

Surrey Heath Borough Council Executive

25 January 2022

Review of Parking Fees and Charges

Portfolio Holder:	Business & Transformation - Cllr Colin Dougan
Lead Officer:	Nick Steevens
Report Author:	Eugene Leal
Key Decision:	Yes
Wards Affected:	All

Summary and Purpose

Car parking tariffs have remained unchanged in the Council's multi-story car parks since 2014 and since 2009 in the borough wide pay and display car parks, falling significantly behind inflation and increasing pressure on council finances and future investment in Parking Services. This report puts forward proposals to bring pricing back in line with cost of living increases as well as a review of the structure and provision of parking season tickets.

Recommendation

The Executive is advised to RESOLVE that

- (i) car parking tariff changes, as set out in Annex 1, be agreed to come into effect as soon as the statutory Traffic Regulatory Order process is complete and after review and consideration of any feedback received;
- (ii) pay and display parking tariffs be introduced at Wharf Road car park, Frimley Green once the statutory Traffic Regulatory Order process is complete and after review and consideration of any feedback received;
- (iii) the temporary NHS/Carers permit be extended until 1 May 2022;
- (iv) the RingGo convenience fees be passed on to the customer;
- (v) Parking Services investigate incentives to encourage greater use of zero emission vehicles; and
- (vi) charging for the first two hours of parking in Knoll Road car park be reinstated as the public realm works in the High Street have now been completed. This will follow a statutory 3 week notice process, coming into effect on Monday 27 February 2022.

- (vii) The Parking Subsidy Season Ticket for low paid workers permit be retained as part of the revised tariffs.

1. Background

- 1.1. The Council's parking service operates 17 off-street car parks across the borough's town and village centres to meet economic and community need. Currently only 8 of these charge for parking which means that more than half of these car parks are currently provided for free. Parking charges help pay for the costs of operating car parks and the capital investment required to maintain and improve them. In popular car parks charges also help encourage churn, which means that customers are more likely to find a parking space available for them when they need one.
- 1.2. Parking tariffs in the two Council operated multi-story car parks have remained unchanged since 2014 and in the borough wide pay and display car parks since 2009. This means that while costs of operating the car parks have continued to increase over this period, income has fallen significantly in real terms.
- 1.3. The costs of running our car parks has increased each year. The Retail Price Index (RPI) increases from the date of the last review of charges are as follows:

Main Square car park	23 June 2014	CPI 11%	RPI 23%
Knoll Road car park	23 June 2014	CPI 11%	RPI 23%
Yorktown car park	1 April 2010	CPI 25%	RPI 42%
Surrey Heath House	1 April 2010	CPI 25%	RPI 42%
Borough wide P&D car parks	1 October 2009	CPI 28%	RPI 46%
- 1.4. RPI is a measure of consumer inflation which considers the changes in the retail prices of a basket of goods and services, and reflects the impact of inflation on the spending power of residents and the Council itself. This is considered a more appropriate measure as it is used by the Government for a range of transport related expenditure including road tax and train ticket pricing. However RPI can only ever be a proxy for the true costs of running car parks, and some of the costs, including capital costs and materials, have been increasing significantly above RPI in recent years.
- 1.5. The Council relies on the income from parking charges to pay for the costs of providing car parks, including business rates, cleaning, equipment, repairs and maintenance. Parking income also helps pay for a range of other essential services that residents rely on including refuse collection, street cleaning and grass cutting.
- 1.6. It is important to note that for the majority of Council car parks, the income from car parking charges is insufficient each year, to meet the operational costs of providing those car parks. This means that every year the Council has had to provide a subsidy to keep these car parks operational. This is detailed in Annex 3.

- 1.7. Information about the parking charges in neighbouring town and village centres is set out in Annex 2. This is helpful in ensuring that the proposed changes in parking tariffs remain broadly competitive with other areas.

2. Principles

- 2.1. The following four high level principles are proposed to assist with determining the right level of parking charges in Council car parks:

Fair and reasonable charges that reflect customer needs	Each car park managed by the Council should generate sufficient income to cover its operational costs to support its long-term viability and keep pace with the inflationary costs of running car parks. Each car park should remain competitive with neighbouring areas and the reflect different patterns of use (eg shopping, commuter, etc). The total income collected across all car parks will remain at or below pre-pandemic levels in real terms.
Safe and well maintained car parking facilities	Car parking income will fund the operation of the car parks including cleaning, as well as help provide a programme of repairs and maintenance and respond to resident priorities regarding safety including lighting and security measures and help support the introduction of electric charging points for public use
Responding to Climate Change	Where ever possible car parking charges will encourage appropriate levels of churn to ensure parking spaces are available to customers at the point they need them, minimising traffic congestion and queuing and idling vehicles or inconsiderate parking elsewhere.
Consistent and easy to follow charging structure	Straightforward and easy to follow tariffs consistency applied across similar car parks and tariff structures in Surrey Heath.

3. Detailed Proposals

Knoll Road Temporary Free Parking Camberley Town Centre

- 3.1. The temporary free parking at Knoll Road was introduced in August 2020 to support the town during the High Street redevelopment works and was extended to 2 hours free until January 2021, when the Public Realm work was expected to be completed. The full scope of the Public Realm work was completed in October 2021, therefore the 2 hour free parking should cease.

Camberley Town Centre Car Parks

- 3.2. The parking fees in Camberley town centre were last increased in June 2014 following the installation of the new multi-storey car park control and management system. This system needs to be replaced by June 2024 and work is starting to investigate options for a replacement system.
- 3.3. The proposal set out in this paper is for an increase of 20p per hour in these car parks, for example a £1.00 tariff in Knoll Road would become £1.20. This is below the RPI rate of 23%. The additional income generated will support the high level of usage and the associated cleaning and maintenance expected by our customers and help support the business case for future capital funding of these car parks.

Borough wide Pay and Display Car Parks

- 3.4. Drawing on local consultation in previous years, the Council has a good understanding of how these carparks are used and what local facilities are being accessed by those visiting each of these car parks. Details on this are set out below.
- 3.5. Bagshot car park, has 95 spaces and attracts over 79,000 customers per annum, Monday to Friday. This car park is located behind the co-op in Bagshot Square and provides parking for retail and businesses in Bagshot village centre.
- 3.6. Burrell Road car park, Frimley, 60 spaces and attracts over 53,000 customers per annum, Monday to Friday. This car park is located north of Frimley High Street, towards its southern end, and provides parking for retail and businesses in Frimley High Street as well as patients at the Station Road Surgery.
- 3.7. Chobham car park, Chobham has 96 spaces and attracts over 87,000 customers per annum, Monday to Friday. This car park is located behind the saddlery shop on Chobham High Street and provides parking for retail and businesses in Chobham High Street, for visitors to Chobham SANGS and for parents on the school run for St Lawrence C of E Primary School.
- 3.8. Watchetts Road car park, Camberley has 36 spaces and attracts over 36,000 customers per annum, Monday to Friday. This car park is located behind No 109 Frimley Road, Camberley and provides parking for retail and businesses

along Frimley Road and for parents on the school run for South Camberley Junior Campus.

- 3.9. Yorktown car park, Camberley has 137 spaces and attracts 3,500 customers per annum. This car park located on Sullivan Road, Camberley at the north end of Frimley Road. Yorktown car park provides off-street parking for retail and businesses on Frimley Road and A30 London Road as well as residents who have limited off-street parking.
- 3.10. Yorktown car park already has charges that are broadly in line with what is proposed for the other borough-wide pay and display car parks and supports residents and business needs by already providing adequate churn. It is therefore proposed to maintain the current tariff structure and review these again when the Executive considers appropriate.
- 3.11. Bagshot, Chobham, Burrell Road, Frimley, and Watchetts Road car parks all currently run at a significant loss. Free parking for stays up to 1 hour will be retained to enable pop-in visits to our local retail centres and provide free parking for parents on the school run. Beyond the free first hour, the proposed tariffs for these car parks will remain significantly lower than the two Town Centre Car Parks for example a £1 charge for up to 2 hours, compared with £1.90 in Knoll Road, and £2.20 in Main Square. The proposed introduction of weekend parking charges in these car parks will also help ensure that each car park is more self-sustaining, able to contribute more to their own maintenance and help support future capital investment in the parking infrastructure.
- 3.12. The Parking Subsidy Season Ticket will remain available to low paid workers using the borough wide pay and display car parks, ensuring affordable parking. Also, the annual parking season ticket, which can be paid for monthly, offers all day parking at a significant discount.

Deepcut Car Park

- 3.13. The Council has further explored the cost-benefit to residents of introducing a residents permits at Deepcut car park. This was originally considered to enable local residents to have overnight parking in this car park and address the risk that the available spaces may be taken up instead by nearby businesses. After further analysis, this risk has been deemed low, and as a result it will not be necessary to bring forward residents permits for Deepcut Car Park at this time. The position will be reviewed should circumstances change and the Council receives requests from local residents for this arrangement.

Wharf Road Car Park

- 3.14. Wharf Road, Frimley Green has 25 spaces and attracts approximately 14,000 customers per annum and serves the local businesses on Frimley Road. The car park is oversubscribed with lots of commuter parking. This means that parking for customers during the day is often not available and

there is fair amount of parking outside of the bay markings, sometimes impeding other customers.

- 3.15. Introducing parking charges in Wharf Road car park, Frimley Green with free parking for stays up to 1 hour will encourage greater turnover of spaces and deter all day parking, while providing in additional income to ensure this car park contributes to the maintenance and capital investment to ensure our car parks meet customer expectations. The parking tariffs will be the same as those on Bagshot, Burrell Road, Frimley, Chobham and Watchetts Road car parks
- 3.16. The introduction of charges will reduce all day parking which will help ensure there are spaces available to shoppers at all times. At present, the car park is often full and customers either have to park and obstruct the car park, thereby risking a penalty charge notice, find a space on-street or shop elsewhere. This will reduce the unnecessary additional driving associated with finding an on-street space and reduce vehicle emissions in the local area.
- 3.17. For the remaining 8 car parks that have no charges in place, and that do not attract as high demand for parking, the intention is to leave them as free car parks at this time.

Extending temporary NHS/Carers Permits

- 3.18. The Council introduced temporary NHS /Carers permits in April 2020 in line with Government advice. While the Government withdrew the need for these permits in June 2021 the Council has continued this arrangement for a further 6 months. As the NHS staff and carers face another challenging winter, extending the current scheme until 1 May 2022 would provide further support to this group of customers. At present there are 81 NHS/Carer permit holders.

RingGo convenience charges

- 3.19. RingGo is a cashless payment system that customers in some pay and display car parks can choose to use to pay for their parking. There is a standard fee for using the RingGo service, currently 20p per transaction. When RingGo was introduced in 2013 for the Arena car park this cost was absorbed by the Council. RingGo also offer optional text services for their customers to use, which have also been paid for by the council.
- 3.20. The RingGo cashless payment system has been extended to Yorktown car park, Watchetts Road car park and Surrey Heath House car park. This a versatile and convenient service and the costs of which are to be borne by those that choose to use the service.

Potential impact of changes

- 3.21. The removal of the temporary 2 hour free parking in Knoll Road car park now that the public realm works have been completed will generate an additional £44,000 net income, based on the current tariffs of £1.00 for stays up to 1 hour and £1.50 for stays up to 2 hours and the associated income generated before these temporary arrangements were introduced. This assessment is based on analysis of both historic income levels before the temporary change and current usage levels.
- 3.22. The proposed increase in parking fees and charges across all the car parks set out in this report is likely to result in an additional £290,000 net income, which includes the £44,000 above. A 5% adjustment has been accounted for which is intended to take into account any behaviour change that may arise, including customers choosing to use alternative methods of travel, such as walking, cycling, e-cycling and bus.
- 3.23. The net contribution Parking Services provides to the Council's General Fund has been falling as the costs of operating the car parks have been increasing year on year while income has been reducing. The additional income generated by these proposals will help the Council reduce the deficit on car parking income in the budget and help support future capital investment.
- 3.24. Major capital investments in our car parks in recent years has included:

Financial Year	Car Park	Description of work	Cost
2014/15	Main Square	Resurface level 4	£148,453
2014/15	Main Square	Refurbish 3 x lifts	£210,423
2014/15	Main Square and Knoll Road	Install new car park control system	£187,228
2016/17	Main Square	Resurface level 5	£187,446
2017/18	Knoll Road	Refurbish Lift No 1	£65,842
2018/19	Main Square	Resurface levels 1-3	£346,932
2018/19	Main Square	Install LED Lights	£152,080
2018/19	Main Square	Refurbish 3 x stairwells	£37,785
2020/21	Chobham	Overlay car park surface	£37,430
2020/21	Watchetts Road	Relay monoblock surface	£48,423
Total Spend since the last fee increase			£1,422,042

- 3.25. Passing on the user fees for RingGo will save circa £3,300 per annum at the current rate of use and will enable the RingGo service to be expanded to all pay and display car parks.

4. Reasons for Recommendation

- 4.1. Tariffs have not increased for a number of years and the proposed tariffs increases aim to make all car parks more financially viable with increases broadly in line with inflation.

- 4.2. Reducing the free parking and charging a small fee will help reduce the very short journeys that are undertaken by car that could be carried out on foot, cycle etc and increase revenue to assist with the maintenance and investment in our car parks, with the least inconvenience to customers and ensuring each car park contributes meaningfully towards its costs.
- 4.3. Wharf Road car park, Frimley Green is a small car park with 23 spaces, 2 disabled spaces that provides parking for all customers working and visiting Frimley Green. This car park is regularly oversubscribed, with a lot of all-day parking which reduces the available parking for customers wishing to access village businesses.
- 4.4. All council car parks are subject to Non-Domestic Rates, which for 2021/22 totalled £539,286, with additional costs for maintenance, daily cleaning, inspection, enforcement, car parking ticket machines, cash collection and staffing. The total costs for Parking Services in FY 20/21 £1,219,491. A breakdowns of the costs of the multi-storey car parks and pay and display car parks are shown at Annex 3.
- 4.5. Even with the proposed increases, the cost of parking in Surrey Heath would remain competitive when benchmarked against similar local commercial centres and villages in other boroughs that charge for their parking (see Annex 2).
- 4.6. Passing on the costs of using RingGo cashless payment system to those that use the facility will enable the system to be expanded across all pay and display car parks for the benefit of customers.
- 4.7. The Council will commit to exploring incentives to encourage the greater use of zero emission vehicles in its car parks.

5. Proposal and Alternative Options

- a. To agree the recommendations set out above
- b. Agree to some but not all of the recommendations
- c. Suggest revised or additional recommendations
- d. Reject all of the recommendations

6. Contribution to the Council's Five Year Strategy

- a. **Environment:** continuing to invest in cleaning and maintenance of the car parks. Helping to put car parks on a more financially sustainable footing to help support the introduction of electric vehicle charging bays and other improvements to infrastructure that support reduction in carbon and climate change.
- b. **Health & Quality of Life:** supporting the local community by ensuring that quality, convenient and safe parking is provided in our towns and

villages.

- c. **Economy:** supporting the local economy by ensuring customers have access to quality facilities across the borough and paying customers have access to a car parking space when and where they need it.
- d. **Effective & Responsive Council:** Parking Services carries out regular consultations with the public to seek their views on how to improve our parking provision and we will continue to invest in new technology and maintenance to meet the requirements of our customers.

7. Resource Implications

- 7.1. If agreed, the proposals could increase revenue by up to circa £290,000 (allowing for a 5% drop in car park customers across the borough) which will help to ensure ongoing maintenance and future investment in our car parks including investment in expanding our electric vehicle charging infrastructure borough wide.
- 7.2. To amend the tariffs will require a Notice of Variation to be published in the local paper at a cost of approximately £1,200, depending on the size of the advert.
- 7.3. Where new tariffs and season tickets are proposed a notice must be published for 28 days advertising the change and the public will be able to comment or object. Following approval of any changes a further notice must be published advertising the making of the order. Together the costs would be £2,400.
- 7.4. **Section 151 Officer Comments:**
- 7.5. These proposals allow for continued investment in the Council's parking services and takes into account the rising costs of delivering the service. The additional income achieved will restore income towards existing budgeted levels, which would avoid placing additional budgetary strain on other services.

8. Legal and Governance Issues

- 8.1. Changes to parking tariffs require a Notice of Variation to be advertised in the local paper, on each car park and on line for a minimum period of 21 days in accordance with the Road Traffic Regulation Act 1984.
- 8.2. Introducing new charge and season tickets requires a Notice of Variation is to be advertised in the local paper, on each car park and on line for a minimum period of 28 days in accordance with the Road Traffic Regulation Act 1984 inviting comment or objection. Following approval a Notice of Making is to be advertised in the local paper, on each car park and on line informing the public that the regulations have changed in accordance with the Road Traffic Regulation Act 1984.

8.3. Monitoring Officer Comments:

None relating to this report.

9. Other Considerations and Impacts

9.1. Environment and Climate Change

- Car parks have an important role in helping tackle climate change, including ensuring parking spaces are available when needed to help avoid queuing and avoidable congestion, avoid extending journey time to find available parking spaces, avoid idling vehicles, and incentivise the switch to electric and other zero emission vehicles and public transport.
- In October 2019 the Council declared a Climate Emergency and pledged to become carbon neutral by 2030 across its own estate and operations and support the reduction in carbon emissions across the borough as a whole so that the borough could be net zero by 2050. .
- Department for Transport statistics show that in 2020 only 0.6% of licenced cars in the UK were fully electric zero emission vehicles. This is beginning to change as the Government has set a ban on the sale of petrol and diesel cars by 2030.
- The Council's Parking Service will be investigating options to encourage and incentivise the take-up and use of zero emission and fully electric vehicles as part of its climate change commitments.

9.2. Equalities and Human Rights

- Providing safe, accessible and financially sustainable car parks is key to ensuring that everyone in the community who needs to park their car is able to do so.

9.3. Risk Management

- There are some potential risks that could arise from changes in parking tariffs. These are explored below.
- Retaining car parks for the benefit of local residents and businesses is linked to their financial sustainability. The proposed changes will help contribute to the financial sustainability of the Council's car parks, reducing the level of subsidy that is required and protecting their future operation for the benefit of residents and businesses.
- Given the relatively small cost that car parking represents compared to the total increasing cost of running a vehicle (fuel, road

tax, servicing, repairs, etc), and the trend of fewer car parking visits has been seen nationally in recent years due to changing in retail and working patterns, there is no evidence that the proposed charges will impact on footfall in our town and village centres or displace parking to nearby streets. The Council will maintain a close eye on parking visits and local footfall numbers, and will take appropriate steps to tackle any examples of inconsiderate parking both inside and outside its car parks through its parking enforcement team.

- The proposed changes in tariffs may impact on income generated due to changes in behaviour such as switching to other modes of transport or people choosing to walk for shorter journeys. Taking into account previous experience, a 5% allowance has been made in the analysis of income to take this into account. This will be kept under review and any significant variances will be reported back to the Executive through the existing budget monitoring arrangements.
- The one hour free parking in the borough-wide pay and display car parks will ensure that parents who need to park to drop off or pick up their children from a nearby school, or pop into the local shops or walk their dog in a local dog walking area, are able to do so and stay for a full hour without incurring any additional costs. However, this will require the Council to provide an on-going subsidy to these car parks.
- Those on low incomes who need to park regularly in order to access employment (for example working in a local shop) could be disproportionately impacted by changes in parking tariffs. However, the retention of the Council's subsidy for season tickets for low paid workers will significantly mitigate this risk.

10. Community Engagement

- 10.1. If approved, changes to parking tariffs require the council to publish statutory Notices of Variation in the local paper, physically at each car park and on the council website for a period of 21 days in accordance with the Road Traffic Regulation Act 1984.
- 10.2. Subject to final approval the changes would then be publicised via official council media.

Annexes

Annex 1: Proposed Car Parking Tariff Changes

Annex 2: Benchmarking Tariffs Against Local Competitor and Comparator Towns and Village Centres

Annex 3: Costs and Income of multi-storey and pay and display car parks.

Annex 4: Equality Impact Assessment: Parking Tariff Review 2022

ANNEX 1 Proposed Car Parking Tariff Changes

Knoll Road – Daily Fees – Removal of 2 hours free			
Duration	Customer p/a	Existing Tariff	Net Income
1 hour	19,537	£1.00	£16,000
2 hours	22,518	£1.50	£28,000
Income circa			£44,000

Town Centre Charges

Main Square car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposed
2 hours	401,313	£1.80	£2.20
3 hours	48,859	£2.30	£2.90
4 hours	17,642	£3.50	£4.30
6 hours	8,923	£5.00	£6.20
10 hours	9,586	£7.00	£9.00
Evening	20,797	£2.00	£2.50
Sunday	65,691	£1.50	£2.00
Income (Net VAT)		£956,945	£1,187,843
		Increase in income	£230,898

Main Square – Season Tickets

Period	Customer p/a	Existing Tariff	Proposed
12 months	18	£995	£1,280
6 months	4	£575	£680
3 months	7	£290	£375
1 month	82	£84	£130
Resident overnight 12 month	25		£430
Resident overnight 1 month	300		£38
Income (Net VAT)		£24,273	£50,996
		Increase in income	£26,723

Knoll Road car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposed
1 hour	19,537	£1.00	£1.20
2 hours	22,518	£1.50	£1.90
3 hours	6,025	£2.00	£2.60
4 hours	3,081	£3.00	£3.80
10 hours	12,449	£4.00	£5.00
Evening	2,469	£1.50	£2.00
Sunday	8,047	£1.50	£2.00
Income (Net VAT)		£116,814	£147,399
		Increase in income	£30,585

Knoll Road car park – Season Tickets			
Period	Customer p/a	Existing Tariff	Proposed
12 months	60	£825	£1,035
6 months	12	£475	£560
3 months	2	£240	£300
1 month	48		£105
Income (Net VAT)		£46,400	£62,050
		Increase in income	£15,650

Bagshot car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposal
1 hour		FREE	FREE
2 hours	75,068	FREE	£1.00
3 hours	1,453	£0.40	£1.50
4 hours	956	£0.80	£2.00
5 hours	634	£1.20	£2.50
6 hours	171	£1.60	£3.00
7 hours	473	£2.00	£3.50
8 hours	32	£2.40	£4.00
All day	963	£2.50	£4.50
Income (Net VAT)		£4,842	£16,511
		Increase in income	£11,669
Saturday (same as Mon – Fri tariff)	15,852		£3,302
Sunday (Up to 1 hr free, 50p all day)	7,926		£330
Income (Net VAT)		Increase in income	£3,632

Expected change of customer behaviour

*90% 1 hour

*10% 2 hours

Bagshot car park – Season Tickets

Period	Customer p/a	Existing Tariff	Proposal
12 months	4	£375	£475
6 months		£310	£250
3 months		£160	£135
1 month	24	£32	£47
Income (Net VAT)		£1,890	£2,523
		Increase in income	£633

Heavily subsidised parking permit available for low paid workers (£10 per month)

Burrell Road car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposal
1 hour		FREE	FREE

2 hours	49,317	FREE	£1.00
3 hours	1,373	£0.40	£1.50
4 hours	956	£0.80	£2.00
5 hours	585	£1.20	£2.50
6 hours	180	£1.60	£3.00
7 hours	603	£2.00	£3.50
8 hours	21	£2.40	£4.00
All day	354	£2.50	£4.50
Income (Net VAT)		£3,705	£12,244
		Increase in income	£8,540
Saturday (same as Mon – Fri tariff)	10,603		£2,449
Sunday (Up to 1 hr free, 50p all day)	5,301		£221
Income (Net VAT)		Increase in income	£2,670

Expected change of customer behaviour

*90% 1 hour

*10% 2 hours

Burrell Road car park – Season Tickets

Period	Customer p/a	Existing Tariff	Proposal
12 months	8	£375	£475
6 months		£310	£250
3 months		£160	£135
1 month	60	£32	£47
Income (Net VAT)		£4,100	£5,517
		Increase in income	£1,417

Heavily subsidised parking permit available for low paid workers (£10 per month)

Chobham car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposal
1 hour		FREE	FREE
2 hours	74,807	FREE	£1.00
3 hours	5,403	£0.40	£1.50
4 hours	2,254	£0.80	£2.00
5 hours	1,080	£1.20	£2.50
6 hours	244	£1.60	£3.00
7 hours	1,716	£2.00	£3.50
8 hours	99	£2.40	£4.00
All day	1,669	£2.50	£4.50
Income (Net VAT)		£11,244	£31,198
		Increase in income	£19,954
Saturday (same as Mon – Fri tariff)	17,702		£6,240

Sunday (Up to 1 hr free, 50p all day)	8,851		£369
Income (Net VAT)		Increase in income	£6,608

Expected change of customer behaviour

*90% 1 hour
*10% 2 hours

Chobham car park – Season Tickets

Period	Customer p/a	Existing Tariff	Proposal
12 months	1	£375	£475
6 months		£310	£250
3 months		£160	£135
1 month	12	£32	£47
Income (Net VAT)		£633	£866
		Increase in income	£233

Heavily subsidised parking permit available for low paid workers (£10 per month)

Watchetts Road car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposal
1 hour		FREE	FREE
2 hours	34,548	FREE	£1.00
3 hours	632	£0.40	£1.50
4 hours	368	£0.80	£2.00
5 hours	205	£1.20	£2.50
6 hours	26	£1.60	£3.00
7 hours	229	£2.00	£3.50
8 hours	25	£2.40	£4.00
All day	238	£2.50	£4.50
Income (Net VAT)		£1,623	£6,418
		Increase in income	£4,795
Saturday (same as Mon – Fri tariff)	7,179		£1,284
Sunday (Up to 1 hr free, 50p all day)	3,590		£150
Income (Net VAT)		Increase in income	£1,433

Change in customer behaviour in the first 2 hours of each visit:

*90% 1 hour
*10% 2 hours

Watchetts Road car park – Season Tickets

Period	Customer p/a	Existing Tariff	Proposal
12 months	2	£375	£475
6 months		£310	£250
3 months		£160	£135
**1 month	21	£32	£47
Income (Net VAT)		£1,185	£1,614
		Increase in income	£429

Heavily subsidised parking permit available for low paid workers (£10 per month)

York Town car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposal
1 hour		£1.00	£1.00
2 hours	2,604	£1.00	£1.00
3 hours		£2.50	£2.50
4 hours		£2.50	£2.50
5 hours	192	£2.50	£2.50
6 hours		£3.00	£3.00
7 hours		£3.00	£3.00
8 hours		£3.00	£3.00
All day	741	£3.00	£3.00
Income (Net VAT)		£4,423	£4,423
		Increase in income	Nil
Saturday (same as Mon – Fri tariff)	707		£679
Sunday (Up to 1 hr free, 50p all day)	354		£15
Income (Net VAT)		Increase in income	£694

Change in customer behaviour in the first 2 hours of each visit:

*90% 1 hour

*10% 2 hours

Yorktown car park – Season Tickets

Period	Customer p/a	Existing Tariff	Proposal
12 months	4	£540	£540
6 months	2	£310	£310
3 months	18	£160	£160
1 month	119	£46	£46
Income (Net VAT)		£9,278	£9,278
		Increase in income	Nil

Heavily subsidised parking permit available for low paid workers (£10 per month)

Surrey Heath House car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposed
2 hours	1,410	£1.20	£1.60
3 hours	588	£2.00	£2.60
4 hours	102	£2.80	£3.60
10 hours	150	£4.00	£5.00
Sunday/BH	876	£1.50	£2.00
Income (Net VAT)		£4,223	£5,545
		Increase in income	£1,322

Wharf Road car park – Daily Fees

Duration	Customer p/a	Existing Tariff	Proposal
1 hour		FREE	FREE
2 hours	11,750	FREE	£1.00
3 hours	251	FREE	£1.50
4 hours	106	FREE	£2.00
5 hours	35	FREE	£2.50
6 hours	26	FREE	£3.00
7 hours	30	FREE	£3.50
8 hours	5	FREE	£4.00
All day	1,840	FREE	£4.50
Income (Net VAT)		£0	£8,612
		Increase in income	£8,612
Saturday (same as Mon – Fri tariff)	2,466	£0	£1,722
Sunday (Up to 1 hr free, 50p all day)	1,233	£0	£51
Income (Net VAT)		Increase in income	£1,774

Change in customer behaviour in the first 2 hours of each visit:

*90% 1 hour

*10% 2 hours

Wharf Road car park – Season Tickets

Period	Customer p/a	Existing Tariff	Proposal
12 months	2		£475
6 months	0		£250
3 months	0		£135
1 month	0		£41
Income (Net VAT)		£0	£792
		Increase in income	£792

Heavily subsidised parking permit available for low paid workers (£10 per month)

Expected demand for Annual Permits

	Existing Tariff	Proposal
Net Income		
Circa	£1,192,000	*£1,560,000

*Includes the income from the removal of free parking from Knoll Road car park

Proposed income less 5% reduction in customers	£1,482,000
Proposed additional contribution to General Fund	£290,000

Annex 2: Benchmarking Parking tariffs

Town Centre locations

Town	Up to	Up to	Up to	Up to	Up to		
	30 min	1 hour	2 hrs	3 hrs	4 hrs	All Day	6pm-8am
Reading		£1.70	£4.00	£6.00	£8.00	£20.00	£3.50**
Windsor		£1.70	£3.40	£5.10	£6.80	£14.00	Not found
Woking*		£1.50	£3.00	£4.50	£6.00	£12.00	£1.50
Guildford*		£1.50	£3.00	£3.00	£6.00	£10.00	£1.00
Basingstoke*		£1.10	£2.20	£3.20	£4.30	£9.60	£2.20
The Atrium +			£1.80	£2.20	£3.40	£7.00	£2.00
Knoll Road, Camberley		£1.00	£1.50	£2.00	£3.00	£4.00	£2.00
Wokingham	50p	80p	£1.20	£2.00	£2.00	£4.00	Not found
Farnborough		£0.60	£1.10	£1.60	£2.60	£4.00	£1.00
Aldershot		50p	£1.00	£1.50	£2.00	£3.60	Free

*Fees increased since 2019 + the Atrium is not managed by the Surrey Heath Council

Village commercial centres:

Rural	Up to	Up to	Up to	Up to	Up to		Days of
	30 min	1 hour	2 hrs	3 hrs	4 hrs	All Day	week
Blackwater	£0.35	£0.70	£1.40	£2.10	£2.80	£5.00	Mon-Sat
Englefield Green	N/A	£0.60	£1.20	£2.00	£3.00	£5.50	Mon-Sat
Farnham	N/A	£0.60	£1.30	£1.90	£2.60	£7.00	Mon Sat
Hartley Wintney	£0.35	£0.70	£1.40	£2.10	£2.80	£4.00	Mon-Sat
Borough wide P&D Car Parks	FREE	FREE	FREE	£0.40	£0.80	£2.50	Mon-Fri

Annex 3: Costs and Income of multi-storey and pay and display car parks 2020/21.

	Main Square mscp	Knoll Road mscp	Surrey Heath House	Yorktown	Watchetts	Bagshot	Burrell	Chobham	Wharf Road
Employees	£110,912	£44,113	5,041	£10,083	£5,041	£10,083	£8,823	£10,083	£7,562
Non domestic rates	£355,725	£136,960	£0	£14,097	3,244	£8,358	£5,020	£6,861	£0
Premises	£138,670	£101,075	£0	£6,191	2,803	£7,709	£2,330	£5,878	£1,562
Transport	£3,002	£0	£0	£0	0	£0	£0	£0	£0
Supply/Service	£68,797	£19,356	£2,196	£2,742	2,411	£4,137	£2,057	£1,096	£0
Total Costs	£677,105	£301,504	£7,237	£33,113	£13,500	£30,287	£18,230	£23,918	£9,125
Income	-£369,063	-£96,332	-£3,153	-£1,927	-£2,054	-£5,160	-£4,892	-£3,823	£0
Subsidy	£308,043	£205,171	£4,084	£31,186	£11,445	£25,128	£13,338	£20,096	£9,125

Projected subsidy 2022/23

Financial Year	Main Sq mscp	Knoll Road mscp	Surrey Heath House	Yorktown	Watchetts Road	Bagshot	Burrell	Chobham	Wharf Road
Projected income 2022/23	£1,238,839	£253,449	£5,545	£14,395	£9,466	£19,034	£20,431	£38,673	£11,177
Costs (based on 2020)	£677,105	£301,504	£7,237	£33,113	£13,500	£30,287	£18,230	£23,918	£9,125
Subsidy	-£561,734	£48,055	£1,692	£18,718	£4,034	£11,253	-£2,201	-£14,755	-£2,052

Annex 4: Equality Impact Assessment:

SURREY HEATH BOROUGH COUNCIL

EQUALITY IMPACT ASSESSMENT (EIA)

The Equality Impact Assessment is a tool to ensure that in the delivery and development of your service you meet the needs of our diverse community and at the same time demonstrate the Council is meeting its Equality duties. Compliance with the general equality duty is a legal obligation, but it also makes good business sense to get things right for our community.

The Equality Impact Assessment should be a live document and it will be useful for you to start to complete it at the beginning of any process so that you can design into your work the steps you need to take to meet both customer needs and the legislative requirements. This will allow you to think both about the aims of the work and what you want to achieve, and also where there are barriers or issues for protected groups.

The public sector equality duty consists of a general equality duty, which is set out in section 149 of the Equality Act 2010, and specific duties which are imposed by secondary legislation. The duty covers eight protected characteristics which are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The equality impact assessment should cover the eight equality protected characteristics. The duty also covers marriage and civil partnership, but not for all aspects of the duty.

[The essential guide to the public sector equality duty](#) is available on the intranet.

The Equality Action Group and its members are available to consult before or during the assessment as well as reviewing it at the end. This does not have to be at formal meetings so please make use of this resource as and when you need to.

Stage 1: Scope of the assessment

Service area: Parking Services	Assessing Officer: Eugene Leal
Date: 11 January 2022	Activity/policy being assessed: Review of Parking Fees and Charges 2022.
What are the aims, purpose of the strategy/service etc?	
<i>To increase the parking charges in line with inflation to maintain income from parking fees in real terms. Fees in the multi-storey car parks were increased in June 2014. Fees for the Rural car parks were introduced in 2009, with the first 2 hours free of charge. The Review of Parking Fees</i>	

and Charges are required to fund current maintenance and investment in our car parks across the borough, to promote the use of alternative modes of transport and thereby reduce emissions by private vehicles, ensure there is available parking in our commercial centres when needed by customers to these areas.

Detail who is / is going to be affected by the strategy, service etc (is it all Borough residents, or is it a particular group or groups of people).

All motorists who use the multi-storey car parks and pay and display car parks in Surrey Heath. Residents in Camberley town centre will have access residential annual season tickets at the same discounted rate offered to other Surrey Heath residents.

Procured services and grants

The general equality duty applies to other organisations who exercise public functions. This will include private bodies or voluntary organisations which are carrying out public functions on behalf of a public authority. The duty therefore applies to where the Council has contracted out a service or is considering contracting out or is decommissioning a service. It also applies to the allocation or withdrawal of grants.

Please state if the service is being provided by another organisation on the Council's behalf and what actions have been taken to ensure that the service complies with the equality duty e.g. provisions in the contract, monitoring of the service provided in terms of the protected groups (please refer to the Council's Procurement Toolkit).

N/A

Knowing our customers

Understanding our community is an important part of developing and delivering our services.

To help understand how your work impacts on the protected equality groups please detail the information that you have about the interaction of these groups with your service.

From this information detail any evident gaps or issues that need to be investigated e.g. in who accesses the service, satisfaction or other outcomes.

Blue Badge holders are provided free parking in our Pay and Display car parks, therefore, this amendment has no impact on their use of the car park. They are permitted to park free of charge when they display their Blue Badge in the relevant position. This continues.

Blue Badge holders pay for their parking in the multi-storey car parks as it is not possible to validate a their parking event the Blue Badge is issued to a person and not a vehicle. The Blue Badge holder can use their badge in any vehicle and conversley their vehicle may be used by a non-blue badge holder, so the automatic number plate system could not verify bona fide visits by a blue badge holder.

Engagement

If engagement is done well, it can help to improve the design and delivery of services, and increase trust in public authorities by promoting transparency and be a mechanism by which public authorities can be held to account by services users. It can lead to efficiency gains by improving service design at the planning stages. It can also help to identify whether more favourable treatment is necessary in order to meet particular needs. Good engagement can mean more sustainable services, as services that better meet the needs of users are likely to be more effective in the longer term.

A Notice of Variation will be published in the local paper, erected on each affected car park and advertised online for a minimum period of 21 days in accordance with the Road Traffic Regulation Act 1984.

Stage 2: Assessment and analysis

Public authorities under the equality duty, in the exercise of their functions, are required to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Please give examples of how the policy/service etc has or will further the three equality aims in the general equality duty? Please consider the positive and negative equality impacts relating to the protected groups: race, disability, age, sex, sexual orientation, religion or belief, gender reassignment and pregnancy and maternity within the policy/service etc? Public authorities also need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status.

In answering the above questions, think about:

Positive Impacts

Do you think that the strategy, service etc could have a positive impact on any of the equality groups: improve relations between groups, promote equal opportunities, improve accessibility of services and prevent discrimination, harassment and victimisation etc?

Negative Impacts

Do you think that the activity could impact negatively on people from the equality groups, if the impact is negative how can it be mitigated? Please consider the below areas.

- Publicity (including communication issues, design, distribution)
- Accessibility, location, opening times
- Poverty and social inclusion issues
- Discrimination
- Are groups represented in the consultation and the decision making process?
- How does current policy currently meet needs around the equality groups are there any unmet needs?
- Is there any evidence that there is higher or lower take-up by particular groups?
- Have there been any demographic changes or trends locally?
- Is there any indication that particular policies create problems for specific groups?

Race (Race refers to a group of people defined by their colour, nationality (including citizenship), ethnic or national origins).

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

No Impact

Disability (A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities)

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

No impact, the operation of the Blue Badge Scheme is unaffected. Free parking is provided in our surface pay and display car parks. However, in our multi-storey car parks Blue Badge holders are required to pay the parking fee.

Sex (Sex refers to someone being a man or a woman)

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

No impact

Sexual orientation (This is whether a person's sexual attraction is towards their own sex, the opposites sex or both)

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

No impact

Age (This refers to a person having a particular age (e.g. 32 year olds) or being within an age range (e.g. 18-30 year olds))

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

Potential positive impact. Older drivers who have challenges with mobility may be able to receive a discretionary Blue Badge and should approach the Blue Badge team in their area to enquire about a Blue Badge. For Surrey residents, Blue Badges are administered by Surrey County Council. The proposals set out in this report are likely to result in more positive churn in the car parks meaning that an older person is more likely to find a parking space available at a convenient location when they need one.

Religion or belief (Religion means any religion, including a reference to a lack of religion. Belief includes religious and philosophical beliefs including lack of belief (for example, Atheism). Generally, a belief should affect your life choices or the way you live for it to be included).

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

No impact

Gender reassignment (This is the process of transitioning from one sex to another. See also trans, transgender, transsexual)

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

No impact

Pregnancy and maternity (Maternity is the period after giving birth. It is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, including as a result of breastfeeding).

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

Potential positive impact. The proposals set out in this paper are likely to result in more positive churn in the Councils car parks meaning that a pregnant mother, or mother of young children, is more likely to find a car parking space when they need one. The further roll out of Ringo will also enable greater use of cashless payments for car parking without having to leave children while visiting a ticket machine or having to option to extend the parking period without having to return to the car park.

Marriage or Civil Partnership (Marriage is a union between a man and a woman: Civil partnership is legal recognition of a same-sex couple's relationship. Civil partners must be treated the same as married couples on a range of legal matters).

Give examples of how this activity or policy has a positive or negative impact on this characteristic, or why you consider it has no impact. Please also describe any future work that you will be carrying out because of this assessment.

No impact

Stage 4: Sign off

Completion by Assessing Officer:	
Signature: Eugene Leal	Date: 11 Jan 2022
Received and reviewed by Service Head:	
Actions arising:	
Signature:	Date:
Received and reviewed by Equality Action Group:	
Actions arising:	
Date:	

Date of EIA review (usually in 3 years time or earlier if necessary):

Equality impact assessments and an annual summary of the results will be published on the Council's web site and sent to stakeholders and partners.

