ISLINGTON

Report of: **Corporate Director Housing and Adult Social Services**

Meeting of:	Date	Agenda item	Ward(s)
Housing Scrutiny Committee	2 October 2014		All

Delete as appropriate		Non-exempt	

SUBJECT: ESTATE PARKING

1. SYNOPSIS

1.1   To update the Housing Scrutiny Panel with feedback from consultation and resulting recommendations for estate parking development.

2. RECOMMENDATIONS

2.1   To note the outcomes from consultation in 3.2 to 3.8 of this report and provide feedback in the Scrutiny Committee meeting on 2nd October 2104.

2.2   To note that as a result of this review a report will be submitted to the council's Executive in January 2015 seeking their approval of the final changes to the Estate Parking policy.

3. BACKGROUND

3.1   **Summary of the recommendations arising from consultation with residents:**

3.2   Estate parking availability
        Introduce an interactive map that displays the availability of vacant parking spaces.

3.3   Waiting Lists
        Replace waiting lists with a system that sends an automatic alert message to a customer who has expressed an interest in having a space in a fully booked estate. The message can be sent by the customers preferred method of contact, such as mobile phone, email or letter. The customer will be chosen dependant on the Estate Parking Allocation policy.

3.4 <u>Estate parking prices</u>
Retain vehicle emission based parking charges. Increase parking space charges for non – residents by 40%, cage and garage charges for non – residents by 30% and all parking charges for residents by 5%, from April 2015. Current charges are shown on the attached costs calculator at Appendix A. Proposed new charges are shown on the attached costs calculator at Appendix B.

3.5 <u>Application process</u>
Simplify and improve the online application process, as set out in 4.4, and arrangements for receiving parking permits.

3.6 <u>Visitor bays</u>
Introduce visitor parking pre-paid voucher system for estates with visitor parking bays.

3.7 <u>Permits</u>
Continue with the paper based permit system; all new customers and those renewing would be able to print their own permit for display in the windscreen. Those who are unable to print permits themselves will be able to request that permits are printed for them and issued in person at a Contact Centre or posted to their home.

3.8 <u>Numbered bays</u>
Retain current allocation system based on exclusive use of numbered parking spaces.

3.9 **Summary of the consultation process:**

3.10 A consultation paper was provided in May 2014, outlining various options for estate parking control and development.

3.11 Between 17th May and 29th July the paper was considered by 6 Tenant Residents Panels: Whittington; Elthorne; Upper Street South, West and North and Old Street.

3.12 The paper was also considered by two Discussion Groups, organised by the Resident Engagement team. Nine resident volunteers participated in a Discussion Group at Upper Street Area Housing Office on 2nd July. Three resident volunteers participated in a Discussion Group at Old Street Area Housing Office on 3rd July.

3.13 The Housing Disability Panel discussed the paper on 10th September.

3.14 The paper was discussed by Housing Executive on 3rd July 2014 and by the Housing Scrutiny Committee on 14th July 2014.

3.15 **Consultation feedback:**

3.16 Feedback from the above meetings has been incorporated into this paper, to produce recommendations aimed at maximising use of estate parking facilities.

3.17 **<u>Mapping estate parking availability</u>**
The large majority of panel and discussion group members supported the introduction of

interactive maps, provided that residents are still able to contact or visit the AHO for availability information, including availability of specific bays / garages. There were some concerns that displaying availability of specific vacant spaces could lead to an increase in illegal parking, especially by commuters to the area.

Outcomes
- Develop interactive maps of estate car parks, displaying availability, with search features to assist the public in identifying suitable parking spaces.
- Effective parking enforcement is required to help prevent unauthorised parking.

3.18 **Waiting Lists**
Approximately 90% of panel and discussion group members supported replacing the current waiting list system with a system that automatically sends an alert message when a suitable space becomes available, provided that residents continue to receive priority.

Outcomes
- Introduce alert message system, using the allocation policy to select the highest priority applicant, with residents continuing to receive the highest priority.

3.19 **Estate parking prices**
General support for retaining a simplified version of emission based charges, and significantly increasing non – resident charges to make them more competitive with private car parks. Also support for increasing non - resident charges for storage use of garages. There were suggestions that non –residents who pay Islington council tax should not pay as much as those who live outside the borough.

Outcomes
- Increase the price for non-residents in stages over 3 years, for parking and storage.
- Consider introducing a two tiered non – resident charge from 1st April 2016, distinguishing between those who live in the borough and those who do not.

3.20 **Application process**
Majority support for minimum one month rental period.

Outcomes
- Implement a minimum rental period of one month, requiring an upfront payment taken at the point of making the application, to secure the space while documents are checked.
- Residents will still be able to receive support from an Area Housing Office.

3.21 **Visitor bays**
Panels and discussion groups generally supported introducing charges through pre-paid vouchers, in order to minimise misuse of visitor parking bays. There were suggestions that estate visitor bays could be more widely available. Some residents were unaware of the availability of visitor vouchers for on - street parking.

Outcomes:
- Introduce pre-paid visitor vouchers for estates that have visitor parking bays
- Consider adding visitor bays on more estates, where bays remain vacant.
- Improve publicity concerning availability and costs of on - street visitor vouchers.

3.22 **Permits**
Majority for retaining paper permits, so that any unauthorised parking is obvious to residents and can be reported for enforcement.

Outcomes**:**
- Retain paper permits; encourage users to print the permits themselves.
- Area Housing Offices to continue printing paper permits as required, on demand by users not able to print themselves.

3.23 **Numbered bays**
Both discussion groups and 5 out of 6 panels voted to continue with the current system of individually numbered parking bays for all estates.

Outcomes: Retain individually numbered bays.

4. IMPLICATIONS

4.1 **Financial implications:**

All income from estate parking rents is deposited in to the Housing Revenues Account (HRA) and is used to fund estate services and maintenance. Private car parks operated by NCP in south Islington cost £25 per day/ £125.00 per week. A non –resident renting an estate parking space in Islington currently pays £3.30- £9.66 per week. It is thought that parking rents for non-residents could be increased in stages by 300% or more, without reducing demand.

There are currently 1127 vacant parking spaces, available to rent. Displaying availability through an interactive map will help market these spaces to maximise the amount of income generated by parking space lettings.

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

5.1
- Estate permit holders prefer exclusive use of a specific parking space.
- An Estate parking map will enable the council to effectively market vacant parking spaces and help people see availability.
- Simplifying the application process will make it easier and faster to reserve a space.
- Islington housing residents will benefit from increased use of available estate parking spaces as more funds are generated for the HRA.
- Improved administrative efficiency and greater convenience for customers as they will be able to look and apply for estate parking 24/7 rather than just during office hours.
- Pre-paid visitor vouchers reduce misuse of visitor spaces, increasing their
availability.

5.2 These recommendations will be implemented by June 2015. A further report will then be provided to update Tenant Residents Panels, Scrutiny Committee and Housing Executive on the effectiveness of the new systems.

5.3 Residents will be contacted so that they can assist in co-designing the new customer

journey in terms of the application process and map view.

5.4 In terms of communications four key groups of people will be kept informed and notified of the changes coming:
- All those who remain on current waiting lists.
- All existing estate parking permit holders in Islington (around 5,000 permit holders).
- All council tenants.
- Islington residents across the borough.

Final report clearance:

Signed by:

Sean Mclaughlin   23 September 2014

Corporate Director of Housing and Adult   Date
Social Services

Report   David Hutchison, Estate Parking Manager
Author:
Tel: 020 7527 8666