

Team: Parking Team Version No: 0.1 Date: 18 November 2020

Corporate Objectives: 1) North Devon Futures, 2) Financial Security, 3) Customer Focus, 4) Environment

Business as usual core function (brief bullet points only) 1) To ensure Car Parks are fit for purpose and to monitor Health & Safety Risks2) To continuously review the portfolio to maximise the number of parking spaces available to meet customer demand3) To achieve appropriate charging levels, incr

ACTIONS AND OBJECTIVES **Resources**

Action No.	Corporate Plan	What you aim to achieve					Managed by	Assigned to	Resource Requirement	Dates			FINANCE					
	Corporate Objective Number (see above)	Headline Action	How will it be delivered? Is a business case or PID required?	What will be delivered and what are the benefits?	Measures - how will we measure success?	Highlight any risk - political, operational, to public, staff, tenants, Community Impact Assessment, Financial			ICT, HR, Legal, Estates, Procurement, Communications, Consultation, Other	Date for Required Resource (be as accurate as possible)	Start Date	Target Date for completion	Revenue - £ Expenditure / (Income) Reduction (-) / increase			Capital - £ Expenditure / (Income) Reduction (-) / increase (+) Estimate (£)		
Action No.	Corp. Obj No.	ACTION	DESCRIPTION	OUTCOME	MEASURES	RISK	LEAD	OFFICER/ TEAM	RESOURCE	DATE	START	TARGET	Yr 1 21/22	Yr 2 22/23	Yr 3 23/24	Yr 1 21/22	Yr 2 22/23	Yr 3 23/24
Parking 01 (New)	2	Implementation of cash collection service for Torridge District Council parking services	Business Case	To collect cash income from parking machines located within the Torridge district. Replacement of lost income (17k) and continued joint working	Putting in place a workable agreement between the two authorities and the cash team	Loss or greater reduction of cash payments could pose a risk to the employment of current staff.	Ken Miles	Lena Haydon	Legal/Procurement	Jan-21	Feb-21	Mar-21						
Parking 02 (New)	3	Implementation of card payment facilities on all North Devon Council owned ticket machines	Business Case	Additional payment option for customers	Creating more options when making payment for parking but with the customer in mind. Removing any issues with payment where cash/mobile payments are not available.	Reduced WiFi connection causing issues with authorising payments made by credit/debit card. Reduction in cash payments resulting in reduced need for cash collection.	Ken Miles	Lena Haydon	Procurement/Economic Developmet (WiFi)	Jan-21	Jan-21	Jan-22						
Parking 03 (New)	3	Review of car park spaces/layout, lining and signage	Business Case	Schedule of works to utilise space and implement motorbike bays where there are none. Reline in car parks in both Ilfracombe & Barnstaple.	Utilising available space, catering to as many car park users as possible. Potential increased revenue in some car parks. Clearer signage within car parks.	Closure of car parks to carry out re-lining works, may cause inconvenience to regular users. Possible decrease in revenue whilst car parks are closed.	Ken Miles	Lena Haydon	Parks	Jan-21	Mar-21	Mar-22						

Set out below are those Service Plan Actions from prior years that are still live and being carried forward

Park 01 19/20 (B/F)	Objective 1	Installation of 3 Electric Vehicle Charging Points under DCC Project .	DCC led project. If ERDF money not forthcoming (Feb 2019) the desire is to continue to work in partnership with DCC to deliver the charging points. Urgent decision already agreed and match funding reallocated from parking team budget 2018/19 for project purpose.	Charging points in Ilfracombe, South Molton and Barnstaple. Ideally fast chargers (22KW) to meet the needs of electric and hybrid vehicles in and visiting North Devon. Will encourage greater usage of these car parks and promote low emission vehicles. Working towards Govt 'Road to Zero' Strategy. More electric cars will reduce pollution in the Town Centre.	Usage of charging points. Additional income from small amount of rental paid by provider. Increased popularity of car parks with EV chargers in.	Financial risk from contract not being thorough enough to cover different scenarios. Potential cost due to vandalism or customer misuse as unlikely to be covered by the provider. Risk due to non communication between departments. Chosen car parks may be sold or redeveloped through Economic Development team after installation as no dialogue to pre warn of earmarked sites. There would be a cost to move the charging point or to break the terms of the contract.	Ken Miles	Lena Haydon	Communications team to promote EV charging sites. Engineer time to oversee any groundwork requirements pre installation.	Apr-19	Apr-19	Mar-21						(12k) E
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Park 02 (B/F)	Objective 3	Undertake wholesale review of parking charges and enforcement action.	Strategy & Resources Committee approval will need to be sought, consultation with users of the car parks and an amendment to the OSPPO	A more customer focused approach to parking charges and enforcement. Allowing users the amount of time paid for and removing overpayments.	Reduction in level of customer complaints specifically regarding machines not giving change.	Financial implication of the removal of overpayments.	Ken Miles	Lena Haydon	Legal , Finance, Communications, Consultation	Sep-20	Apr-20	Mar-21						
Park 03 (B/F)	Objective 3	Investigate further opportunities and funding streams to increase the number of EV charging points beyond the current scheme	Business Case	Increase the environmental offer to green customer parking	Useage for facilities	Little use or takeup . Abuse or vandalism	Ken Miles	Lena Haydon	Communications team to promote EV charging sites. Engineer time to oversee any groundwork requirements pre installation.	Apr-20	Apr-20	Mar-21						
Park 04 19/20 (B/F)	Objective 2	Carry out review of parking team and parking policies.	Via Parking Manager. Working in partnership SMT, HR & Unison put in place policies and procedures for staff and Cllrs. parking concessions. Review the current parking team polices procedures and practices. Provide updates to SMT on progress. To also include evaluation of current parking team structure.	Clear guidelines for all staff regarding parking concessions. Audit trail for concessionary parking and removal of all 'gentleman agreements' which cause issues for the parking team and criticism of NDC from staff. The Parking Manager has identified a number of areas of concern and weaknesses within systems which need to be addressed.	Clear procedures and guidance being in place for all staff. Clear training and induction package for new parking employees. Awareness of revenue loss due to concessionary parking . Reduction in customer complaints and level of sick leave.	Staff impact if new procedures are not fully consulted or are unpopular. Review of parking team may be uncomfortable for staff and any changes difficult to implement if staff uncooperative.	Ken Miles	Lena Haydon	HR	Jan-19	Jan-19	Dec-20						
Park 06 16/17 (B/F)	Objective 2	To take operational control and enforcement of the Park and Change site at Chivenor	Executive approval given				Ken Miles	Lena Haydon	Communications team to promote the Park and Change facility.	Aug-19		Oct-21						

base revenue and reduce costs4) To support Estates team in the review of parking assets to reduce overheads5) To comply with the Traffic Management Act 2004 in the enforcement, issue and process of Penalty Charge Notices, to meet requirements for transparency of enforcement and the administration of the process within a :

Additional Comments

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£12k already taken from Parking 2018/19 budget. Extension to time requested).

Charges to be put on the OSPO for 21/22 To include staff parking allocation and staff parking board system to be removed.

Extension of time requested to Dec 2021

Delay due to unwillingness for any party to adopt access road. Also % of Units sold not yet met by developer. Query regarding ownership of ticket machine.
Extension of time requested until October 2021

set time restriction6) To investigate and if possible to secure joint working with other Authorities and Parishes to achieve efficiencies through economies of scale.
