. This may encourage pedestrian traffic to cross in areas where they may be at additional risk from moving traffic. If the trader traded on the pavement this could significantly reduce the available pavement area which already has a litter bin on it.

- 2.24 From a parking point of view they consider that the location does not therefore seem appropriate for the proposed activity.

Comments From Runnymede Environmental Health

- 2.25 Runnymede Environmental Health consider that granting the application may give rise to odour nuisance and complaints from the considerable numbers of residents in close proximity to the trading location, as there are flats above the shops.

Comments from Woodham Ward Members

- 2.26 Two of the three Ward Members have commented on the application as follows:-

Ward Member 1

- 2.27 The first Ward Member has commented that they do not consider that local residents would support a fast food unit in this location. This Ward Member is of the view that it would be totally out of keeping with the current street scene along The Broadway especially being at the main end and just off the roundabout into the parade. They question whether this type of trading will develop and invigorate the towns and villages in the Borough.
- 2.28 They have concerns about the clientele the trading might attract and the potential for litter. They state that the site location, from their past experience, is prone to flooding / large puddle formation in times of significant rain due to the road condition and camber at that point and consider that this may cause access issues to the van / trailer and potentially environmental health issues. They assume that the trading unit would be situated in the lay bay and not on the pavement. If so, they consider that this would remove at least two parking spaces from The Broadway which, in their view, at significant peaks, does not have sufficient parking. If the unit were situated on the pavement area, in view of the limited space available, they consider that pedestrian access would be obstructed.
- 2.29 They consider that trading in this area would be an unnecessary inclusion into the area especially as there is already an established kebab house in a retail property on Woodham Lane parade. (Regarding this comment, the Committee's attention is drawn to paragraph 2.10 of this report above).

Ward Member 2

- 2.30 The second Ward Member that has commented that they are totally against the granting of any consent. They sincerely hope that this consent will not be granted, for the reasons set out in paragraph 2.31 below.
- 2.31 They comment that the trading area proposed is in constant use for parking which is always an issue on The Broadway and is directly outside a residential unit for older people. They state that previous experience has shown that trading in this location has resulted in large amounts of disturbance and rubbish. They report that the particular slipway on which the trading area is located floods on a regular basis. The location is, in their view, therefore wholly unsuitable for the preparation and sale of food.
- 2.32 Regarding the comments made by the Ward Members on littering, the Committee's attention is drawn to paragraph 2.11 of this report above.

Comments from the Trader

- 2.33 A copy of this report has been sent to the trader who has been invited to comment if he so wishes. Any comments received will be reported to the meeting.

3. Resource Implications

- 3.1 Street Trading consents run from 1 April to 31 March. The basic annual fee is £837 per year plus an additional annual charge of £194 for each day of the week the trader is licensed to operate. The maximum fee for a trader operating seven days a week for a year is therefore £2,195.

4. Policy framework implications

- 4.1 Council Policy is to give due consideration to the suitability of all applications to trade in its consent street and to prohibit trading in all streets where it will be detrimental to road safety and where evidence of detriment to public amenity exists.

5. Legal Implications

- 5.1 Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982 gives Local Authorities discretion when issuing consents. Schedule 4 does not specify any particular grounds on which such decisions may, or may not, be made but while the Committee is able to refuse a consent it must do so for sound and valid reasons and has a duty to act reasonably at all times bearing in mind the consequences to the trader. While a trader has no right of appeal under Schedule 4 he is at liberty to take other legal action if the Council is seen to act unfairly or unreasonably or has reached its decision without due consideration of all material facts.
- 5.2 Under Section 17 of the Crime and Disorder Act 1998, the Council has a duty to do all that it reasonably can to prevent crime and disorder in its area. Street trading in certain areas, particularly after dark, can lead to problems of disturbance and disorder.
- 5.3 The European Convention on Human Rights secures certain fundamental human rights. The Human Rights Act 1998, which came into force on 2 October 2000, makes it unlawful for a local authority to act in a way which is incompatible with a convention right.
- 5.4 A refusal of consent to street trading at this location may constitute an interference with the right under Article 1 of the First Protocol to the peaceful enjoyment of possessions. Such interference is permissible if it is in accordance with the law and in the public interest. Such action could also interfere with the right under Article 8 of the Convention, to respect for private and family life and the home. Unjustified failure to take action could also interfere with this right. Interference is permissible provided that it is in accordance with the law and is necessary in the interests of protecting the rights and freedoms of others in the Community. The Council's response to the application and any perceived problems must be proportionate.
- 5.5 It must be remembered that local residents as well as prospective traders enjoy Convention Rights. Clearly, when considering whether or not a consent should be granted the Council should seek to balance the interests of the person seeking to trade against those of any objectors. The power to attach conditions to any consent, and to restrict hours of trading to levels which are considered to be appropriate, may enable the Council to achieve a balance between the opposing interests.

6. Conclusion

- 6.1 Surrey Police, Surrey Highways, Runnymede Parking Services and both of the Ward Members that have responded have referred to a loss of parking which would result from trading in this location in an area in which parking is at a premium.

- 6.2 The limited width of the footway and the potential for congestion on the footway have been raised as issues by Surrey Police, Surrey Highways, Runnymede Parking Services and one of the Ward Members.
- 6.3 Surrey Police consider that trading might result in congestion on the access road and have referred to the narrow width of the service road. Surrey Highways have stated that trading would further restrict visibility for vehicles exiting the pub car park. Runnymede Parking Services consider that trading might be hazardous to pedestrian traffic.
- 6.4 Both of the Ward Members have stated that, from their experience, the trading area is prone to flooding on a regular basis.
- 6.5 Before any street trading consent could be granted, there would need to be a satisfactory resolution of the issues set out in paragraphs 6.1 to 6.4 above and the dimensions of the stall/vehicle/food trailer which would be used by any trader would need to be known.
- 6.6 Surrey Police and both of the Ward Members have referred to the potential for littering and anti-social behaviour arising from trading at this location. The close proximity of dwellings to the trading site has been referred to by Surrey Police, Runnymede Environmental Health and one of the Ward Members and the likelihood of complaints by residents and anticipated lack of resident support for trading has been mentioned by Surrey Police, Environmental Health and another Ward Member. The potential for noise nuisance has been mentioned by Surrey Police and the potential for odour nuisance has been referred to by Runnymede Environmental Health.
- 6.7 The trading history of this site shows previous public order difficulties which were understood to be attributable to customers of previous hot food traders.
- 6.8 Accordingly, Officers consider that the application should be refused for the reason set out in the recommendation above.

(To resolve)

Background papers

Relevant papers on CHLG file 64.26

7. ANNUAL REVIEW OF CAR PARKING CHARGES IN OFF-STREET CAR PARKS (ENVIRONMENTAL SERVICES)

Synopsis of report:

This report reviews the current charges in the Council's car parks, including the charges for season tickets, permit and contract parking.

This report was deferred at the previous meeting of the Committee (17 November 2016) to allow for additional consultation on proposed changes. The outputs from that consultation and other updates have been included in Appendix B.

Recommendation(s) that:

- i) Town Centre car parking charges be increased as set out below:**

Time Period	Current Tariff	Proposed Tariff	Proposed Increase
Up to 1 hour	£0.80	£1.00	£0.20
1 – 2 hours	£1.60	£2.00	£0.40
2 – 3 hours	£2.50	£3.00	£0.50
3 – 4 hours	£3.00	£3.50	£0.50
4 – 5 hours	£3.50	£4.00	£0.50
5 – 6 hours	£4.50	£5.00	£0.50
All day	£6.00	£6.50	£0.50

ii) **Out of Town car parking charges be increased as set out below:**

Time Period	Current Tariff	Proposed Tariff	Proposed Increase
Up to 1 hour	£0.30	£0.40	£0.10
1 – 2 hours	£0.60	£0.80	£0.20
2 – 3 hours	£1.20	£1.50	£0.30
3 – 4 hours	£2.00	£2.50	£0.50
4 – 5 hours	£2.50	£3.00	£0.50
All day	£4.50	£5.00	£0.50

The proposed parking charges are estimated to increase income for Parking Services by £83,000 per annum

iii) **Car park permits, season tickets and contract parking charges otherwise remain unchanged.**

iv) **A free parking period of one hour in Pooley Green car park be introduced but the current annual cost of permits of £100 in this car park remains unchanged.**

1. Context of report

1.1 At its meeting in September 2005, the former Economic Development Committee resolved that there should be an annual review of car parking charges. Charges are reviewed each November with any changes usually implemented in the following January. Due to the desire to undertake further consultation this report was originally deferred from the November meeting to undertake public consultation for consideration in January, meaning any changes agreed will be introduced most

likely in April. The nature and outcome of the consultation is discussed in paragraph 2.13 below.

- 1.2 Public car parks are an amenity provided by the Council for the convenience of the public. In shopping areas they also encourage and maintain the viability of businesses but the income from the car parking charges is expected to, at least, cover the cost of providing and maintaining the car parks.
- 1.3 The ‘pay and display’ car parks are managed by the Parking Services team, which is part of the Environmental Services Business Centre. This team also carries out on-street parking enforcement, under an agency agreement, on behalf of Surrey County Council. Borough car parks where pay and display charges are imposed are listed in Table 1. The current charges are shown in Table 2, paragraph 1.8 together with a comparison of other Boroughs’ charges.

Table 1 – Borough Pay and Display Car Parks

Car Park	No of Spaces
Precinct Extension, Church Road, Egham	43
Waspe Farm, Station Road, Egham	119
Hummer Road, Egham	125
Victoria Street, Englefield Green	34
St. Jude’s Road (Cemetery), Englefield Green	39
Memorial Gardens, Virginia Water	50
Bemonds, Heriot Road, Chertsey	55
Chertsey Library, Heriot Road, Chertsey	168
Gogmore Farm Park, Chertsey	53
Pooley Green	35
Woodlands	102
Homewood (Leisure)	70
Runnymede Pleasure Grounds, Windsor Road, Egham (Leisure)	352

Notes

- i) *Figures in the above table include disabled bays and motorcycle bays.*
- ii) *The Runnymede Pleasure Grounds Car Park has higher charges due to its popularity as a leisure destination. All the income has to be used for the improvement and maintenance of the site due to the terms of the Runnymede Pleasure Grounds Trust. The charges here are reviewed annually by the Council’s Community Development business centre, which manages parks and open spaces.*
- iii) *Homewood car park is a Leisure car park with pay and display income going to Community Development business centre which also sets the charges.*
- iv) *The car park at the Sainsbury Centre in Heriot Road, Chertsey, (170 spaces) is managed by Sainsbury’s, which has full discretion to set the charges in that car park. Sainsbury’s operates the car park under a Management Agreement.*
- v) *A new car park, provided under licence on land outside the ownership of RBC, at the British Legion site Virginia Water, is currently under construction. This car park, when complete will have 21 publically available spaces. It is due to be open before the end of the calendar year and will be charged at*

the 'Town Centre' rate as is the other car park in Virginia Water (Memorial Gardens).

- 1.4 There are two scales of car park charges. A lower scale of charges operates in the smaller 'Out of Town Centre' car parks. These are Victoria Street and St Jude's Road car parks in Englefield Green, Pooley Green Car Park and Gogmore Farm Car Park in Chertsey. The other car parks are subject to the higher 'Town Centre' scale of charges but some only offer short term parking within the scale of charges.
- 1.5 As well as the scale of parking charges car parking income also comes from season tickets, contract parking permits and penalty charge notices.

Season tickets

Season tickets in most car parks are currently £650 per annum or £200 per quarter. Residents living in close proximity to the car parks can purchase these at £250 per annum or £75 per quarter. In Englefield Green and Pooley Green the permits are £100 per annum or £30 per quarter.

The season ticket charges for non-residents were last increased in January 2016. Permits for residents were last increased in 2011.

Contract parking permits

Contract parking bays are reserved bays in Beomonds Row and White Hart Row, Chertsey and are currently £700 per year and were last increased in January 2016.

Penalty Charge Notices (PCNs)

Penalty charges issued for contraventions in the car parks are set at two levels depending on the contravention. The charges are designed to reflect the severity of the contravention where, for example, someone parking in a disabled person's bay when not entitled would be subject to a higher level penalty. Someone whose ticket has expired would receive a lower level. Higher level penalties are £70 (reduced to £35 if paid within 14 days). Lower level penalties are set at £50 (reduced to £25 if paid within 14 days). The scale of penalty charges is set nationally by the Department for Transport.

Recent History of Parking Charges

- 1.6 The most recent changes were:-

January 2016- Car park permits in Town Centres increased to £650 from £600, contract parking increased to £700 from £650

January 2015 – Increased one hour charge in Hummer Road and Precinct Extension car parks, back to 80p in line with the other Town Centre car parks. Charges in Town Centre car parks increased as follow: 2-3 hours from £2.20 to £2.50, 3-4 hours £2.80 to £3.00, 4-5 hours £3.20 to £3.50, 5-6 hours £4.20 to £4.50.

January 2014 – All day parking charges in the Town Centre car parks were increased to £6 from £5.50. The one hour charge in Hummer Road and Precinct Extension car parks were reduced to 50p from 80p.

September 2013 - £100 annual permits (limited to ten in number) introduced in St Jude's Road car park Englefield Green for local residents and businesses.

January 2013 – Parking charges were increased in all car parks. Permit and contract parking charges were also increased

January 2012 – Parking charges, with the exception of the one hour charge, were increased across the board for the town centre car parks. ‘Out of Town’ charges and season ticket and contract parking charges were unchanged.

- 1.7 All of the Council’s chargeable car parks have in the past achieved the ‘Park Mark’ award for safer parking but it was decided to withdraw from the scheme in August 2011, due to the on-going cost of membership. The Borough Parking Services team continues to ensure that the car parks are maintained and operated to the scheme standards.
- 1.8 The following table shows a comparison of Runnymede parking charges with other Surrey and Neighbouring Councils.

Table 2 – Comparison of Runnymede Parking charges with other Surrey and Neighbouring Councils

Borough/District	1 hour	1 to 2	2 to 3	3 to 4	4 to 5	5 to 6	6 to 7	All day
Runnymede (Town Centre)	0.80	1.60	2.50	3.00	3.50	4.50	4.50	6.00
Runnymede (Out of Town)	0.30	0.60	1.20	2.00	2.50	4.50	4.50	4.50
Guildford (Town Centre)	1.20	2.40	3.60	4.80	6.00	7.20	8.40	9.60
Elmbridge (Church Field Road) *	0.90	1.80	2.80	3.80	9.00	9.50	9.50	9.50
Epsom & Ewell (Ashley Centre)*	1.80	2.50	3.00	5.50	5.50	12.00	20.00	20.00
Spelthorne (Staines Town)*	1.20	2.20	2.70	2.70	3.50	7.20	7.20	7.20
Surrey Heath (Knoll Road)	1.00	1.50	2.00	3.00	4.00	4.00	4.00	4.00
Waverley (Farnham Town)*	0.90	1.00	3.10	4.20	5.30	6.40	7.50	10.80
Windsor (Victoria Street)	1.50	2.50	4.00	7.00	10.00	11.00	11.00	11.00
Woking (Town Centre)	1.30	2.60	3.90	5.30	6.00	6.00	9.00	10.00

* Shows where charges have increased since the last report.

The main Network Rail station car parks in the Borough have a peak charge of £6.50 per day and are normally full to capacity on weekdays.

- 1.9 Since the last review, there have been increases in charges in Spelthorne, Elmbridge, Epsom and Ewell and Waverley. It can also be noted that since this matter was previously considered by the Committee, Woking Borough Council, on 8th December 2016 have determined to increase their parking charges by approximately 10p per hour, commencing in October 2017. This increase is expected to increase revenue for Woking by over £500,000.
- 1.10 The following table shows a comparison of Runnymede parking charges with other car parks operated within the Borough.

Table 2a – Comparison of Runnymede Parking charges with other car parks operated within the Borough

Borough/District	1 hour	1 to 2	2 to 3	3 to 4	4 to 5	5 to 6	6 to 7	All day
Runnymede (Town Centre)	0.80	1.60	2.50	3.00	3.50	4.50	4.50	6.00
Runnymede (Out of Town)	0.30	0.60	1.20	2.00	2.50	4.50	4.50	4.50
Addlestone ONE* Multi-storey	1.00	2.00	3.00	4.00	5.00	6.00	7.00	15.00
Waitrose Egham *	0.80	1.60	2.20	2.80	3.20			7.50

**Notes that some free parking is available - 30 minutes at Addlestone ONE, and up to 2 hours for Waitrose customers at Egham.*

Free Car Parks

- 1.11 There are also a number of free Borough Council car parks in parks, cemeteries, recreation grounds and corporate buildings. These are managed by Community Development and reported to the Community Services Committee.
- 1.12 Every three to four years, the Parking Services team carries out a review of the Council's free car parks alongside the annual Off-Street-Car Parking Charge Review. Members will recall that the latest review took place in autumn 2016 and the resulting comprehensive report was then fully discussed at the last meeting of the Committee. Once again, the Committee resolved that there was no case for introducing charges in these car parks.

2. **Report**

- 2.1 The report this year is intended to present proposals for the Council's car parking charges.

Car Park Usage

- 2.2 Table 3 below shows a comparison of the ticket sales in all of the Council's car parks for the periods 1 October 2014 to 30 September 2015 inclusive and for the same period terminating at the end of September last year.

Table 3 – Comparison of Ticket Sales year of 1 October 2014 to 30 September 2015 the same period 2015 to 2016 (Figures include payment at machines and by phone.)

	14/15	15/16	% comparison
Beomonds	7593	7920	104
Chertsey Library	32798	34185	104
Hummer Road	181469	165373	91
Memorial	9953	10665	107
Precinct Ext	23773	27513	116
Wasp Farm	25925	28258	109
Woodlands	1286	34020	2645
St Judes	7292	11272	155
Victoria St	7554	6047	80

Pooley Green	4774	4610	97
Gogmore Farm	4442	4206	95
Total	306,859	334069	109

Town Centre Car Parks

- 2.3 The main car parks have all shown some increase in usage with the exception of Hummer Road car park in Egham. The new Woodland car park in the grounds of St. Peters Hospital has proved to be very popular. The car park did not open until August last year. The above figures therefore should be considered with that in mind.

Out of Town Car Parks

- 2.4 Reversing the trend from the last report the use of St Judes Road has increased, however, the other car parks have shown a reduction in use.

Penalty Charge Notices (PCNs)

- 2.5 Penalty Charge Notices issued for contraventions in car parks for the last financial year (2015/16) resulted in an income of £75,942, compared to £82,570 in the previous year (2014/15). The number of fully paid tickets was 2,228 in the last year and 2,743 in the previous year. These figures are from the Debt Management system.

Recent and Forthcoming Changes affecting Car park Income

- 2.6 Phone and Pay to park was introduced, as an alternative to pay and display, into all of the Borough car parks in October 2013. As that contract ended in January a new contractor, *RingGo*, was appointed. Mobile payments now account for 7% of all parking transactions and 37% of 'All day' parking payments.
- 2.7 The Bourne car park in Virginia Water closed in June for development. Garfield Road car park in Addlestone closed in April as part of the Addlestone development. This was replaced by a multi-storey car park which is not operated by the Borough Parking Services department.

Car Park Season Tickets and Contract Parking

- 2.8 Car park season tickets and permits are available in most of the Council's car parks. Income from the sale of these permits was £120,974 in 2015/16, compared to £124,236 in the previous year. Contract parking in Bemonds Row and White Hart Row, Chertsey, is also available at £700 per year which is £50 more than the cost of an annual permit in other car parks. Income from those bays in 2015/16 was £12,533 as compared to £12,110 in the previous year. Permits for the town centre car parks and the contract charges were raised at the last review.
- 2.9 A few car parks offer discounted permits to residents whose properties are accessed through the car parks or who live immediately adjacent to them. These are currently £250 per annum or £75 quarterly. There are currently ten holders of these permits.

Customer Survey and Consultation

- 2.10 A customer survey was carried out in August/September 2016. In relation to Parking Charges 56% found them very reasonable or acceptable and 44% found them too expensive. (Return of 18 responses, 7% of the survey forms distributed).

- 2.11 Apart from the questions relating to cost, the survey also contained questions about the cleanliness, lighting and other factors relating to the facilities. 39% of respondents were content or very content with the facilities provided.
- 2.12 Permit costs were thought to be too high by 44% of respondents.
- 2.13 Following the deferral of this item in November a public consultation was undertaken. Consultation took place between 23 November and 14 December 2016 – a period of 21 days. 46 Letters/emails were issued to groups, such as Residents' Associations and Chambers of Commerce, taken from a database held by the Council. An email was also sent to all Members of the Runnymede Citizen's Panel (66 individuals). The consultation was also publicised on the Runnymede BC website and Twitter account and referenced in the local newspaper through information provided by the Runnymede Communications team.
- 2.14 The November/December public consultation resulted in 18 responses from local individuals and groups. These comments of course have to be considered in conjunction with the 18 responses received in the August/September customer survey (paragraph 2.10 above), and the five letters submitted in response to the previous Committee report in November.
- 2.15 All consultation responses are provided in Appendix B to this report but the main issues are summarised below:
- Generally, the December consultation responses objected to the increase in parking charges. One letter made no objection to increasing charging but raised a concern if increases were applied to the Runnymede Pleasure Ground (*Officer Note: Runnymede Pleasure Ground charges are reviewed annually by the Community Services Committee and not covered by this report*)
 - Responses encouraged the Council to balance covering the costs of parking with potentially deterring visitors to the Borough and its towns and villages. Responses also suggested that increasing charges will discourage use of car parks
 - Some responses suggested that parking services should be altered (e.g. use of ANPR)
 - Comments have been made that parking income should not exceed the operational costs of Parking Services.
 - Several responses requested or encouraged cheaper or free short stay parking in car parks, including requests for 30 minutes free parking in all town centres.
 - Some responses raised concerns regarding parking charges in the Addlestone multi-storey car park. (*Officer Note: This car park is not managed by Runnymede Parking Services, and therefore not subject to charges set by the Council through this Committee*)
 - A letter from Pooley Green Shopping Parade Traders Association was again received (as was the case for the previous report) requesting one hour free parking in the adjacent car park and a reduction in the cost of permits.

Consultation with SCC

- 2.16 As a Statutory consultee, Surrey County Council have confirmed that they do not have any objections to the proposals.

Parking Charge Review

- 2.17 The all-day parking charge for the Town Centre car parks was increased in January 2014 to its current level of £6. No other pay and display charges were increased last year. Charges in the Out of Town car parks have not been raised since 2013.

- 2.18 When considering the level of car parking charges Members normally balance the costs of operating car parks and the income for the Council with the impact on the viability and vitality of the town and neighbourhood centres in the Borough. This is particularly relevant in this review due to the Council's financial position and the current financial climate for local businesses.
- 2.19 The former Economic Development Committee decided to have a single Borough-wide scale of charges in its Town Centre car parks, as this avoids confusion for drivers using different car parks. Also, if there were different scales of charges in the car parks the cost of re-programming when the charges are changed would be higher.
- 2.20 Several of the consultation responses requested reducing or removing all together parking charges, especially for shorter stay parking. As the majority of car park users park for short periods such an approach would have a significant adverse impact on parking income and the Council's financial position.
- 2.21 Pooley Green Car Park. Surrey County Council (SCC) are funding improvements to the Pooley Green area to reinvigorate the area. Part of this work will involve opening up another entrance to the car park to encourage use of the facility by visitors to the parade. As part of that process, SCC have asked Runnymede Borough Council to consider the issue of permits at £50 per year. The Committee, however, may feel that the current rate of £100 per year may be considered as already being quite generous. SCC have also asked this Council to consider providing a free period of parking in the car park of one hour to encourage visitors to the facilities there.
- 2.22 In this respect, when preparing this report, it was established that some 2324 one hour parking sessions were purchased for the car park in the last year. The hourly charge is currently 30p and if Members were minded to support SCC's request the loss of income would amount to just under £700 for the year. Surrey County Council, however, has agreed to fund the cost of the required program changes for the payment machine and the cost of changes to the car park tariff board as part of the work.
- 2.23 The delivery of the new British Legion Car Park in Virginia Water, with 21 publically available spaces, will occur after the agreement of this review. It is proposed that the charging regime reflects that operated at Memorial Gardens, the other public car park in Virginia Water.
- 2.24 Comments have been made in the November/December consultation and in the letters submitted to the November Committee suggesting that parking income should be spent only on parking or transportation services. Members should be advised that income from on-street parking is restricted to being used for parking, transport or environmental improvements (as defined by the Road Traffic Regulations), however income from off-street parking, which this report is concerned with is not so restricted. However, Runnymede has nevertheless made it an objective of our off-street parking income, as detailed in the annual off-street parking report, to primarily cover the costs of providing parking and parking management with surpluses applied to other council services that contribute to the environment including recycling and environmental initiatives, refuse collection, street cleansing and public conveniences.

3. **Resource Implications**

- 3.1 The cost of implementing changes to charges in all of the car parks is around £4,800. This includes the reprogramming of car park machines and amendments to signs.

- 3.2 Table 4 shows, with tickets sales at the 2015/16 level, the estimated annual income if all of the car park charges remained the same or are increased.
- 3.3 Members may wish to take in to account that small increases in charges, which use small denomination coins, can result in additional wear on the car park machines and increase the number of collections required.

Table 4 – Estimated Income at the Town Centre Car Parks with charges unchanged or increased

Town Centre Tariffs				
Time Period	Current tariff	Projected Income	Proposed Tariff	Projected Income
Up to 1 hour	£0.80	£143,345	£1.00	£179,181
1-2 hours	£1.60	£119,930	£2.00	£149,912
2-3 hours	£2.50	£46,030	£3.00	£55,236
3-4 hours	£3.00	£28,329	£3.50	£33,051
4-5 hours	£3.50	£23,968	£4.00	£27,392
5-6 hours	£4.50	£17,843	£5.00	£19,825
All day	£6.00	£90,786	£6.50	£98,352
Estimated income		£470,230		£562,948
Ex Vat		£391,858		£469,123

Out of Towns Tariffs				
Time Period	Current tariff	Projected Income	Proposed Tariff	Projected Income
Up to 1 hour	£0.30	£2,594	£0.40	£3,458
1-2 hours	£0.60	£3,625	£0.80	£4,834
2-3 hours	£1.20	£3,484	£1.50	£4,355
3-4 hours	£2.00	£1,918	£2.50	£2,398
4-5 hours	£2.50	£2,593	£3.00	£3,111
All day	£4.50	£29,466	£5.00	£32,740
Estimated income		£43,679		£50,895
Ex Vat		£36,399		£42,413

**All figures assume current trends for usage of the car parks will continue.*

- 3.4 Members should also be aware that there is a possibility that the Egham Precinct Extension car park may be unavailable for part of the financial year 2016/17 and onwards, dependent on the progress of the Runnymede Regeneration Programme which includes this land within one of the promoted development sites. If it were to close from October 2017 onwards, by way of illustration, this would result in the estimated income at current tariff levels reducing by £26,400 per annum, or £32,700 per annum if the tariffs are increased as proposed. A reduction of permit income in the region of £14,300 should also be noted.
- 3.5 An additional income associated with the new British Legion Car Park in Virginia Water will also need to be recognised. As a new car park Officers are unable to estimate the likely income levels, but would hope that the anticipated usage,

including the provision of a reasonable number of parking permits would be £12,500 per annum, or £13,800 per annum if the proposed increased Town Centre Tariffs were introduced.

- 3.6 It should be noted that the Council's Medium Term Financial Strategy includes a 2% increase for all discretionary fees and charges.

4. **Policy Implications**

- 4.1 The former Sustainable Community Strategy includes in its priorities *“helping to stimulate the creation of sustainable town, that reduce the need for residents to travel outside of the Borough to access retail, commercial and leisure facilities.”*

5. **Legal Implications**

- 5.1 Section 35 of the Road Traffic Regulation Act 1984 allows Local Authorities to impose charges for parking, with Penalty Charge Notices to enforce, by designating car parks under the Act. This was undertaken for the car parks in this report by the Borough of Runnymede (Off Street Parking Places) Order 2008.
- 5.2 Increases or variations in charges introduced by Order can be made by issuing a Notice. The notice of any new charges must be given in a local newspaper and in the affected car parks, at least 21 days before they are implemented.

6. **Equality Impact Assessment**

- 6.1 Parking Services has conducted and published an Equality Impact Assessment. Part of that assessment looked at the provision of parking facilities for disabled persons. All Borough pay-and-display car parks contain dedicated and marked provision for disabled badge holders who are currently also able to use the car parks without charge or time restriction.
- 6.2 As part of the customer satisfaction survey, users were asked to comment on the facilities for the disabled users of the car parks. In August/September 2016, 61% described them as *good*, 33% as *acceptable* and 1% as *poor*

7. **Environmental Implications**

- 7.1 Increased car parking charges could encourage walking, cycling or the use of public transport by discouraging the use of private cars.

8. **Conclusions**

- 8.1 Any reduction in the Town Centre charges across the Borough would result in a significant reduction in income, which would have an adverse financial effect on the Council at a time when the Council is looking for additional funding.
- 8.2 The Council's financial position both now and going forward means that not only must savings be achieved, but income maximised to produce a balanced budget. The medium term financial strategy assumes that income from car parking will continue to rise. Given that the Council levies the lowest Council Tax in the County, it is not unreasonable to adopt a 'user pays' policy in relation to discretionary services such as car parking charges.
- 8.3 Parking Charges in both Town Centre and Out of Town car parks were last generally increased in January 2013. Permits and Contract parking in Town Centres were last increased in January 2016.

- 8.4 Members will wish to balance covering the costs of operating car parks with concerns about the impact on the viability and vitality of the towns and neighbourhood centres in the Borough a key matter mentioned in consultation responses received. Within that balance, the Council's overall financial position is a significant consideration. As noted in Table 4 above an increase in parking charges, if usage is maintained, could bring in an additional £83,000 per annum. While several consultation responses also asked for a reduction in parking charges, especially for shorter stays Officers would advise that this would have a significant adverse impact on parking income, as the majority of income is derived from shorter stay users, and the proposed increases, as outlined in the recommendation above, are recommended to Members for adoption.

(To resolve)

Background papers

Economic Development Committee, September 2005
Economic Development Committee, September 2006
Economic Development Committee, September 2007
Economic Development Committee, January 2008
Economic Development Committee, June 2008
Economic Development Committee, September 2008
Economic Development Committee, September 2009
Economic Development Committee, January 2010
Economic Development Committee, October 2010
Environment and Sustainability Committee, January 2012
Environment and Sustainability Committee, November 2012
Environment and Sustainability Committee November 2013
Environment and Sustainability Committee November 2014
Environment and Sustainability Committee November 2015
Environment and Sustainability Committee November 2016

8. TRIAL ENFORCEMENT OF LITTER AND DOG CONTROL LEGISLATION (ENVIRONMENTAL SERVICES)

Synopsis of report:

The Committee is (i) asked to approve a policy of active enforcement of the litter and dog control legislation, within the Borough of Runnymede, by means of Fixed Penalty Notices for a 12 month trial period; and (ii) to approve the waiver of relevant Standing Orders for Contracts for the purposes of engaging Kingdom Environmental Protection Services as Authorised Officers of the Council for that 12 month trial period.

Recommendation(s):

- (i) The active enforcement of the litter and dog control legislation, within the Borough of Runnymede, by means of Fixed Penalty Notices for a 12 month trial period be approved;**
- (ii) That Contracts Standing Order 2.5 be waived for the reasons as set out in the report, and, the Corporate Head of Planning and Environmental Services be authorised to agree terms for a contract for a 12 month trial period with Kingdom Environmental Protection Services in order to enable a wider review and assessment of litter and dog control issues to be undertaken to inform a full tendering process and specification;**

(iii) Members note the potential additional costs and/or income resulting from the various scenarios as set out in in paragraph 4.5

1. Context of report

- 1.1 At its meeting in March 2016, the Committee endorsed the extended use of Fixed Penalty Notices (FPN's) for tackling environmental crime including littering and dog fouling. Members were made aware at that time that the Council had not actively enforced littering and dog fouling provisions and, therefore, any proposed changes in these areas would be subject to a further report.
- 1.2 Local Authorities are empowered under the Environmental Protection Act 1990 to issue FPN's for littering and under the Anti-Social Behaviour, Crime and Policing Act 2014 to issue FPN's where an appropriate public space protection order is in place for dog control issues. The Runnymede Dog Control Public Spaces Protection Order has been the subject of formal consultation and will be executed and brought into effect before the end of March 2017.
- 1.3 Littering and dog fouling continue to be a problem in Runnymede and remain an area of concern for both local communities and residents. The Council does not have any dedicated resource or capacity available to tackle these problems and the utilisation of an external enforcement partner to trial a 12 month enforcement initiative will provide the most efficient solution to tackling these problems in a robust manner

2. Report

- 2.1 Local Authorities are empowered under the Environmental Protection Act 1990 to issue FPN's for littering and under the Anti-Social Behaviour, Crime and Policing Act 2014 to issue FPN's for dog control matters including dog fouling. FPN's are seen as a quick and effective way of dealing with low level environmental offences with the fixed penalty levy (£75 for littering, £100 for dog control issues) going back to the Local Authority to use to supplement further enforcement services and provide additional spending to enhance the local environment.
- 2.2 Both littering (400 reports) and dog fouling (127 reports) between Oct 2015 and Oct 2016 continue to be an area of concern to local communities and residents. Given that the Council has no dedicated resource or capacity to effectively tackle these problems (a situation by no means unique to RBC), it is proposed to follow the example of many other Local Authorities including neighbouring Woking Borough Council and to enter into an agreement on a trial basis for 12 months with Kingdom Environmental Enforcement Services, a private partner with a proven track record in the enforcement of environmental crime. Some information on this company is attached at Appendix 'C'.

Alternatives to using a private partner

- 2.3 ***Do nothing.*** As stated previously, the Council has no dedicated resources for tackling littering or dog fouling issues and there is no capacity in either the Direct Services Organisation or Environmental Health teams to take a proactive stance against litter or dog control issues. The initial objective of this proposed trial is to provide information on the scale of the problem and inform a future tendering process and specification should the trial justify the need for such enforcement going forward.
- 2.4 ***Recruiting our own staff.*** This would entail recruitment costs, providing training, administrative and IT infrastructure which would be more costly and take

considerably more time than the proposed option of a using a private partner who will provide all the required resources to enable RBC to make a statement in tackling this environmental crime and achieving clean and tidy towns centres and open space areas. The option of utilising 'loaned Kingdom' officers from Woking Borough Council for a trial period has also been considered. However, Woking having gone through a similar trail period to what is being proposed for RBC with Kingdom now operate a system by which they pay an agreed hourly rate per officer engaged with any FPN payments being fully retained by the Council. In this case RBC would be required to fully reimburse the WBC costs of providing the loaned officers and administration up-front. Subsequently, should no notices then be served RBC could not recover any costs for this provision and therefore Officers do not consider this option as viable at this stage.

- 2.5 **Not agreeing a waiver – other enforcement companies.** Whilst it is known there are a small number of other agencies that may be able to provide a similar provision to Kingdom in terms of the type of enforcement officers used, it appears that Kingdom provide a package, providing not only the enforcement officers but a tested back office system which provides management, administrative support and access to an area support system for identification checks. Kingdom's enforcement solution is adaptable and used widely across other Local Authorities and whilst it may be possible to approach other companies for a tailor-made solution, this is likely to take considerably more time than the proposed trial to implement.
- 2.6 It is the Officers' opinion that utilising Kingdom's services based on the neighbouring Woking experience will provide the required level of expertise to facilitate a thorough trial of 'active dog control and litter enforcement' across this Borough. A full year trial will provide quantitative and qualitative data to inform any future 'enforcement provision' taking light of seasonal fluctuations and populations in the Town Centres and also provide applicable data sets for future detailed tendering and specifications should the Council wish to provide a full time enforcement capability in these areas after the trial period.

3. Policy framework implications

- 3.1 Enforcement of littering and dog fouling (or dog control) offences will contribute to the Council's corporate theme of improving the quality of local people's lives and its key priorities as set out in the RBC Corporate Business Plan 2016 -2020 of *improving and enhancing our environment by dealing with environmental crimes robustly and proactively.*
- 3.2 FPNs are one of many enforcement mechanisms that are utilised within the RBC, Environmental Health and Licensing (EH&L) Enforcement Policy, which is designed to address a range of aspects of environmental crime and to help make RBC a cleaner, greener and safer environment to live, work and play. The Enforcement Policy is used to help to ensure that resources are focused on priority areas and problems and that an appropriate balance is struck between the use of FPNs and other existing enforcement tools.

4. Resource implications

- 4.1 The external partner will provide enforcement officers, uniforms, equipment, host the appeals process, send reminder letter payment letter (up to any court proceedings) and manage telephone enquires relating to FPN's issued. RBC will provide authorisation to Kingdom officers, identity cards and applicable RBC stationery which will be met through existing environmental health resources. Additionally, there may be some residual resource implications to RBC legal services from any follow-up prosecutions for non-payment of FPN's. However, the trial period will enable a view to be taken on whether, once the process has bedded in, it can be contained within existing resources. The effective, timely recovery of costs will need

to be monitored as recovery cannot be guaranteed even where costs are ordered by the court. Due to the need for ongoing monitoring of this new function and the established experience of the preferred contractor, as outlined in para 2.5 above, it is considered appropriate to recommend the waiving Contract Standing Order 2.5 to allow the direct appointment of Kingdom Environmental Protection Services Limited.

- 4.2 There will be some costs associated with additional printing in relation to increased signage and publicity of the trial for the extension of FPNs provisions in relation to littering and dog control, this is likely to be in the region of £200 -£300 and will be met from within the existing environmental health budgets.
- 4.3 There is a risk that the public will perceive a more active approach to enforcement of littering and dog control offences as an income generation exercise. Members are made aware that no quotas will be set regarding the numbers of FPNs to be issued and no notices will be issued to persons under the age of 18 or to those suspected of suffering mental ill health. Given the potential for negative press reports in relation to overzealous private enforcement companies particularly where the more vulnerable members of the community are concerned, the elderly and young people, it is therefore important to ensure an effective media campaign be instigated leading up to active enforcement including use of the Council's webpages and related environmental health twitter accounts. Staff resources for this will be met from within excising environmental health provision.

Financial implications

- 4.4 The proposed enforcement initiative should be cost neutral but this is based on the percentage payment rate of the FPN. FPN's for littering are £75, Kingdom will receive £45 for each appropriately issued FPN and RBC will receive £30 (£35 minimum for a dog fouling or dog related control FPN as the penalties are £100). These fees will be payable regardless of any money being collected. Kingdom will receive a further £1.50 per FPN for providing the collection element of the FPN system. The national average payment rate reported by Kingdom operating in 33 local authorities including Woking is 75%.
- 4.5 As well as the potential benefits of additional income, not to mention cleaner streets, there is a risk that should payment collection rates fall below 50% then the Council will incur some costs. However, it is possible that any such costs could be recoverable via the prosecution process. By way of example, based on the service of 200 FPNs a month and payments to Kingdom, the anticipated income or costs associated with various collection rates are shown in the following table: Based on a Kingdom estimated 68 notices served per week (272 per month) and using the 75% collection rate the estimated value of the trial to Kingdom would be around £159,000. It is more likely that given the amount of publicity being proposed in the lead up to 'the active enforcement' trial this may be an over estimation of probable income and a revised figure of 200 notices per month would result in income of £108,000. Both figures are under the service contract OJEU level. Again, income and data from the proposed trial period will better inform these matters.

No of notices Per month	Assumed payment rate %	Total income from fines	Payments payable to Kingdom	Income / (Cost)_ to RBC Per month
200	100%	£15,000	£9,000	£6,000
200	90%	£13,500	£9,000	£4,500
200	80%	£12,000	£9,000	£3,000
200	70%	£10,500	£9,000	£1,500
200	60%	£9,000	£9,000	£0

200	50%	£7,500	£9,000	(£1,500)
200	40%	£6,000	£9,000	(£3,000)
200	30%	£4,500	£9,000	(£4,500)
200	20%	£3,000	£9,000	(£6,000)
200	10%	£1,500	£9,000	(£7,500)
200	0%	0	£9,000	(£9,000)

4.6 The table above is for illustrative purposes only. The actual additional costs/income to the Council per month will vary considerably based on the actual number of notices issued and level of receipts collected. Due to these unknowns it is not possible to quantify the likely outcomes, but based on collection rates elsewhere, it is unlikely that collection rates will fall below the 50%. Should it become obvious early on during the trial period that sufficient income is not being generated then the trial will be cancelled to keep any additional costs to a minimum.

4.7 In all cases so far where a FPN has been offered to offenders by EH&L in respect of other environmental crime i.e. fly-tipping and waste offences the penalty charge or the reduced charge allowed for in the legislation has been paid. The impact on resources being positive in that Officer time in court case preparation and attendance at trial is minimised or curtailed. Although, where a suspected offender is offered or refuses to pay a FPN charge the authority would be expected to prosecute in line with the EH enforcement policy.

Use of Fixed Penalty receipts

4.8 While there is a risk of incurring some costs if payment rates are lower than anticipated there is conversely the chance that with higher payment rates an income may be generated for Runnymede.

4.9 Members will be aware from earlier reports that the various Acts under which fixed penalties are levied direct the Authority to use fixed penalty receipts only to help meet the cost of certain specified functions. However where a Local Authority was at the time of the legislation coming in to place categorised as ‘*excellent*’ or ‘*good*’ under the Comprehensive Performance Assessment (CPA), and was subsequently categorised accordingly by Order made by the Secretary of State, the Environmental Offences (Fixed Penalties) (Miscellaneous Provisions) Regulations 2006, or the Environmental Offences (Use of Fixed Penalty Receipts) Regulations 2007 allow that Authority to spend the penalty receipts on any of its functions. RBC was categorised as “*excellent*” under the CPA in 2003, and, therefore can spend the penalty receipts on any of its functions (*Note: CPA was replaced by the Comprehensive Area Assessment in April 2009*).

5. Legal implications

5.1 The body of the report, in paragraph 1.2, states the legal basis for issuing FPNs for littering and dog control matters. The Council’s Scheme of Delegation, Annex 2 authorises the Chief Officer and Environmental Health and Licensing Officer to issue FPNs in accordance with the Environmental Protection Enforcement policies prevailing at the time.

5.2 Under Contract Standing Order (‘CSO’) 2.5 Exemptions, a requirement of the CSOs may be waived with the consent of the relevant Committee, subject to legal requirements.

By CSO 2.5.2 “*An application for a waiver shall be:*

- a) *submitted in writing,*
- b) *set out clearly the reasons for requiring the waiver, and,*
- c) *show how the proposal complies with any applicable law, demonstrates propriety, value for money and support for the Council's objectives."*

6. Other implications

- 6.1 The policy objective of the issuing FPN's should not be viewed as a source of revenue but as a viable alternative to the instigation of court proceedings against transgressors for lower level crime. Fixed penalties are not the only solution to enforcement and should be seen as part of a wider enforcement strategy which covers all aspects of environmental crime.
- 6.2 Members were made aware in the March 2016 Committee report that should the Committee resolve to extend the use of FPNs to enforcing littering provisions or domestic waste issues a lead-in period of three to six months would be provided to allow communication of the extended provisions to be made to members of the public and the business community. It is proposed that should the Committee resolve to engage with the private contractor to enforce the littering and dog control provisions the trial period will not begin until June 2017 to allow further communication and publicity in regard to these matters.
- 6.3 Existing EH&L operational procedures will be expanded to regulate the administration processes and affect compliance with the Council's enforcement policies. The current EH&L enforcement policy with its graduated enforcement approach covers FPN matters. The advanced publicity and forewarning of the proposed 'active enforcement' will provide ample information and detail to the general public to ensure they should not be subjected to enforcement action. Any enforcement issues arising from or identified as a result of the enforcement trial will be reflected in update to the applicable policy and procedures.

7. Equality Implications

- 7.1 There are no identified individuals, groups or communities other than the general public at large which may be impacted by the use of FPNs for littering. There are some individuals those registered as blind for example who are exempted from the enforcement provisions of dog control orders.

8. Conclusion

- 8.1 Maintaining a high quality environment is a consistently high priority for our local communities. While efficient use of street cleansing and environmental maintenance remains a key role for the Council no resources have been available to date to support the effective enforcement of environmental crime such as littering and dog fouling. The proposed 12 month trial, utilising experienced private contractors is considered an appropriate and proportionate step to review the effectiveness and implications of formalised enforcement in this area.
- 8.2 Following discussions with a preferred contractor it is considered that this new function could be delivered without likely additional cost to the local communities and subject to waiving Contract Standing Order 2.5 it is recommended that Kingdom Environmental Protection Services Limited are appointed for this task.
- 8.3 Following a decision to make the appointment a full project plan will then be produced detailing how the new function will be operated, how communication and notification of the new service will be undertaken, the work that will be undertaken to promote the new service with partners, such as Chambers of Commerce, and when the new service will commence. It is proposed that commencement would occur in

the 2017/18 year, to ensure all communities are adequately notified of the new regime and appropriate information can be publicised.

(To resolve)

Background papers

The Environmental Protection Act 1990
The Anti-Social Behavior, crime and Police Act 2014
The Environmental Offences (Fixed Penalties) (Miscellaneous Provisions) Regulations 2006
The Environmental Offences (Use of Fixed Penalty Receipts) Regulations 2007
The Environmental Health Enforcement Policy (Current edition April 2015)
Runnymede Borough Council Corporate Business Plan 2016 - 2020
Environment and Sustainability Committee Minutes of meeting on 23 March 2016
Kingdom supplied information brochure Nov 2016

9. MINUTES OF MEMBER WORKING GROUP ON RECYCLING AND REFUSE SERVICES – 23/11/16

To note the Minutes of the meeting held on 23 November 2016 (Appendix 'D').

(For information)

10. EXCLUSION OF PRESS AND PUBLIC

If the Committee is minded to discuss any of the foregoing reports in private it is the

OFFICERS' RECOMMENDATION that –

the press and public be excluded from the meeting during discussion of reports under Section 100A(4) of the Local Government Act 1972 on the grounds that the reports in question would then be likely to involve disclosure of exempt information of the description specified in appropriate paragraphs of Schedule 12A of the Act.

(To resolve)

PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection

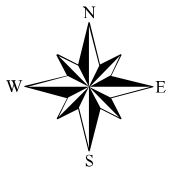
a)	<u>Exempt Information</u>	<u>Para</u>
	(No reports to be considered under this heading)	-
b)	<u>Confidential Information</u>	
	(No reports to be considered under this heading)	-

Environment and Sustainability Committee

19 JANUARY 2017

APPENDICES

<u>APPENDIX</u>	<u>REPORT</u>	<u>PAGE NO'S</u>
A	APPLICATION FOR STREET TRADING CONSENT: SITE PLAN THE BROADWAY, NEW HAW	1
B	ANNUAL REVIEW OF CAR PARKING CHARGES: RESULTS OF CONSULTATION (for Members of the Committee only)	(i)-(xix)
C	COMPANY DETAILS: KINGDOM ENVIRONMENTAL PROTECTION SERVICES (for Members of the Committee only)	2-12
D	MINUTES OF MEMBER WORKING GROUP ON RECYCLING AND REFUSE SERVICES 23/11/16	13-14



LOCATION PLAN



Street Trading - Consent Area:
The Broadway, New Haw

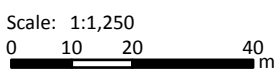
Runnymede Borough Council
Runnymede Civic Centre
Station Road
Addlestone
Surrey KT15 2AH

Date: 14/01/2014



Key

 Trading Area



APPENDIX B

ENVIRONMENT AND SUSTAINABILITY COMMITTEE

19 JANUARY 2017

(FOR MEMBERS OF THE COMMITTEE ONLY)

ANNUAL REVIEW OF CAR PARKING CHARGES IN OFF-STREET CAR PARKS: CONSULTATION LETTER AND RESPONSES FROM -

- i) Alan Constable
- ii) Annie Wade
- iii) Clare Occomore
- iv) Colin Horwood
- v) Earlier Responses – received Nov 2016 and tabled at last meeting
- vi) H V Barlow
- vii) Huib Maat
- viii) Jennifer Hill
- ix) June Tilbury
- x) Ken Cole
- xi) Lance
- xii) Lindsay and Richard Hall
- xiii) Louise Milner
- xiv) Mark Simpson
- xv) Molly Rickwood
- xvi) Ray Walker
- xvii) Rodney Guinn
- xviii) Suzanne Stronge
- xix) WARA Committee

From: Alan Constable [REDACTED]
Sent: 09 December 2016 16:17
To: Parking
Subject: Parking Charges

You have invited comments upon the proposed parking charge increases.

Virtually everyone of these proposed increases is in excess of 10%. Perhaps I can look forward to my pension going up by the same amount! Some hopes. Any increase should be limited to the rate of inflation but why raise the charges anyway with inflation so low. Does the money go back into the roads? If it does, it appears hopelessly misdirected. We have just endured months of hold-ups all along the Causeway and for what - it doesn't look much different to me and there are comparatively few pedestrians along the road past Sainsburys anyway.

The re-surfacing is welcome but the road as it was, was OK, whilst much of Woodthorpe Road, a main thoroughfare into Ashford, remains pot-hole ridden and has been for years now. You will say, no doubt, that it is down to the County Council but again, why we need two levels of governance, with two lots of councillor expenses (etc., etc.) I don't know.

I have tried using the bus more frequently into Staines but the service has been cut from four routes to two in recent years which would still be OK if one could trust the timetables but they may as well not be written. Frequently I have waited for a bus that never comes, so gone home and taken the car instead. When East Berks ran one of the routes the buses were impeccably punctual - why Abellio cannot do the same, I don't know.

Alan Constable

23 November 2016

Dear Sir or Madam

PROPOSED CHANGES TO OFF-STREET PARKING CHARGES IN RUNNYMEDE

I am writing to you as your organisation has been identified as a group that may wish to comment on proposals to change the parking charges at the Council's off-street car parks.

A full report on the proposed changes was considered by the Council Environment and Sustainability Committee at their meeting of 17 November 2016, and the Committee have deferred their decision until a further opportunity for consultation has been taken.

The full report, detailing the proposed changes, can be seen on the Council's website at www.runnymede.gov.uk/parkingconsultation , or examined at the Civic Centre offices during working hours.

Please provide any comments you wish to make regarding the proposed changes to parking@runnymede.gov.uk, or alternatively should you wish to use the post, please address your comments to:

Parking Services
Runnymede Borough Council
Civic Centre
Station Road
Addlestone
Surrey
KT15 2AH

All comments must be received by **14 December 2016** in order that they can be considered before the Committee makes a decision in the New Year.

Yours faithfully



Ian Maguire
Corporate Head of Planning and Environmental Services

From:
Sent:
To:
Subject:

Parking

Categories:

For the attention of Ian Maguire

Dear Sir

I am absolutely appalled by the proposed increase to the cost of parking within Runnymede, particularly town centre car parks. I cannot see how you can justify the current high cost of parking, let alone the proposed increase. I only have experience of Addlestone and so I will limit my reply to the area I know.

The Council is building a new Mall within Addlestone and so presumably RBC wishes Addlestone to become a destination shopping centre. High parking charges will mean it will be unable to compete with our other local towns, such as Woking, Staines and Guildford, as it will have much less to offer. It is unlikely that the new Mall will achieve destination status for shopping as it is of limited size and the shopping facilities are limited owing to the fact that the whole area is a mix of homes, shopping, a cinema and an hotel. It may be a better local shopping experience for local people, but it is unlikely new potential shoppers will cause traffic congestion on the M25 with what shopping will be on offer. A small town mall is what it will be, Bluewater it ain't! Parking costs you are proposing are on a par with large town centres such as Staines, Woking and Guildford.

This new Mall also will create a number of new jobs which is a good thing. However, if potential new employees have to pay £6.50 per day for parking, that is a large chunk out of a weekly or monthly pay packet and may make anyone looking for a job there think twice. Therefore any opportunities it creates may well be lost purely because of parking charges. The train services to Addlestone are poor and with the cutting back of bus services, using the environmental excuse for hiking up parking costs really is a poor joke.

It seems to me that a lesson needs to be learned here. If you drop the cost of parking to something much more reasonable and affordable, people will not object to paying and will come and stay longer, spend more (because their spending power is greater due to cheaper parking charges) and recommend others come to Addlestone and use the facilities. Overall, you may find you make more money through parking than if you hike the hourly cost. If you continue on this uphill hike on parking charges, then you will only drive away those people who will refuse to pay and will either shop at retailers such as M&S with free parking, or make more use of the internet. Penalising people who drive will not encourage footfall into the shops and may actually add to road congestion and pollution with more delivery vehicles delivering parcels ordered online.

Yours faithfully
Annie Wade
26 Franklands Drive
Row Town

From:

Sent:

To: Parking

Subject:

Categories:

Dear sir/ Madam,

I find the new proposed parking charges absolutely ridiculous. I cannot understand why the charges are in line with established local shopping centres such as Staines and Woking, when clearly, what is on offer will not be comparable.

Wouldn't it be better to introduce smaller charges and encourage and work on building some shopping loyalty to Addlestone? If you are expanding the town, I presume that you want footfall and people to populate the shopping, high parking charges will do the opposite.

It's time to get a bit more realistic, the parking charges should truly reflect what is on offer. Personally I would rather go to Woking and pay the same charge with lots more variety for my shopping experience.

Yours Sincerely,

Clare Occomore
39 Rowtown
Addlestone

From: [REDACTED]

Sent:

To: Parking

Subject:

Categories:

I am speaking particularly about Addlestone parking and assume that the charges you are considering will apply to the new multi-storey car park as well others that exist.

You are spending a fortune on building a new Mall together with hotel and cinema.

When running a new business and launching a new concept it is necessary to introduce a new facility and make it as attractive as possible. Anybody staying at the hotel will have to pay an extra £6:50 as an overnight charge, similarly folk will have to pay up to £4:00 extra to watch a film.

You are not making this attractive and in fact offering a disincentive to visit. It will be less of a success and additional money will need to be collected from elsewhere to make it pay its way.

People will avoid paying and walk from Tesco car park. Tesco will be hacked off with this and install a charge to park there otherwise the car park will be full of non shoppers. That will be a disincentive to shop at Tesco's. They are the biggest draw to visit Addlestone, every other store in Addlestone is a multi choice of food outlets, charity shops, estate agents and funeral parlours. No real incentive to shop in Addlestone.

You should be offering free parking to draw people into Addlestone to shop, if it is as good as you are advertising. Shop keepers will be delighted if the foot fall increases and folk make an effort to shop in Addlestone. I am sure that given the choice shop keepers would pay more for their business rates if their revenue went up.

Speculate to accumulate, not clobber the system before it even gets going.

Don't try and compare what you are building with Woking shopping Mall, it is long established and has a varied selection of outlets to solve almost all desires except furniture. It is worth visiting. You have to make us attractive to survive.

Colin Horwood
[REDACTED]



Egham Chamber of Commerce

Supporting Business in Englefield Green, Virginia Water, Thorpe and Egham

Runnymede Borough Council ,
Environment and Sustainability Committee

16 November 2016

Dear Sirs,

Car Parking - Review of Charges

Egham Chamber notes that Councillors will be asked to decide on possible increases in car park charges and that the annual review recommends increases in charges in Egham town centre and other Borough centres.

Councillors will be aware that businesses suffer when shoppers are deterred by high charges and must balance the deterioration in health and viability of town centres against any increase in Council income.

We would make the following points:

- The Council is proposing an increase of 25%, considerably higher than the rate of inflation and at a time when inflation is putting pressure on shoppers' budgets. We do not believe this can be justified.
- We understand that income is ring-fenced for related expenditure. We would like to know which parking facilities the Council proposes to spend £83,000 on, and whether those projects would justify the potential damage to the prosperity of our town.
- Egham Chamber members report a decline in shopper numbers from "pre-Waitrose" levels, and the Chamber believes this is not purely attributable to national trends. The report projects (3.4) that Egham will additionally lose public parking spaces in the Precinct Extension car park. We also face the access/parking challenges that will arise during the proposed development of Station Road North.
- The Officers' report shows comparative figures for other towns (para 1.8) which are in no way comparable in size and retail offering to Egham.
- The report quotes a survey (para 2.10) based on 18 respondents. Apart from the very small size of the survey, the report does not specify who was surveyed, and whether there was any attempt to assess the view of people who are deterred from visiting because of the high cost of parking.

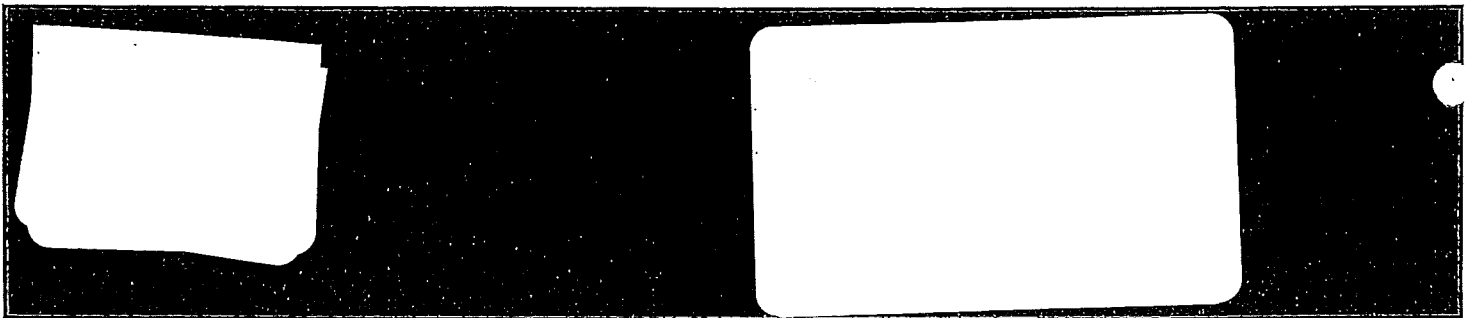
- No attempt was made to consult with Egham Chamber, representing businesses, and no Chamber executive member is aware of any consultation with individual businesses or traders.
- Despite Council policy being officially to treat all towns equally (para 2.16) it would appear not to be the case. Egham shoppers have historically had less concessionary short-stay parking than the other major town centres, except during the period when the town was disrupted by major building work. We are aware of the 30 minutes free parking available in the Addlestone multi-storey car park and would be grateful if a similar concession could be made available to visitors to Egham.

Egham Chamber of Commerce believes that the points should be considered in conjunction with the Officers' report and should lead Councillors to reject the proposed increases.

On a separate note we recognise and support the proposal for one hour free parking to be made available at the Pooley Green car park. We hope this will encourage more people to use local shops and services. We were very pleased to meet with the Pooley Green Traders Association recently and welcome the opportunity to work with them to increase economic activity in the area.

Yours Sincerely

"Sealing Local Business"



Malcolm White

Focus Financial
PLANNING

From: (2)

Sent:

16 November 2016 20:47

To:

Malcolm White

Subject:

Environment and Sustainability Committee 17 November 2016

Importance:

High

Dear Mr White,

I would like to make the following representations to the members of the committee in regard to item 7 of the Agenda: Annual Review of Car Parking Charges in Off-Street Car Parks.

1. The proposed increase for Town Centre car parks for stays of up to 2 hours represents a staggering 25% increase. Please explain such a huge increase above inflation, currently under could be considered 1% merited; how can 25% be justified?
2. Currently independent retailers have not considered Egham the place to invest and with the current retailing experience is also available in many other nearby locations but with much more besides, as well e.g. Staines, Windsor, etc there will be little to attract shoppers to pay a minimum of £1. Overall the revenue will be very likely to go down because nobody will be paying to park.
3. The customer survey (item 7.2.10) was very limited. From the figures in the report it would seem that 257 survey forms were distributed a mere 10 people said the charges were reasonable or acceptable. Additionally as the council has 13 car parks (Item 7.1.3) clearly very few can have been distributed in any car park or there was considerable bias to one, or more.
4. The recommendations say that "the proposed parking charges are estimated to increase income for Parking Services by £83,000 per annum". It is a legal requirement that this money can only be spent on parking services, please could the committee explain how this sum of money will be used?
5. The table in item 7.1.8 (Table 2) which compares Runnymede parking charges with other councils is selective and unrepresentative. For instance Egham cannot (and should not) be compared with the likes of Guildford, Staines, Windsor and Woking; the visiting experiences here are very different with extensive shopping opportunities. Comparisons should be made with more comparable sized towns, offering mainly chain shops, as opposed to independent ones.

I look forward to your response in due course.

Yours sincerely,

(Handwritten signature area)

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(W)

in this message must not be construed as giving investment advice within or outside the United Kingdom. Thank-you for your co-operation.

Malcolm White

KARNAK TRAIL

From:
Sent: 16 November 2016 18:15
To: Malcolm White
Cc: Cllr Patrick Roberts; Cllr David Knight;
Subject: RE: Environment and Sustainability Committee 17 November 2016

Mr Malcolm White
Re: Environment and Sustainability Committee meeting 17 November.

Dear Mr White

I understand that the Environment and Sustainability Committee meeting tomorrow will discuss (Agenda Item 7) a review of car parking charges in Egham and the remainder of Runnymede.

I would like to make the following comments:

As a trader in Egham High Street I have seen a definite reduction in footfall over the last few years, with a significant reduction during the building of the Waitrose supermarket which has not recovered since the disruption ended. My own business does not get impacted specifically by car park costs as our clients tend to be spending significant sums, but it suffers from the gradual diminishment in the range of High Street businesses. More than that, I am in the High Street on a daily basis and it is obvious that the only times when there is any sign of life in the High Street is at lunchtimes when Strodes students walk in, or in the evening when parking is free, or on Sundays, likewise.

It is quite ridiculous that the Council should be increasing the cost of parking at all, let alone by so much more (20 times more) than the rate of inflation.

It is equally ridiculous that the Officers' report uses a survey of 18 people, (almost half of whom thought the car parks were too expensive), as justification for raising charges. Was any attempt made to find out what local people who choose not to shop in Egham think? or did you select only people who already consider their visit to the town to be necessary?

As a trader I am horrified that Council's decision will be based on an unrepresentative consultation with a tiny number of individuals, while no but have made no effort has been made to contact traders such as myself about the our views, and that of our clients. Would you please inform your members that most of my customers think that car parking in Egham is too expensive for the range of shops and products available here compared to other larger nearby towns. I would also like the Councillors reminded that most people assessing parking charges don't compare Egham with Staines or Woking or Windsor, they compare us to much smaller towns. Egham would like to be considered a large and prosperous town but at this time that is a fantasy, and becoming more of a fantasy every time a decision is made to discourage people from shopping here.

Finally I note that you are planning to spend an extra £ 83,000 on improvements to parking. The signposting to our existing car parks could do with improvement but I would hope the Council could do that with less than £ 83,000.

I do hope that our Councillors will consider that prosperity of our towns as an asset that should be invested in and will vote not to put through this costly change.

(v)

Malcolm White

Howards Co

From:

Sent:

To:

Subject:

(4)

16 November 2016 15:01

Malcolm White

Environment and Sustainability Committee 17 November 2016

Dear Sir,

I would like to make the following representations to the members of the committee in regard to item 7 of the Agenda: Annual Review of Car Parking Charges in Off-Street Car Parks.

1. The proposed increase for Town Centre car parks for stays of up to 2 hours represents a 25% increase. Overall the increase in projected income is 19.38% (item 7.3.3 [83,000÷428,257]). In these times of austerity this appears excessive when compared with the official government inflation figures of 1.1% (Retail Prices Index) and 0.3% (Consumer Prices Index).
2. The table in item 7.1.8 (Table 2) which compares Runnymede parking charges with other councils is selective and unrepresentative. For instance Egham cannot (and should not) be compared with the likes of Guildford, Staines, Windsor and Woking. If Bagshot or Frimley had been included (the latter is far more comparable with Egham) you would see that the first 30 minutes are free, and the table would take on a very different look.
3. The customer survey (item 7.2.10) was very limited. From the figures in the report it would seem that 257 survey forms were distributed [18÷7%] from which just 10 people said the charges were reasonable or acceptable [18x56%=10]. Additionally as the council has 13 car parks (item 7.1.3) an average of just 20 survey forms per car park were distributed [257÷13], with a response rate of less than 1.4 per car park [18÷13].
4. The recommendations say that "the proposed parking charges are estimated to increase income for Parking Services by £83,000 per annum". As this money can only legally be spent on parking services, where does the committee envisage this will be spent?

Yours sincerely

||

From: [REDACTED]
Sent:
To: Parking
Subject:

Categories:

In reply to your letter of 23 November 2016, I have discussed this with the members of the New Haw & Woodham

Silver Club today. Our comments are as follows:

It is disappointing that parking charges have to increase again as it may affect the footfall in Addlestone

particularly but certainly could reduce the time spent shopping in the town. However, we appreciate that the

increases are small in value but HIGH in percentage terms. Our major concern is that the shorter time one stays,

the bigger the percentage rise in the actual cost of parking. Again encouraging people to stay for a shorter time.

We believe that increases should be limited to 15% MAXIMUM as opposed to the 20 - 25% increase in Town Centre

charges and 20 - 33% increases in out-of-town. It seems grabby by the Council and counter-productive in

discouraging people to enjoy the benefits of towns and areas for longer.

Howard Barlow

Chairman, New Haw & Woodham Silver Club

[REDACTED]

Patricia Ngalumulume

From: [REDACTED]
Sent:
To: Parking
Subject:
Attachments:

Categories:

Dear Sir or Madam,

I refer to the council's proposal to increase parking charges.

We object to parking charges in any form, as we believe they drive business out of the town centres and into the car parks of out-of-town shopping areas.

The council should instead take all necessary measures to support retailers inside the town centres. Nobody wants to live in a town that consists mainly of abandoned shops and charity shops. Egham already has too many of these !

Scrapping parking charges would make it much more attractive to shop in the centre of Egham. It is a nuisance to have to look for small change and increasing the charges will now also make it costly. The revenue the council receives from parking charges compared with admin cost cannot be significant.

The highstreets are already too full of charity shops (which I believe receive an unfair advantage by not having to pay council tax, etc.) and ever increasing parking charges are a guarantee to killing one of the incentives for shopping in town centres such as Egham.

I am happy to answer any questions you may have.

Yours sincerely,

Huib Maat

[REDACTED]

From: Englefield Green Village Residents' Association [REDACTED]
Sent: 27 November 2016 18:36
To: Wendy Locker
Subject: Fw: Parking Charges Consultation Letter

Information in case anyone wishes comment to RBC regarding proposed parking charges.

Website: www.inglefieldgreen.org.uk

From: Parking <[REDACTED]>
Sent: 23 November 2016 11:10
To: Parking
Subject: Parking Charges Consultation Letter

Please find attached a letter regarding proposed changes to off-street parking charges in Runnymede.

Kind regards

Parking

From: Jennifer Hill [REDACTED]
Sent: 07 December 2016 16:12
To: Parking
Subject: PARKING CHARGES CONSULTATION.

Dear Sir or Madam

I have reviewed the consultation papers regarding the proposed increaseing into parking within the Borough. I have also read the papers that were attached.

Whilst I have no objection to the proposed parking increases in general I do have concerns about the increases in the Leisure Parks Car Parks and in particular the Pleasure Grounds. Often this is the only way the families with young children and children of mixed ages can get out into the open and allow the children to play. If we are to encourage families to take children out so that they are not stuck indoors in front of computers etc. we must make it as affordable as possible.

Yours sincerely,

Jenny Hill

Chairman Runnymede Council Residents Association.

From:

Sent:

To: Parking

Subject:

Categories:

I have read the proposals and the relevant meeting minutes.

My view on town centre parking (near to shopping centres) is that at least 30 minutes should be free. There is not a fair comparison between Chertsey, Egham and Englefield Green with large shopping centres such as Staines and Guildford. Therefore the Council should try where possible to encourage shoppers by offering a free period. Raising the rates can also make shoppers look for on street parking which can affect traffic flows and block residential streets.

The car park at the Runnymede Pleasure Grounds could have the charge increased as it is used by visitors to the area.

I think in these financially difficult times the Council should do it's best to keep charges as low as possible to support local businesses and help those on fixed incomes.

I understand that the new Addlestone One is not included in these proposals but, should it come under discussion for any reason, I think the free period should be maintained and the hourly rate kept at £1. I would also like to see free parking after 6pm to assist local community groups and keep cars out of local residential streets.

June Tilbury
Hyandri, Hamm Court
Weybridge
KT13 8YD
(In Addlestone Bourneside Ward)

From: [REDACTED]

Sent:

To: Parking

Cc: [REDACTED]

Subject:

Categories:

Dear Sir / Madam,

I have been passed details of your proposed price increases by the Englefield Green Village Residents Association (EGVRA). I am writing in a personal capacity to object to the proposed increases.

I am mindful that the increases are being levied in response to the central government financial settlement squeeze and the fact that central funding to local government is likely to finish in 2020. Clearly, it is a challenging time and the Council is faced with either cutting costs and/or generating new income streams to fill the void. Increasing charges is a simple means of increasing revenue and, at face value, when measured in pence has little impact on people's decisions about using their car to access local amenities.

However, my concern is that these increases are being tabled in isolation and not in the context of a wider income generation programme. Small shopping centres such as Chertsey, Egham and Virginia Water all have shops and under used capacity. Even satellite shopping parades such as Englefield Green, Pooley Green and New Haw have potential to attract new businesses, shoppers and attractions. Clearly, I am not sighted on the other revenues derived from these and other areas, but I am mindful that devising new income streams does require creativity and looking at the wider impact of a given policy.

It is understandable to go for sources of revenue that can be accrued with the minimum effort, but as government's past and present have found, putting up a tax rates does not always equate to increased receipts.

Rather than just go ahead with these charges, I would urge the Council and elected Members to consider fixed charges in a broader context. Admittedly, you may have little manoeuvre as budget setting is months away. However, I would urge a much wider review for all such increases after 17/18 and how they relate to each other. Runnymede has huge potential; it needs to recognise this and think smarter for the long term if it is to prosper and exploit the many advantages that it already has compared to many local authorities.

Yours faithfully,

Ken Cole

35 Alderside Walk, Englefield Green. TW20 0LX
[REDACTED]

(X)

From:
Sent:
To:
Subject:

♪ ♪ [REDACTED]
Parking

Can you help me with your parking consultation?

Your web link suggests there are currently two generic charges for town centre and out of town parking. Does this refer to one particular town or Runnymede as a whole. If it is the latter then I am really confused because they all have different charges and quite a few are free.

Is the Addlestone MSCP included in this consultation?

Best wishes
Lance
[REDACTED]

From:

Sent:

To:

Parking

Subject:

Categories:

In this time of reduced bus services what a great idea the Council has. Remove the bus services and at the same time increase parking charges. A new shopping centre in Addlestone, attract customers by charging a fortune to park. Given the limited shopping proposed most people will choose to go to Woking or Staines where there is much more choice with the result that you will have a half empty car park. Madness.
R Hall

Get [Outlook for Android](#)

From:

Sent:

To:

Parking

Subject:

Categories:

Do the council not realise that all high streets are struggling to attract shoppers with the competition from the internet. Extra charges will just be another nail in the coffin. Before long the council will be struggling to get rates from these units as they all shut down! If you intend to put up the charges because of 'wear and tear' with all those small coins please balance it with the offer of first hour free, or at least first 30 mins free (or make it £1 for one and a half hours, £2 for two and a half etc) to entice shoppers to stay around the town a bit longer.

Please consider the above.

Many Thanks

Louise Milner

Egham Resident

8 Manor Way

From:

Sent:

To:

Parking

Subject:

- There should be no change for 'out of town' car parks
- A smaller increase for very short term parking – up to 2 hours – for 'town centre' car parks
- A greater increase in all day parking for 'town centre' car parks

Regards

Mark Simpson

From:
Sent:
To:
Cc:
Subject:

[REDACTED]
Parking

Please confirm exactly how the increased revenue from charges for car parking will be used. It is difficult to understand how increased charges can be justified without knowing how the funds will be used to benefit residents. To be strictly equitable to the people who use the car parks and will, therefore, pay the extra charges if they are confirmed, perhaps the additional funds should be used to their benefit.

Molly Rickwood
Sent from [Mail](#) for Windows 10

(xv)

Patricia Ngalamulume

From:

Sent:

To:

Parking

Subject:

Attachments:

My input on the proposal is attached.

R S Walker

Lyne Lodge, Bridge Lane, Virginia Water, GU25 4EE

(XVI)

Proposed RBC Car Parking Charges Changes

There seems to be an irrationality, and inconsistency, about the proposed changes as examination of the following extracts from the report to the Environment and Sustainability Committee demonstrate.

1.2 Public car parks are an amenity provided by the Council for the convenience of the public. In shopping areas they also encourage and maintain the viability of businesses but the income from the car parking charges is expected to, at least, cover the cost of providing and maintaining the car parks.

3.6 It should be noted that the Council's Medium Term Financial Strategy includes a 2% increase for all discretionary fees and charges.

4.1 The current provision of Pay and Display car parking is intended to return sufficient revenue to pay for the parking services operation. Currently, there is a significant surplus produced from parking charges. There are also some facilities which do run at a deficit over their set up costs although there is a need to ensure that parking should be kept available to all users and not be monopolised by business users.

Recommendation(s) that:

i) Town Centre car parking charges be increased as set out below:

Time Period	Current Tariff	Proposed Tariff	Proposed Increase
Up to 1 hour	£0.80	£1.00	£0.20
1 – 2 hours	£1.60	£2.00	£0.40
2 – 3 hours	£2.50	£3.00	£0.50
3 – 4 hours	£3.00	£3.50	£0.50
4 – 5 hours	£3.50	£4.00	£0.50
5 – 6 hours	£4.50	£5.00	£0.50
All day	£6.00	£6.50	£0.50

ii) Out of Town car parking charges be increased as set out below:

<i>Time Period</i>	<i>Current Tariff</i>	<i>Proposed Tariff</i>	<i>Proposed Increase</i>
<i>Up to 1 hour</i>	£0.30	£0.40	£0.10
<i>1 – 2 hours</i>	£0.60	£0.80	£0.20
<i>2 – 3 hours</i>	£1.20	£1.50	£0.30
<i>3 – 4 hours</i>	£2.00	£2.50	£0.50
<i>4 – 5 hours</i>	£2.50	£3.00	£0.50
<i>All day</i>	£4.50	£5.00	£0.50

1.2, and the first sentence of 1.4 state “that car parking is intended to return sufficient revenue to pay for the parking services operation”. Many residents will regard the provision of adequate, and convenient car parking is among the most important facilities for the enjoyment of the borough. It will be a fundamental factor in determining where they shop, and what facilities they use. In relation to shopping this also seems to be recognised in 1.2. Most motorists will also accept that the

cost of public car parking should be borne by the users, as should the use of other publicly provided facilities to which it is practicable to control access. Few motorists will accept that there is any justification for levying car parking charges for the purpose of defraying other costs. The second sentence of 4.1 states that "Currently, there is a significant surplus produced from parking charges", so there is clearly no justification for increasing them. At the very most, any charge should be limited to the 2% increase for all discretionary fees and charges mentioned in 3.6.

Looking at the proposed increases they could scarcely be worse conceived in relation to the stated objectives. If the objective is to encourage, and facilitate, the patronage of shops, and deter the monopolisation of parking by business users, as stated in 4.1, the cost of short term parking needs to be minimised. There can be no justification for a 25% increase in the cost of parking for an hour and less than 10% for all day parking. It is not evident that there is any entry and exit expense to RBC for use of a car park. The charge is for occupancy of a space so surely a flat hourly charge should be the appropriate basis?

This consultation should not be on increasing car parking charges, but on how RBC could best improve the service to users. The requirement to estimate the time required, and prepay is an unsatisfactory system. It can be impossible to estimate how long may be required, particularly when it involves a dentist, hairdresser, optician, or even getting a meal. The consequence is frequently an overpayment, or sometimes a penalty. A high proportion of the penalties charged will be the consequence of unanticipated delays returning to the vehicle rather than attempts to avoid payment. Better, more flexible, systems are now available which relate the charge more accurately to the parking period used, rather than that estimated as likely to be needed.

Incidentally, the comparative table of car parking charges may be selective. What are the charges in the Sunningdale shoppers' car park, or in Windsor with their residents' discount, for example?

An important aspect, not discussed in the document, is station car parking. It is easy to dismiss this as a matter for the railways but in reality it is a significant factor influencing the attractiveness of the borough. Most residents make regular or occasional use of trains for commuting or recreation and the certainty of finding a parking space near the station when they need it, can influence where people live. The following statement from the report seems unbelievably naïve. It may be a politically correct sentiment but it is also unacceptable in such a document. Residents and businesses pay the RBC is to provide them with the services and facilities that they require. Not to try to impose environmental or other policies on them.

7.1 Increased car parking charges could encourage walking, cycling or the use of public transport by discouraging the use of private cars.

Absence of pavements and street lighting, uncut hedges and verges, and tacitly permitted pavement parking, forcing pedestrians to walk in the road make walking too dangerous to contemplate on many roads in Runnymede, particularly after dark. Many houses are also beyond practicable walking distance. Far from discouraging the use of private cars, inadequate, or excessively priced, car parking near stations, and bus termini increases car use because travellers are then obliged to use cars for the whole of their journey. Different pricing policies seem appropriate for such car parks. Whilst shopping car parks need to be competitively priced in the hope that businesses will benefit from the custom of residents outside the borough, station parks need to use dual pricing with discounted prices for local residents and high pricing for others to discourage them driving significant distances to enjoy lower cost parking in Runnymede.

The purpose of the following statement in the report is unclear.

2.10 A customer survey was carried out in August/September 2016. In relation to Parking Charges 56% found them very reasonable or acceptable and 44% found them too expensive. (Return of 18 responses, 7% of the survey forms distributed).

It seems, from the projections in Table 4, that there are, on average, about 1,000 parking activities per day so it is obvious that 18 responses represent a hopelessly inadequate sample of users and the percentages quoted are meaningless. There is also nothing to suggest that a range of different car parks was included and the results could differ widely depending on the car park. 18 responses out of, presumably, 250 forms distributed suggests that minimal effort was devoted to the survey. Possibly the intention was to tick a box to show that there had been consultation, in which case even the minimal effort devoted to the survey was an unacceptable waste of money and resource. Alternatively, perhaps it indicates the value that, even the author considers, should be placed on the whole report.

This consultation requires to be re-written with emphasis on improving the benefits for users and reducing staff costs, rather than raising more revenue to try to balance the budget. Number plate reading equipment is now so good, and electronic fund transfer so commonplace, that a fundamentally different approach is possible, probably dispensing with the need for cash machines, and reducing the number of operational staff required.

R S Walker

13th December 2016

From: [REDACTED]
Sent:
To: Parking
Subject:

I am responding to the consultation exercise for Proposed Changes to Off-street Parking Charges in Runnymede, as requested.

I have looked at the proposals and find that the increases range from 8% at their lowest to 33.3% at the highest level – and the highest increases apply to the more heavily populated shorter parking periods. I cannot believe that increases of these levels can possibly be justified at any level.

While I am writing this e-mail I can hear on the radio that Network Rail's proposed fares increases of as little as 2% for 2017 are to be hotly contested and I think that Runnymede ratepayers, who are also ultimately the payers of most of these charges, would be justified in refusing to accept them. The fact that other Councils are proposing to impose similar increases to Runnymede is no justification – two wrongs don't make a right and I sincerely hope that local ratepayers there are also making strong objections.

I therefore urge Councillors to review the proposals again with a view to a drastic reduction.

Yours sincerely

Rodney Guinn C Eng. MIGEM

Tel/Fax: [REDACTED] Mob: [REDACTED]

E-mail: [REDACTED]

From: Parking [REDACTED]
Sent: Wednesday, November 23, 2016 11:21 AM
To: Parking
Subject: FW: Parking Charges Consultation Letter

Please find attached a letter which has today been sent to various Consultees of the Council.

Kind regards
Parking

</

(xvii)

Patricia Ngalamulume

From: Suzanne Stronge
Sent: 06 December 2016 08:18
To: Parking
Cc: Mervyn Robins; 'Hameed Tarin'; [REDACTED] 'Dhruve Patel'; 'Jays Pharmacy Ltd'; [REDACTED] 'Rachel Cohen'
Subject: Car Paking Consultation
Attachments: LETTER FROM THE Pooley Green Shopping Parade Traders Association Car Parking2.docx; Letter from the Pooley Green Shopping Parade Traders Association to Ian Maguire.tif

Dear Sir,

Please find attached the response from the Pooley Green Shopping Parade Traders Association to the consultation on the proposed changes to off street Parking Charges in Runnymede, and the original letter from the Pooley Green Shopping Parade Traders Association, to Ian Maguire regarding the car parking charges in the Runnymede Borough Council car park in Thorpe Lea Road.

MANY THANKS

Suzanne Stronge
ON BEHALF OF THE POOLEY GREEN SHOPPING PARADE TRADERS ASSOCIATION

(XVIII)

Pooley Green Shopping Parade Traders Association

c/o 229, Pooley Green Road, Egham

Parking Services
Runnymede Borough Council
Civic Centre
Station Road
Addlestone
Surrey
KT15 2AH

6th December 2016

Dear Sir

Customer Car Parking in the Runnymede Borough Council Car Park on Thorpe Road and the Proposed Changes to Off Street Parking Charges in Runnymede

Customer Car Parking in the Runnymede Borough Council Car Park on Thorpe Road

The Pooley Green Shopping Parade Traders Association made a bid to Surrey County Council shopping parade improvement funding. This includes, match funding from Runnymede Borough Council for a new access to the Runnymede Borough Council pay and display car park from Thorpe Lea Road.

The aim of the improvements is to encourage more customers to use the car park, which is currently underused. Surrey County Council Highways are also going to put up 3 new blue public car park signs on the three approach roads to the car park.

To encourage customers to start to use the pay and display car park it would really help if one hour's free car parking could be supported by the Environment and Sustainability Committee please. The Traders Association is about to start a long-term social media campaign to attract new customers to the parade, starting with the opening of a healthy food restaurant at the end of November 2016. Further promotional events are planned, which it is hoped will increase usage of the Runnymede Borough Council car park instead of people driving around and around until a space becomes free in the service road parking outside the shops. The Traders Association need help to break this customer habit.

The one hour's free car parking would really help customers to stay longer at the shopping parade for haircuts, tanning and eating at the new restaurant/takeaways. Even if the 1 hour free car parking was temporary for 1 year it would really help.

The Traders Association carried out a customer survey over the Summer in 2016, and 46% of their regular customers arrive by car/van. Improvements to the car parking was the top issue customers using the shopping parade wanted resolved. The Runnymede Borough Council public car park was seen as inaccessible from Pond Road because some customers couldn't see where to get in. Sixty four percent of the customers who took part in the survey supported the new access and new public car parking signage.

Eighty one percent of the customers wanted one hour's free car parking so they could stay longer at the shopping parade. People who do not currently shop at Pooley Green Shopping Parade were also surveyed via a survey through residents doors living on the local housing estates. The top issue again was free car parking and more car parking. Yet the Runnymede Borough Council car park remains under used! If the free car parking was provided the average spend at the shopping parade would increase to £30 - £40 instead of £10-£15.

Members are asked if they could invest in the community by providing the free car parking for at least a year please to encourage the use of the Runnymede Borough Council car park, and help break current driver habits.

The Pooley Green Shopping Parade Traders Association are about to embark on a rolling programme of years of improvements and promotion, which will increase the future income from the council car park.

In addition, the committee are kindly asked to consider the reduction by 50% of the annual car parking charge to enable members of staff to park in the car park as there are only 2 allocated car parking spaces per shop at the rear of the shopping parade.

Proposed Changes to Off Street Parking Charges in Runnymede

The Pooley Green Shopping Parade Traders Association support the Egham Chamber of Commerce's position on off street parking charges. As you can see from the above survey of our customers, easy access to car parking and free/low charges really does affect how long customers are willing to stay and spend on shopping.

Thank you for your kind help in resolving the car parking issues in and around Pooley Green Shopping Parade.

Yours Sincerely

Hameed Tarin

Chairman of the Pooley Green Shopping Parade Traders Association

Members

Rachel Cohen Scissorhands Hairdressers

Denis Pop Up Café

Dilan William Hil

Mustaf Best Kebabs

BK Food and Wine

Amore Pizaa

Martin's Newsagent

Village Food and Wine

Jay's Pharmacy

Pooley Green Shopping Parade Traders Association

c/o 229, Pooley Green Road, Egham

Ian Maguire
Corporate Head of Planning and Environmental Services
Runnymede Borough Council
Station Road
Addlestone
KT15 2AH

14th November 2016

Dear Mr Maguire

Customer Car Parking in the Runnymede Borough Council Car Park on Thorpe Road

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four percent of the customers who took part in the survey supported the new access and new public car parking signage.

Eighty one percent of the customers wanted one hour's free car parking so they could stay longer at the shopping parade. People who do not currently shop at Pooley Green Shopping Parade were also surveyed via a survey through residents doors living on the local housing estates. The top issue again was free car parking and more car parking. Yet the Runnymede Borough Council car park remains under used! If the free car parking was provided the average spend at the shopping parade would increase to £30 - £40 instead of £10-£15.

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In addition, the committee are kindly asked to consider the reduction by 50% of the annual car parking charge to enable members of staff to park in the car park as there are only 2 allocated car parking spaces per shop at the rear of the shopping parade.

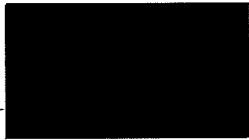
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Yours Sincerely


Hameed Tarin
Chairman of the Pooley Green Shopping Parade Traders Association

Members

Rachel Cohen Scissorhands Hairdressers
Denis Pop Up Café
Dilan William Hil
Mustaf Best Kebabs
BK Food and Wine
Amore Pizaa
Martin's Newsagent
Village Food and Wir
Jay's Pharmacy

NO.9 Boutique + Tanning 

From: TWELFTREE Michael
To: Parking
Subject: Proposed Changes to Off-Street Parking Charges in Runnymede
Date: 13 December 2016 09:31:29
Attachments: Parking Charges Increase Dec 2016.docx

Dear Sir/Madam,

Please see the attached letter concerning the above from West Addlestone Residents Association (WARA)

Yours,

Mike Twelftree

WARA Committee



West Addlestone Residents Association

Mike Twelftree, committee member for planning and traffic matters

Rose Cottage 117 Row Town Addlestone Surrey KT15 1HQ

Email: [REDACTED]

Tel: [REDACTED]

Parking Services
Runnymede Borough Council
Civic Centre
Station Road, Addlestone
KT15 2AH

12 December 2016

Proposed Changes to Off-Street Parking Charges in Runnymede

Dear Sir/Madam,

West Addlestone Residents Association (WARA) wishes to urge the Council **not** to impose increases in the current rates of parking charges.

We feel any increase now will discourage use and dissuade people from coming to Addlestone for shopping, meetings and business. There is currently quite severe disruption to traffic with the building work associated with the "Addlestone One" development and this will continue for some time. The Council and retail businesses in Addlestone surely want to increase the use of parking facilities at this critical stage. You want people to feel the centre is a place to come to shop. You should be trying to increase the "footfall" in the shops not discourage and reduce it.

It is pointless comparing the charges levied by surrounding centres such as those in Guildford, Woking, Windsor, Farnham and Staines. These centres have a far greater range of quality retail outlets. They also have more parking facilities.

Surely it makes more sense to advertise and emphasise that Addlestone has the cheapest parking of anywhere around and thus build up a regular user group of shoppers. Once this has been established then, and only then, can you gradually increase parking charges.

WARA feel it would be suicidal to increase charges by up to 25% at this critical time.

Please think again!

Yours faithfully,

[REDACTED]

Mike Twelftree
WARA Committee

(XIX)

APPENDIX 'C'



KINGDOM

Quotation for Environmental Protection Service
Cleaner, Safer, Greener

Prepared by: The Kingdom Sales Team – sales@kingdom.co.uk

National Support Centre | Mill Brow | Ecclestone | St Helens | WA10 4QG | Tel: 0845 051 7700 | Fax: 0845 051 7701



Environmental Protection



Security Personnel



Commercial Cleaning & Maintenance



Mobile Patrols, Locking & Unlocking



Key Holding & Alarm Response



Intelligence, Investigations, Surveillance & Equipment

INTRODUCTION

Formed in 1993 Kingdom is a dedicated supplier of Environmental Protection services to local authorities across the UK.

Strong trading and service performance has seen Kingdom become one of the largest Top 20 privately owned security companies which has been achieved with entrepreneurial spirit and passionate people. We use our national local authority experience to share best practice across our contracts and bring innovation and cost savings to the table.

Quality is built into everything we do so we hold all appropriate industry, safety and quality accreditations and our dedication to service has led to us securing a superb Approved Contractor Status (ACS) score and achieving industry "pacesetter" status (top 3% of audited companies).

We work extremely hard to deliver value and performance and in today's world, we move faster by utilising the best technology to provide you with a leaner, smarter and more connected organisation with information at your fingertips.

Combine all of this with being straightforward people to do business, our Local Authority customers tell us it's a winning formula.



I trust our quotation demonstrates our quality and we get the opportunity to serve you. Please don't hesitate to contact us if we can help you further.

The Kingdom Sales Team.

PROFESSIONAL
AND
ACCOUNTABLE

OUR ACCREDITATIONS

Based on the principles of our ISO 9001 accredited quality system we fully comply with all industry standards and regulations and our dedication to service has led to us securing a superb ACS "industry pacesetter" score.



WHY KINGDOM?

WHY KINGDOM SUMMARY

1. Risk, Loss & Security Is Our Business.
2. Largest privately owned security company.
3. Top 20 UK security company (based on turnover).
4. Strong set of industry accreditations. ACS performance score (130) and industry pacesetter accreditation.
5. The power to supply & support today.
6. 25% year on year growth since inception.
7. National infrastructure of support and regional offices.
8. Information flow, integrity, transparency and accountability are at the core of what we do.
9. The most detailed contract implementation checklist in the industry.
10. We care and value our people that care for you so results and profit come quite naturally.

PRIMARY SERVICES

Our operations and workforce are spread evenly across the UK ensuring we are able to meet the requirements of any Local Authority.

ENVIRONMENTAL PROTECTION

We issue fixed penalty notices (FPNs) to offenders who are seen breaking the Environmental Protection Act 1990 in streets, parks and open spaces therefore successfully reducing anti-social behaviour.



SECURITY PERSONNEL

The provision of security personnel on single or multiple sites is a major element of our annual turnover and includes Gatehouse, Patrol, CCTV Operators, Retail & Store Detectives, Reception, Concierge and Ambassador operatives.

MOBILE PATROLS

Our UK wide mobile patrol service provides the perfect solution for a cost-effective, efficient and visible deterrent on low risk sites. We employ local mobile staff with local knowledge to provide pre-determined or roving mobile patrols including "walk and check" functions.



KEY HOLDING

We operate a fully insured, UK wide key holding & alarm response service for commercial and domestic customers in accordance with BS7984 requirements and including a number of 'sensitive' and business critical sites where key holding is a major security priority.

INVESTIGATIONS, TECHNOLOGY & SURVEILLANCE

Threat awareness, protect your profits & know your people.

CLEANING

Your company values in their very best light. Are you ready for clean thinking?



OUR CUSTOMERS & BUSINESS SECTORS

- Public Sector (Central government, local authorities & health care)
- Corporate (Concierge, Reception & Ambassador)
- Manufacturing
- Retail & Shopping Centres
- Transport, Warehousing, Logistics & Aviation
- Education
- Utilities
- Property Management
- Social Housing



CONTACT DETAILS



Contract Location	Enforcement Officers are to be deployed throughout the area of The Borough of Runnymede			
Expected Commencement	To be confirmed			
Expected Contract Duration	12 month pilot			
Cover Required	Work Days	Hours Per Day	Staff Per Shift	Weekly Total Hours
	6 out of 7 Days per week	1 x Team Leader and 3 x Enforcement officers on patrol (8 hours) between the hours of 06:00 and 23:00	1 x Team Leader and 3 x Enforcement officers	160 Hours
	5 out of 7 Days per week	1 x Administrator (8 hours) between the hours of 0900 and 17:00	1 x Administrator	40 Hours
Site Audit and TUPE	Should the quotation be provided without our standard site audit or confirmation of TUPE information (if applicable) we reserve the right to revisit the charge rates and address any shortfall?			
Contract Details	1 x Team Leader and 3 x Enforcement Officers on a call off basis to The Borough of Runnymede to conduct joint and single patrols undertaking the duties of an Enforcement Officer 6 days out of 7 per week, between the hours of 06:00-23:00. Working on intelligence lead Section 87 Environmental Protection Act 1990 under powers provided by Section 88, Fouling of Land by Dogs, (or similar) & Section 59, Clean Neighborhoods and Environment Act 2005, Dog control orders (If applicable), Public Space Protection Orders and any other enforceable offences as directed by The Borough of Runnymede. The patrols will take place in Town Centres and the surrounding areas.			
Specific Requirements	Each Officer will report at the given start point 15 minutes before the stated start time and will report in to the operations room to ensure his attendance can be validated. During the patrol, each enforcement officer will check into the operations room every hour to ensure the operation is running as required. At the end of the shift, each enforcement officer will return to the Local Authority Offices and produce all paperwork immediately, including reports and witness statements, which can be handed in to the client the next day, well within the allotted 48 hour time frame. The partnership between The Borough of Runnymede and Kingdom will reflect equal shares in relation to commercial profitability and mitigation of losses.			
Additional Benefits	Bin it to win it" scheme to be run by Kingdom			
Optional Extras	Can include EDA's (Electronic Digital Assistant) for use in the contract with the cost covered by Kingdom. Can also include Kingdom to collect all FPN receipts using an Automated Telephone line, Internet and Cash payments at any of our strategic partners 31,000 PayPoint retail outlets.			

QUOTATION



Document prepared by	John Dunne
Job title	Environmental Protection Division- National Business Manager
Company prepared for	The Borough of Runnymede
Date supplied	Saturday 5 th November 2016

Total contracted hours per week	200 Hours
Charges: Prices quoted within this submission are quoted in £'s sterling to two decimal places	
Total per hour	Nil charge per hour per enforcement officer
Total per week	Nil charge per week per enforcement officer
Total charge per Ticket	Please see the below for the financial models in respect of pay per issued FPN, hourly rate and share of each paid FPN.
Invoices	All invoicing is carried out on a monthly basis, all invoices are strictly 30 days credit

The Financial Justification: Model 1 - Based on £75.00 FPN

The Borough of Runnymede to Pay Kingdom for each appropriately raised Fixed Penalty Notice

Financial Risk – Kingdom and The Borough of Runnymede share the risk. Kingdom are relying on the FPN issuance and The Borough of Runnymede are relying on the payment rate.

Kingdom will take £45.00 for each appropriately raised FPN, The Borough of Runnymede will retain the other £30.00 for each appropriately raised FPN.

Example

Each officer issues 4 FPN's per day.

Total FPN's issued = 12 per day x 5 days and 8 FPNs on a Saturday = 68 FPNs per week.

Total Revenue generated is 68 FPNs x £75.00 = £5,100.00 if 100% of issued FPNs are paid.

Revenue to Kingdom = 68 FPNs x £45.00 = £3,060.00

National average for payment rate of Environmental Protection Division FPN Collection = 75% across 33 Local Authorities.

Revenue to The Borough of Runnymede if 75% of FPNs are paid = 51 FPNs x £75.00 = £3,825.00 - **£3,060 (Kingdom Revenue) = £765.00 profit to The Borough of Runnymede each week.**

N.B. If Kingdom collect all FPN payments this will cost The Borough of Runnymede a further £1.50 per Fixed Penalty Notice. All monies collected will be transferred to The Borough of Runnymede via BACS on the 5th working day of each month.

The Financial Justification: Model 2 – Based on £75.00 FPN

The Borough of Runnymede to pay an hourly rate per officer

Financial Risk – All the risk is on The Borough of Runnymede as they are relying on the officers issuing a certain number of Fixed Penalty Notices and they must maintain a high payment rate

The Borough of Runnymede will pay Kingdom £18.35 per hour for 1 x Team Leader, 1 x Administrator and 3 x Enforcement Officers totalling 200 hours.

Example

Each officer issues 4 FPN's per day.

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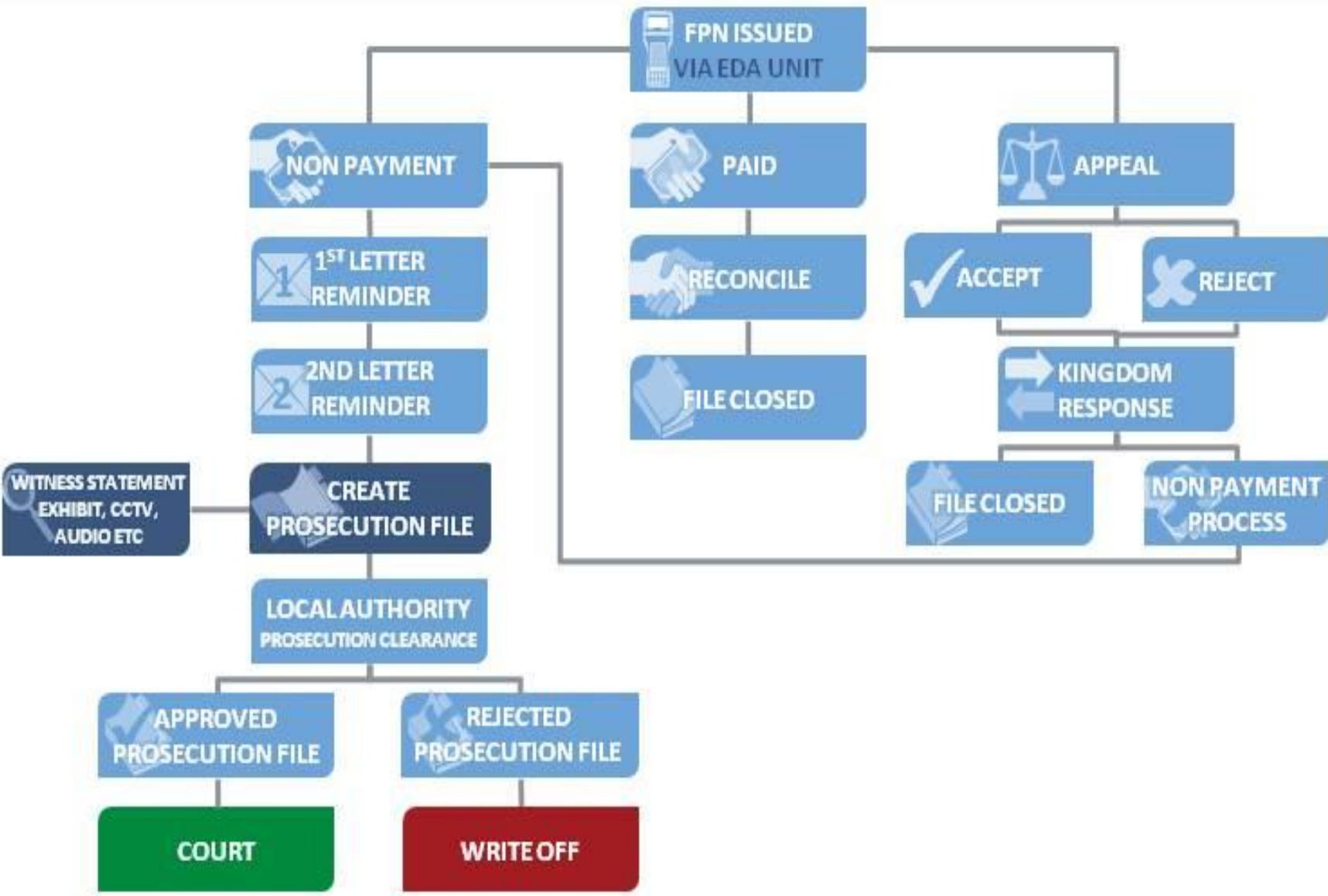
Revenue to Kingdom = 200 hours x £18.35 per hour = £3,670.00

National average for payment rate of Environmental Protection Division FPN Collection = 75% across 33 Local Authorities.

Revenue to The Borough of Runnymede if 75% of FPNs are paid = 51 FPNs x £75.00 = £3,825.00 - £3,670.00 (Kingdom Revenue) = **£155.00 profit to The Borough of Runnymede each week.**

N.B. The above price includes Kingdom collecting payments.

KINGDOM FPN CONTROLLED MANAGED SERVICE



OUR ENVIRONMENTAL PROTECTION SERVICE MODEL



AIM

To provide cleaner, safer and greener streets and public areas with cost-effective, low risk solutions.

WHAT WE DO

Led by experts with an ex-police and military background our specialist environmental protection teams work in partnership with Local Authorities across the UK and issue fixed penalty notices (FPNs) to offenders who are seen breaking the Environmental Protection Act 1990 in streets, parks and open spaces therefore successfully reducing anti-social behaviour. All evidence gathered is handled in accordance with DPA, RIPA, HRA, CPIA and PACE.



OUR SERVICES

■ Environmental protection:

- Street litter
- Dog fouling & control orders
- Commercial & residential waste & waste disposal licence checks
- Smoking in prohibited areas
- Illegal distribution of free material

■ Anti-social behaviour:

- Criminal damage
- Anti-graffiti
- Fly-tipping & posting

OUR SERVICE MODEL

Our approach to environmental protection is radically different. Firstly we listen, then ask the relevant searching questions and give open and honest answers to help you make key business decisions to find better security solutions. We then **add value to your Local Authority** by securing, deploying and

retaining the right people and supporting our people with the right **equipment, training and management expertise**. We then innovate by using the best technology available to support our Local Authority customers and deployed teams.

1. Our initial assessment will provide the recommended contract hours, headcount, patrol zone timing recommendations and income expectations.
2. Our teams will book on and off duty via our automated system (linked to payroll, accounts and our lone worker system).
3. Via our **Electronic Digital Assistant (EDA)** and supported with **Assignment Instructions (AIs)**, **real time body cameras** and **panic alarms** our identifiable teams will issue on the spot Fixed Penalty Notices (FPNs) to offenders who are in breach of the Environmental Protection Act 1990 or alternatively **educate** or **commend** accordingly via our "Bin It To Win It" commendation scheme. By accepting the FPN the offender will discharge their liability against prosecution.

Offence committed (zero tolerance).

Real time body worn CCTV camera switched on pre approach.

Environmental Protection Officer (EPO) approaches the offender and informs they are being recorded & confirms the offence committed.

Fixed Penalty Notice (FPN) issued via Electronic Data System (EDA) & address verified to eliminate false details / non payment.

Total FPN copies submitted to Kingdom FPN Administrator (end of each working day) including CCTV evidence footage & actual v target FPN figures monitored against KPIs.

Data entered on the relevant Local Authority computer system via the Kingdom FPN Administrator for Local Authority payment collection.

We also provide legal, prosecution and additional environmental support services at additional rates.

OUR SERVICE DIFFERENCE

Our unique Environmental Protection Provision provides you with a leaner, smarter and more connected organisation with information at your fingertips.

Employee Tracker

Our own unique, online, secure database that allows our management teams to swiftly access and check key employee information e.g. training & licensing.



Report Action Unit (RAU)

We take the word service extremely seriously so you get swift and personal action from our RAU customer and staff help desk.



KingdomConnect

Our 24/7 support, communication and management information (MI) on-line service for our customers.



Real Time Body Cameras

Capture and evidence it as and when it happens spot payments.



Pathway to Knowledge & SHIELD Interactive Training

Training modules tailored to each local authority and developing each individual's skill base and knowledge.



Dedicated Administrators

Continual monitoring of Financial Penalty Notice (FPN) performance and targets.



Zero Cost Solution

Our cost options provide a cost neutral legal & enforcement solution.

Electronic Digital Assistant (EDA)

Includes GPS tracker (exact location of personnel), Live data collation & image function to collect real time evidence & witness statements & a bespoke financial penalty notice management system to facilitate on the spot payments.



Bin it to Win It

Our anti-litter campaign rewards the public for using Litter Bins.



www.kingdom.co.uk

Sales Hotline: 0800 652 5161 | National Support Centre: 0845 051 7700
Fax: 0845 051 7701 | Email: sales@kingdom.co.uk



KINGDOM

National Support Centre:

National Support Centre | Mill Brow | Ecclestone | St Helens | WA10 4QG

Regional Support Centres:

ABERDEEN | AB11 5AR | Tel: 01224 337566
BRISTOL | BS35 3QH | Tel: 01454 280000
CARDIFF | CF11 9LJ | Tel: 02920 660135
HAMPSHIRE | PO15 5SN | Tel: 01489 574234
INVERNESS | IV2 3BW | Tel: 01463 250 055
LONDON | SM6 8TB | Tel: 020 8773 3133
MOTHERWELL | ML1 3TW | Tel: 01698 266616
STRATFORD | E15 3ND | Tel: 020 8434 2520
SUTTON COLDFIELD | B74 3EN | Tel: 0121 580 9777
SWINDON | SN3 4WA | Tel: 01793 833010
TYNE & WEAR | Tel: 0845 051 7700

NATIONWIDE SERVICE EXCELLENCE



Member Working Group on Recycling and Refuse Services

Held on 23 November 2016

7.30pm Members Room

Present: Councillor Elaine Gill (EG)
Councillor Gill Warner (GW)
Councillor Margaret Harnden (MH)
Ian Maguire (IM) – Corporate Head of Planning and Environmental Services
Cathy Knubley (CK) - Deputy DSO Manager

Copy: Councillor Jon Wilson
Councillor Iftihar Chaudhri
Councillor Pat Roberts (PR)
Dave Stedman (DS) - DSO Manager
Malcolm White

Apologies:

Review of terms of reference

It was agreed that the purpose of these meetings were to advise the Committee of issues surrounding refuse and recycling Key Performance Indicators and to act as a conduit between the Public and Members. Any other capture points may be brought up by other members of the group.

Future disposal arrangements for dry recycling material

IM handed out report sent to O&S Committee that updates current situation. Surrey taken back recycling material and have directed us to Charlton Lane. SCC have confirmed that Chertsey Bridge can be used by our vehicles as we are exempt from the 18t restriction, however, IM needs to finalised several points before this information is shared and actioned.

Bring sites update

CK confirmed that most bring sites have now been removed and already flytipping has decreased in most car parks.

School waste collection changes update

CK and Ellie Bostock the recycling officer have visited all schools within the Borough to discuss moving all state schools to fortnightly collections to fall in line with household collections. This change looks to increase recycling materials collected from schools and whilst this is a major change within their service, it has been received in a positive light.

Christmas bin tags

CK brought examples of the new Christmas tags that are going to be placed out on all waste bins week commencing 5 December. The tag details changed collection dates due to Christmas as well as a reminder of what can be recycled and where residents can take live Christmas trees for recycling.

Surrey waste partnership update

IM discussed SWP information. The successful bidder for the joint contract should be announced on the 30 November. Since the changes in Community Recycling Centers have taken place, SCC are reporting that flytipping has actually fallen. No Boroughs agree with this fact and the reporting mechanism at Charlton is likely to be the reason for not capturing all fly tipping materials. SCC are still having discussion with Boroughs regarding finances and the need to cut budgets.

Items for next meetings

If any Members wish to add to the agenda any items for discussion could they please contact CK on Ex 5778 a few weeks before the next scheduled meeting.

AOB

There was a suggestion from the attending Members that at least one meeting should be held in the afternoon so that the group could meet Ellie Bostock our new recycling officer who started in April and Jack Lloyd, her assistant for 12 months who started in November.

IM discussed that a SCC Councillor had queried the legitimacy for charging to dispose of waste at the Community Recycling Centres. Officers are aware that there is the potential for a judicial review being considered by interested parties.

GW stated that dog waste in her area was particularly bad. IM discussed a proposal from a company to act as a third party to issue fixed penalty notices for anti-social behavior such as dog fouling and littering. IM, with Peter Burke, is looking at costs and doing more evaluation work. A decision about running a 12 month pilot scheme will probably be made in January 2017.

Cllr GW had 20 recycling leaflets delivered to her home as requested.

Date of next meeting

1 March 2017 7.30pm in Members Room

CONTACT DETAILS



Contract Location	Enforcement Officers are to be deployed throughout the area of The Borough of Runnymede			
Expected Commencement	To be confirmed			
Expected Contract Duration	12 month pilot			
Cover Required	Work Days	Hours Per Day	Staff Per Shift	Weekly Total Hours
	6 out of 7 Days per week	1 x Team Leader and 3 x Enforcement officers on patrol (8 hours) between the hours of 06:00 and 23:00	1 x Team Leader and 3 x Enforcement officers	160 Hours
	5 out of 7 Days per week	1 x Administrator (8 hours) between the hours of 0900 and 17:00	1 x Administrator	40 Hours
Site Audit and TUPE	Should the quotation be provided without our standard site audit or confirmation of TUPE information (if applicable) we reserve the right to revisit the charge rates and address any shortfall?			
Contract Details	1 x Team Leader and 3 x Enforcement Officers on a call off basis to The Borough of Runnymede to conduct joint and single patrols undertaking the duties of an Enforcement Officer 6 days out of 7 per week, between the hours of 06:00-23:00. Working on intelligence lead Section 87 Environmental Protection Act 1990 under powers provided by Section 88, Fouling of Land by Dogs, (or similar) & Section 59, Clean Neighborhoods and Environment Act 2005, Dog control orders (If applicable), Public Space Protection Orders and any other enforceable offences as directed by The Borough of Runnymede. The patrols will take place in Town Centres and the surrounding areas.			
Specific Requirements	Each Officer will report at the given start point 15 minutes before the stated start time and will report in to the operations room to ensure his attendance can be validated. During the patrol, each enforcement officer will check into the operations room every hour to ensure the operation is running as required. At the end of the shift, each enforcement officer will return to the Local Authority Offices and produce all paperwork immediately, including reports and witness statements, which can be handed in to the client the next day, well within the allotted 48 hour time frame. The partnership between The Borough of Runnymede and Kingdom will reflect equal shares in relation to commercial profitability and mitigation of losses.			
Additional Benefits	Bin it to win it" scheme to be run by Kingdom			
Optional Extras	Can include EDA's (Electronic Digital Assistant) for use in the contract with the cost covered by Kingdom. Can also include Kingdom to collect all FPN receipts using an Automated Telephone line, Internet and Cash payments at any of our strategic partners 31,000 PayPoint retail outlets.			

QUOTATION



Document prepared by	John Dunne
Job title	Environmental Protection Division- National Business Manager
Company prepared for	The Borough of Runnymede
Date supplied	Saturday 5 th November 2016

Total contracted hours per week	200 Hours
Charges: Prices quoted within this submission are quoted in £'s sterling to two decimal places	
Total per hour	Nil charge per hour per enforcement officer
Total per week	Nil charge per week per enforcement officer
Total charge per Ticket	Please see the below for the financial models in respect of pay per issued FPN, hourly rate and share of each paid FPN.
Invoices	All invoicing is carried out on a monthly basis, all invoices are strictly 30 days credit

The Financial Justification: Model 1 - Based on £75.00 FPN

The Borough of Runnymede to Pay Kingdom for each appropriately raised Fixed Penalty Notice

Financial Risk – Kingdom and The Borough of Runnymede share the risk. Kingdom are relying on the FPN issuance and The Borough of Runnymede are relying on the payment rate.

Kingdom will take £45.00 for each appropriately raised FPN, The Borough of Runnymede will retain the other £30.00 for each appropriately raised FPN.

Example

Each officer issues 4 FPN's per day.

Total FPN's issued = 12 per day x 5 days and 8 FPNs on a Saturday = 68 FPNs per week.

Total Revenue generated is 68 FPNs x £75.00 = £5,100.00 if 100% of issued FPNs are paid.

Revenue to Kingdom = 68 FPNs x £45.00 = £3,060.00

National average for payment rate of Environmental Protection Division FPN Collection = 75% across 33 Local Authorities.

Revenue to The Borough of Runnymede if 75% of FPNs are paid = 51 FPNs x £75.00 = £3,825.00 - £3,060 (Kingdom Revenue) = **£765.00 profit to The Borough of Runnymede each week.**

N.B. If Kingdom collect all FPN payments this will cost The Borough of Runnymede a further £1.50 per Fixed Penalty Notice. All monies collected will be transferred to The Borough of Runnymede via BACS on the 5th working day of each month.

The Financial Justification: Model 2 – Based on £75.00 FPN

The Borough of Runnymede to pay an hourly rate per officer

Financial Risk – All the risk is on The Borough of Runnymede as they are relying on the officers issuing a certain number of **Fixed Penalty Notices** and they must maintain a high payment rate

The Borough of Runnymede will pay Kingdom £18.35 per hour for 1 x Team Leader, 1 x Administrator and 3 x Enforcement Officers totalling 200 hours.

Example

Each officer issues 4 FPN's per day.

Total FPN's issued = 12 per day x 5 days and 8 FPNs on a Saturday = 68 FPNs per week.

Total Revenue generated is 68 FPNs x £75.00 = £5,100.00 if 100% of issued FPNs are paid.

Revenue to Kingdom = 200 hours x £18.35 per hour = £3,670.00

National average for payment rate of Environmental Protection Division FPN Collection = 75% across 33 Local Authorities.

Revenue to The Borough of Runnymede if 75% of FPNs are paid = 51 FPNs x £75.00 = £3,825.00 - £3,670.00 (Kingdom Revenue) = **£155.00 profit to The Borough of Runnymede each week.**

N.B. The above price includes Kingdom collecting payments.