

**PERFORMANCE AND FINANCE SCRUTINY
COMMITTEE**

Portfolio	Business
Ward(s) Affected:	All

Places and Strategy Portfolio

Purpose

To provide a progress report on the Places and Strategy Portfolio.

Background

The Place and Strategy Portfolio covers the following key areas: car parking, heritage services; public and open spaces; sports and leisure and strategic infrastructure and public realm.

1 Car Parking Services

- 1.1 The Parking Services team is divided into 3 key areas: On Street Enforcement (until November 18), Car Parks and back office Admin Support.
- 1.2 On street parking enforcement is delivered via an agency agreement on behalf of Surrey County Council (SCC). It is expected that the cost of this service is covered via income from Penalty Charge Notices with any surplus divided between the Local Area Committee (60%), SCC (20%) and Surrey Heath (20%). The enforcement team cover the Camberley Town Centre CPZ (controlled parking zone) and other restricted parking areas across the borough. They also provide parking enforcement in the 7 pay and display car parks across the borough.
- 1.3 In January 2018 Surrey County Council decided to restructure the way in which on-street Parking was to be delivered across Surrey. Woking Borough Council have been tasked with delivering on-street parking enforcement in Surrey Heath from 31st December 2018. However, as this is the busiest time of the year parking services, the changeover has been brought forward to early November 2018. Surrey Heath will continue to manage and provide enforcement across the borough's multi-story and surface car parks.
- 1.4 The Car Parks team manage Main Square and Knoll Road multi-story car parks in Camberley. The car parks are operated via a ticketless Automated Number Plate Recognition system (ANPR). This system reads the car number plate on entry and when the customer is ready to leave they enter their registration number into the pay machine.
- 1.5 Parking administration support staff process the Parking Charge Notices (PCN), deal with appeals and administer the parking permit scheme. A recent innovation is moving the application and issuing of parking permits 100% online. Residents can now create an account, buy virtual on-street permits and virtual visitor permits. Residents will be sent electronic reminders when their permits are due to expire and they can log in to their account to make changes (e.g. their registration number) all of which reduces admin and costs to the organisation.

- 1.6 This system fully integrates with our enforcement system, so it will be impossible for any driver with a valid permit, waiver or dispensation to be issued with a parking ticket.
- 1.7 In July 2017 Parking Services introduced the Glide Parking App, which is supplied by Newpark, the company which provides the automatic number plate recognition parking system. The Glide Parking App enables customers of our Main Square and Knoll Road multi-storey car parks to pay via their phone. Customers create their own account with Glide and can have up to 4 vehicles registered on their account. Businesses can also use the system and can have up to 20 vehicles registered on each account. Digital systems such as Glide reduces the number of customers using our pay stations which in turn reduces queues during busy periods.
- 1.8 RingGo provides a similar service in four surface car parks, the Arena Leisure Centre, York Town, Watchetts Road and Surrey Heath House (weekends and Bank Holidays). Use of RingGo is greatest in York Town car park, which accounts for 40% of payments.

- 1.9 Methods of payments for Financial Year 2017/18 shows the following split:

Cash	61.9%
Chip and Pin	17.1%
Contactless	11.9%
Glide/Ring Go	9.6%

- 1.10 Knoll Road multi-storey car park lift No 1 was brought back in to service following a period of full refurbishment that saw a replacement of the control, communications and electronic systems.
- 1.11 Online virtual permits for all permits were rolled out between September 2017 and April 2018. This was well received by customers, a number of whom had already asked if they could pay online. At the time of writing the council has issued 180 virtual business permits and 169 virtual residents permits through MiPermit. The key reasons for introducing the online permits are:
- Improve access to our permit systems for customers, who create their own on-line account with MiPermit to apply for, change and pay parking permits and visitor permits any day of the week.
 - No more waiting for Parking Services to open on a Monday morning to buy or change a permit.
 - No waiting for a new permit through the post as changes are made in real-time and are linked to the civil enforcement officers who patrol the streets.
 - Improve the efficiency of permit renewals, email notifications are sent to customer and the customer can set up automatic payments so they do not miss a payment.
 - Permits are provided via MiPermit, who provide full customer support, which has seen a large reduction in the number of customers contacting the Council
 - Savings are made through no more postage charges for issuing permits or sending reminder letters; buying and storing physical parking permit; maintaining a manual database; reduction in administering the payment systems and refund processes.
- 1.12 Improvement works totalling £670,000 to Main Square car park commenced in August 2018. The work includes:

- the resurfacing of Levels 1, 2 and 3 and their ramps and the spiral exit ramp;
- the replacement of the expansion joints within the car park;
- installation of LED lights, with motion and light sensors and
- the refurbishment of the walls, handrails, balustrade in all stairwells.

1.13 The resurfacing of the car park also includes widening the standard bays to 2.6m, to help customers park more easily and reduce queuing within the car park at busy times and relocating the disabled parking bays for better access. The car wash has also been relocated from level 3 to level 2 to a more visible location for the contractor and also to free up parking spaces nearer the main stairwell. The resurfacing works are due to finish mid-November 2018. The LED Lights and Stairwell are due to finish this calendar year.

1.13 1.14 In April 2018 the council promoted the ParkSmart scheme to improve safety outside of schools at drop off and pick up times. The scheme has been very well publicised in the press, national journals and on social media and the presence of our civil enforcement officers has been very well received. The civil enforcement officer will issue penalty notices when required and will make a record of each vehicle that they ask to move on. The objective is to make poor parking outside of schools socially unacceptable, so drivers become self-enforcing.

2 Sports and Leisure

2.1 The Commercial and Community Development (CCD) team, supports the delivery of the council's key objectives that relate to "People", particularly in relation to health and wellbeing, sport and leisure activities and community engagement. The team is also responsible for delivering income generating events and activities and events that support the local economic community.

2.3 Key areas of work for the Commercial and Community Development Team over the past twelve months have included:

- Hosting a range of events including the Camberley Carnival (in conjunction with Media and Marketing), Ice Skate Camberley, Festival of Winter Walks, Sports Awards, GO-TRI, Great British Tennis Weekend and Camberley Beer Festival
- Hosting community engagement events such as "Club Conversations" project, encouraging Surrey Heath Clubs to network and share best practice
- Supporting external events such as Surrey Heath Show
- Concluded two year "Get Active 50+" scheme which encouraged around 190 previous inactive people over the age of 50 to take up some sort of physical activity
- Partnership work with Surrey Heath Clinical Commissioning Group to launch hugely successful RFIT (Rugby Fans in Training) nutrition and physical activity programme, which helped participants to lose weight, reduce blood pressure and heart age and improve mental wellbeing
- Providing informal opportunities for residents of all ages to be more active such as "Ping Pong Parlour" in the town centre, which during the summer holidays was receiving over 2000 visits a week
- Partnership working with the Lawn Tennis Association to deliver refurbishments, new online booking system and new annual membership for SHBC tennis courts – resulting in improved

understanding of users, easier customer journey and increased income generation

- Collaboration with local clubs to provide free coaching sessions for hundreds of young people as part of the Surrey Youth Games, where Surrey Heath won the coveted Fair Play Trophy in reflection of conduct of our young people
- Increased number of volunteers supporting leisure and conservation events from 27 to 67
- Engaged over 100 members of staff, local residents and councillors to do more physical activity through Sport Relief “Step Challenge”, collectively walking over 15 million steps in a month period.

3 Greenspace

- 3.1 This year has seen an increase in the number of incidences of vandalism, theft and illegal encampments which has seen clear-up cost and insurance claims increase. We are looking to increase security measures on all sites.
- 3.2 SHBC has purchased a former golf course in West End that the Greenspace team are setting up as a SANG to facilitate development in that part of the borough.
- 3.3 At Lightwater Country Park the Greenspace team has re-stocked Hammonds Pond (using grant funding) for residents to enjoy fishing along with the introduction of bees at the country park.
- 3.4 The on-going project to improve Camberley Park is working towards its conclusion with works to maintain the overgrown shrub, tree works and planting to improve and open up views to the Obelisk at the top of the park.
- 3.5 This year there has been a number of cross-team projects and national schemes that have seen us install Tik space signs and dog waste bags in a number of parks. We are also heavily involved in the Dogs Trust ‘Walk this Way’ campaign at Frimley lodge park. Furthermore we have worked with a number of agencies and charities to see us find Great crested newts on one of our sites, swift boxes installed and we are currently monitoring for Hedgehogs.

4 Contracts

- 4.1 Along with monitoring and maintaining the standards of our existing contract we have gone out to tender for a Parks and Grounds Maintenance Contractor who we have now appointed and are currently working through the contract mobilisation process.
- 4.2 Along with this we are mid-way through a large procurement to appoint a leisure provider to help us build a new leisure facility for our residents.

5 **Heritage**

- 5.1 The Museum at Surrey Heath House has closed and the service has moved into the Heritage Gallery in the town centre. This has seen not only an increase in visitors but greater attendance to their events, walks and talks.

6 **Projects**

- 6.1 The projects to replace and improve play areas through commuted sums has seen the replacement of playgrounds at Clarence Drive, Martell Close and Cheylesmore Park. Shortly work is due to commence Evergreen Road. There are projects underway that will see parks at Frimley Lodge Park and Lightwater Country parks replaced later this year.

Annexes:	None
Background Papers:	None
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