

Report Title: Overview and Scrutiny progress report to the report of the Scrutiny Review of Estate Parking

Report of: Chief Executive, Homes for Haringey

Wards(s) affected: All

Report for: Progress report

1. Purpose

1.1 To update the response to the report of the Scrutiny Review of Estate Parking.

2. Introduction by Executive Member

n/a

3. Recommendations

3.1 That Overview and Scrutiny notes the progress to date and that progress continues to be reported at regular intervals.

Report Authorised by:



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<p>4. Executive Summary</p> <p>4.1 The Scrutiny Review concentrated on the areas of:</p> <ul style="list-style-type: none"> • The current estate controlled parking scheme • Short stay visitor permits • Abandoned and untaxed vehicles • Secondary enforcement actions • Monitoring and management <p>4.2 Recommendations were made for each area and this report details the current position of each recommendation.</p>
<p>5 Reasons for any change in policy or for new policy development (if applicable)</p> <p>N/A</p>
<p>6 Local Government (Access to Information) Act 1985</p> <p>Housing Scrutiny Review of the Council's approach to Estate Parking.</p>

7. Background

7.1 A report was submitted in January 2006 setting out The Executive's response to the report of the Scrutiny Review of Estate Parking. This report provides an update.

8. Description

8.1 Response to the recommendations

A table detailing the current position and highlighting three agreed response amendments, (2; 13; 15), is attached.

9. Consultation

9.1 Extensive consultation with residents and resident groups has been undertaken throughout each process as appropriate.

10. Summary and Conclusions

10.1 Of the 17 recommendations:

- 12 are agreed in full and are in the process of implementation
- 4 are agreed in part or in principle
- 1 is not agreed for the reasons given

11. Recommendations

11.1 That this progress report be noted.

12. Comments of the Head of Legal Services

12.1 The Legal Service continue to be consulted as part of the review process and have been fully involved in the development of new initiatives including the contract amendments and the contract re-tendering process.

13. Comments of the Director of Finance (Homes for Haringey)

The report adequately covers the financial implications of the actions and proposals reported.

14. Equality Implications

14.1 Ensuring that available parking space on housing estates is used appropriately will benefit all residents but will be particularly so for the elderly and infirm who will benefit from being able to park near to their homes.

Scrutiny Review of Estate Parking

RECOMMENDATION	RESPONSE	COMMENTARY
<p>1. That all residents permits and visitors permits issued include a condition that states that the expiry of the tax disc displayed or failing to display a tax disc would make permits invalid.</p>	<p>Agreed.</p>	<p>This condition is now written onto the permits issued since the last print run for both for residents and visitors permits.</p> <p>That untaxed vehicles will be removed is also included in the new version of the Tenants' Charter issued in May 2007; It is also included in the new housing estate visitors parking permit information sheet being distributed to all residents of estates with estate controlled parking schemes. This will also shortly be available to download from the website at www.homesforharingey.org.</p>
<p>2. That vehicles parked showing a disabled badge need to display a parking permit as well. The permit will cover all housing estates. Failure to display both should lead to enforcement</p>	<p>Not agreed</p>	<p>It was agreed that a valid Disabled persons badge or a valid Companion badge, clearly displayed, entitles the owner to park in an estate controlled residents parking scheme. If the vehicle is not causing an obstruction, it is unlawful to move, clamp or remove it.</p> <p>In view of this, it is optional for disabled residents to also display a parking permit. This has been included in the</p>

<p>action. This needs to be widely publicised and incorporated into the Tenants Charter.</p>		<p>Tenants Charter.</p>
<p>3. That the Housing Service adopt a policy of allowing vehicles displaying a Health Emergency Badge (HEB) issued by the ALG to park on all housing estates in Haringey.</p>	<p>Agreed.</p>	<p>District nurses and other health professionals are provided with permits upon request. The contractor will not enforce on any vehicle displaying one of the recognised practitioner 'on call' notices. This has been extended to include the HEB.</p>
<p>4. That the Housing Service in consultation with Corporate Procurement develops a new contract that is 'fit for purpose'. In particular looking at simplification of the payment structure between the council and the contractor, to include transparency re</p>	<p>Agreed.</p>	<p>The current contract with Wing Security expired in December 2006 and was formally extended for one year, to December 2007.</p> <p>Homes for Haringey have also conducted a value for money review of the Parking Service in the last year and as a result have decided to terminate these arrangements with effect from 1st April 2008. Notice has been served on the Council.</p> <p>Homes for Haringey have decided to have one contract covering all the services currently provided by Wing</p>

<p>VAT charges.</p>		<p>Security and the Parking Service</p> <p>This contract is currently in the process of being re-tendered. The contract specifications have been drafted and will shortly be ready to go to open tender..</p>
<p>5. That discussion take place between the Housing Service and Parking Service on the feasibility of transferring responsibility for the management and enforcement of parking on housing estates to the Parking Service.</p>	<p>Agreed - in principle.</p>	<p>As indicated at the time of the Review it was the services' intention to review these arrangements upon the expiry of the Wings contract.</p> <p>As indicated above there will be one contract covering all aspects of parking management on estates. It is our intention that this contract will be provided at nil or minimum cost to the service and a formal procurement process offers the best way of ensuring that value for money is secured.</p> <p>The Parking Service has indicated that they will not be bidding for this work.</p>
<p>6. That the Housing Service undertake a full analysis including benchmarking exercises before any increase in clamping and removal costs is agreed.</p>	<p>Agreed.</p>	<p>Benchmarking with other local authorities, including Haringey's Parking Service, has been undertaken, analysed and the current procurement process is being informed by this.</p> <p>Homes for Haringey have agreed in principle the creation of a Parking Manager post, provided that this can be</p>

<p>The price increase can only be agreed if the increased income can finance an officer post (see Rec 15).</p>		<p>funded by increased income.</p>
<p>7. That the number of short stay permits for visitors on estates with parking permit schemes be 30 for any 3 months and for people eligible for concessionary rates 60 for any 3 months. Two wheeled vehicles to be exempt re visitor permit requirements.</p>	<p>Agreed.</p>	<p>Homes for Haringey introduced a pilot scheme for visitor's permits in Wood Green in 2006. It was agreed with members that the number of short stay permits be increased to 32 for any 3 months (standard 2 hour permits) and 64 for any 3 months (concessionary 2 hour permits) as permits are issued in sets of 4. Following the success of this pilot and the subsequent positive response to the consultation the visitor's parking permit scheme is being rolled out, in three phases, across the borough.</p> <p>Phase 1 – 19/11/07 (South Tottenham and Chesnut Estate)</p> <p>Phase 2 – 10/12/07 (North Tottenham, excluding Chesnut Estate)</p> <p>Phase 3 – 11/2/08 (Hornsey)</p> <p>The Wood Green pilot was not withdrawn due to successful completion.</p> <p>Short stay permits now allow either a maximum of one or two hours in any</p>

		<p>one period, purchase must be in sets of four.</p> <p>Entitlement, in any combination of 1 and 2 hour permits, in any three month period is:</p> <p>Standard – 64 hours</p> <p>Concessionary – 128 hours</p> <p>Two wheeled vehicles are exempt.</p>
<p>8. That resident and visitor permits be made available at the four customer services centres.</p>	<p>Agreed - in principle.</p>	<p>Resident permits are available at the four customer service centres.</p> <p>Visitor permits are currently only available at the Payment Centre as the customer service centres are not able to accept payment in cash, by cheque or postal order which, to date, have been residents preferred methods of payment.</p> <p>Homes for Haringey will continue to monitor this position with a view to expanding to the customer service centres once they have similar facilities.</p>
<p>9. That the proposed scheme for the removal of abandoned and untaxed vehicles on housing estates be adopted.</p>	<p>Agreed.</p>	<p>The pilot on Broadwater Farm was successful and following subsequent consultations it was agreed to extend to all housing estates. This has been included in the specification for the contract re-tender and will be rolled out</p>

<p>That the scheme be piloted on Broadwater Farm for 3 months before a decision to extend it across the borough is taken.</p>		<p>during the first quarter of 2008. This timing also coincides with the notice given to the Parking Service. That all untaxed and abandoned vehicles will be removed from our estates is included in the new Tenants Charter. Estate signage will be updated as part of the new contractual arrangements.</p>
<p>10. That the Housing Department undertakes consultation with Housing Area Forums and residents before the proposed scheme to remove abandoned and untaxed vehicles is rolled out across other areas of the borough.</p>	<p>Agreed</p>	<p>As indicated in 9 above, comprehensive consultation with residents, including a survey of all Broadwater Farm residents and presentations and surveys with TEMP, RCF and the Leaseholders Panel was undertaken during 2007 resulting in the majority being in favour of rolling out this scheme.</p>
<p>11. That the Housing Service actively seeks to extend the coverage of the Estate Controlled Parking Scheme (ECPS) to all estates and that residents in areas currently not covered by ECPS</p>	<p>Agreed</p>	<p>All residents living on estates not covered by an existing ECPS have been consulted about introducing one. There are now 87 Estate Car Parking Schemes plus 2 more underway. As any changes occur, e.g. the introduction of new CPZs, residents on local estates are re-contacted. Similarly, full consultation takes place</p>

<p>be consulted on its introduction.</p>		<p>with residents prior to any proposed changes being implemented.</p>
<p>12. The Housing Service in consultation with the Parking Service and Wing Security ensures that signage is adequately placed across all estates. That the signs inform residents of their parking rights, are of a smaller size and display an 0845 number. In addition double yellow lines and cross hatched boxed should be marked.</p>	<p>Agreed - in principle.</p>	<p>All new signs erected conform to these requirements. We haven't changed existing signage as we are in process of re-tendering the contract and this would not have been value for money as each sign costs on average £100. Replacement signs, as required, will conform to these requirements. These requirements for signage are included in the specification for the new contract. Lineage is marked, as appropriate, at each site.</p>
<p>13. That the Housing service confirms the policy and informs residents that vehicles with a SORN (Statutory Off Road Notification) will not be allowed to park on council land. Vehicles must be covered in a way as to allow the view of</p>	<p>Agreed.</p>	<p>The outcome of the review of the Broadwater Farm pilot and subsequent consultations has resulted in this being adopted. It is included in the new contract specification and will be rolled out across the borough during the first quarter of 2008.</p>

<p>permits and tax disc. Non compliance will lead to the removal of the vehicle.</p>		
<p>14. That the proposed secondary enforcement action against motorists who cut off wheel clamps be agreed, including the re-clamp of vehicles with the owner being charged for the clamp.</p>	<p>Agreed.</p>	<p>The method statement was agreed by Legal and has subsequently been added to the existing contract by means of a formal amendment. Secondary enforcement is also contained within the specification for the new contract.</p>
<p>15. That the Director of Housing considers appointing an Estate Parking Manager with responsibility for liaison with residents, monitoring of parking activity both of the contactor and residents.</p>	<p>Agreed – in principle.</p>	<p>This has been reconsidered by Homes for Haringey and it has now been agreed in principle to establish the post of Parking Manager, subject to it being funded by increased income.</p>
<p>16. That an additional spot check procedure be implemented to check</p>	<p>Agreed.</p>	<p>Formal monthly monitoring has been established with the parking contractor, Wing Security, and also with the Parking Service. This requirement is also contained</p>

<p>contractor performance alongside other monitoring actions.</p>		<p>within the new contract specification.</p>
<p>17. That the Housing Service issues a comprehensive publicity document on parking on housing estates.</p>	<p>Agreed.</p>	<p>The existing document was updated following the introduction of the visitors parking permit pilot scheme and the Broadwater Farm pilot. It will be reviewed and reissued following the roll out of these two schemes. This document is on HfH website: http://www.homesforharingey.org/almof/information_for_tenants/parking_on_estates.htm</p>