

Appendix 1: Parking Services Background Information

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Overview

Fylde Council own and operate 20 open surface level car parks spread over the towns of St Annes, Lytham and Kirkham. Of these 20, 5 are free to use and 15 are charged via pay and display. The 20 car parks comprise a total of 1,625 spaces made of 350 free spaces (105 disabled bays, 7 coach bays and other designated bays including general parking and reserved bays) and 1,273 charged spaces. This is set out in the following table:

Fylde Council Car Park Details

Car Park	Bay type	Number of bays	Notes
Mill Street	Standard	112	Long Stay
	Disabled	8	Free
	Reserved	18	
Eagles Court	Standard	15	Long Stay
	Disabled	0	Free
Pleasant Street	Standard	153	Short Stay/Long Stay
	Disabled	9	
Lytham Station	Standard	101	Cheap Long Stay
	Disabled	4	
Bath Street	Standard	49	Long Stay
	Disabled	3	
	Concession	1	
Dicconson Terrace	Standard	46	Long Stay
	Disabled	4	
Lowther Gardens	Standard	52	Cheap Long Stay
	Disabled	7	
Stanner Bank	Standard	145	Long Stay
	Disabled	9	
Fairhaven Bowling Green	Standard	22	Long Stay
	Disabled	7	Free
St Paul's Avenue	Standard	95	Long Stay
	Disabled	4	
Fairhaven Road	Standard	97	Long Stay
	Disabled	6	
	Coach	7	
	Café reserved	33	
Swimming Pool	Standard	81	Long Stay
	Disabled	6	
	Over-sized	7	
	Staff	7	
	Island Standard	5 (not Council)	
	Island Disabled	1 (not council)	

Car Park	Bay type	Number of bays	Notes
North Promenade	Standard	195	Long Stay
	Disabled	9	
	Concession	1	
North Beach	Standard	133	Long Stay
	Disabled	8	
	Coastguard	9	
St Annes Square	Standard	29	Short Stay
	Disabled	5	
Wood Street	Standard	13	Short Stay
	Disabled	5	
Town Hall	Standard	36	Long Stay
	Disabled	4	Weekends Only
	Councillors	3	
	Visitors	2	
	Mayor	1	
	Leader	1	
	Delivery	1	
Public Offices	Standard	30	Long Stay
	Disabled	3	Weekends Only
	Standard restricted time	4	Site currently for sale
St Albans Road	Standard	17	Short Stay
	Disabled	2	Free
Orders Lane	Standard	12	Short Stay
	Disabled	2	Free
	Reserved	3	

The car park services are overseen by the Council's Principal Parking and Energy Officer who is assisted by two part time Technical Services Support Officers. Key responsibilities are to keep the car parks operational and safe to use, maintain income and oversee the enforcement process. There are several documents that are used to help guide Council officers including:

- Fylde Car Park Strategy. This document provides the strategic guide for how the service should operate.
- The Fylde Borough (Off-Street Parking Places) (Consolidation) Order 2007 and its amendments. This document is the legal Traffic Regulation Order (TRO) that the Council uses to enforce the car parks. It states what contraventions are and what activities are allowed to occur.
- Traffic Management Act 2004 – Operational Guidance to Local Authorities: Parking Policy and Enforcement (March 2015 edition). The Council's TRO is valid under TMA 2004. The associated guidance issued by Central Government covers all aspects of the operation of car parks and their enforcement; stating what we can and cannot do.
- Fylde Borough Council's Civil Parking Enforcement – Guidance Policies for the Enforcement and Cancellation of Penalty Charge Notices. This is an internal document used by staff to guide

decisions when representations are received against the issuing of Penalty Charge Notices (PCNs). It sets out frequently received reasons as to why PCNs should be cancelled, identifying what may be statutory grounds or mitigating circumstances and identifying in which circumstances these representations may be accepted or rejected.

- Department for Transport – Parking for disabled people. This document, which dates from the mid 1990s, is used as guidance for the provision of disabled bays, their dimensions and appropriate signage.

To deliver the Car park services there is a team effort across the Council. This includes, but not limited to:

- Parks team - maintain vegetation around most car parks with their Play and Projects team providing some maintenance support.
- Waste services - keep the car parks clean and provide litter bins.
- Legal team - provide advice and assistance on the TRO and any issues arise such as when traveller camps set up on the car parks.
- Risk management/insurance - supports the team when incidents occur on a car park and claims against the Council are received.
- The Estates Surveyor - oversees contracts with concession holders, for example ice cream vans.
- Engineering team - provide specialist advice and support on car park structures and their maintenance, e.g. resurfacing and wall integrity.
- Finance team assist with monitoring budgets and ensuring income is received and allocated correctly.
- ICT - assist with specialist software that the service uses.
- Coast and Countryside team - monitor many car parks, particularly during quieter periods when enforcement officers are not working.
- The Tourism officer – work together to help those who wish to use the car parks for various events
- Community Safety – liaison with Police and CCTV operators.

To operate the car parks several different contractors assist in service delivery. These include:

- Metric. Pay and display car parks have machines supplied by Metric. Most (23) of these have been/are in the process of being upgraded to Elite LS models with 3 remaining as Auras. Metric provide machine maintenance and software services to ensure the machines keep operating and enable us to gather user data.
- NSL. Cash Collection/counting/banking services for the pay and display machines and car park enforcement services are provided by NSL. These services have been procured through a joint arrangement with several other Lancashire districts.
- Chipside. When Enforcement Officers issue Penalty Charge Notices (PCN) for parking contraventions they enter information onto a handheld computer. The software for this plus the provision of notice processing services/banking of income is provided by Chipside. These services have been procured through a joint arrangement with several other Lancashire districts.
- Jacobs and Phoenix. If people who have received a PCN fail to pay the amount due the Traffic Enforcement Centre at Northampton County Court will issue a warrant for debt recovery. Jacobs and Phoenix are two companies that provide Enforcement Agents who use the

Warrants to retrieve the outstanding debt. They are not strictly contractors as they obtain their payment from the debtor but they do act on our behalf. This service has been procured through a joint arrangement with several other Lancashire districts.

- Other local contractors are used to assist with various maintenance and repair issues including surface patch-repairs, gully clearance, lighting and electrical issues, wall and fence repairs, relining, etc.

Fees and Charges

The fees and charges for using the car parks are set out each year by the Council. These include fees for pay & display parking and charges for a variety of different permits, dispensations and stages of enforcement action. The following are the agreed amounts for 2016/17:

Car Park Fees

Short Stay		Pleasant Street		Long Stay	
Time	Tariff	Time	Tariff	Time	Tariff
Up to ½ hour	£0.80	Up to ½ hour	£0.80	Up to 1 hour	£1.20
½ - 1 hour	£1.30	½ - 1 hour	£1.30	1-2 hours	£2.10
1-2 hours	£2.40	1-2 hours	£2.40	2-3 hours	£2.70
2-3 hours	£3.60	2-3 hours	£3.60	3-4 hours	£3.20
		3-5 hours	£6.00	Over 4 hours	£4.30
		5-7 hours	£8.00		
		7-9 hours	£10.00	Coaches (Fairhaven Road CP)	Free

St Annes Swimming Pool		Lytham Station (whole days end at 9am)		Lowther Gardens	
Time	Tariff	Time	Tariff	Time	Tariff
Up to 1 hour	£1.20	Up to 1 hour	£0.90	Up to 1 hour	Free
1-2 hours	£2.10	1-2 hours	£1.40	1-2 hours	£1.50
2-3 hours	£2.70	2-4 hours	£2.20	2-3 hours	£2.00
3-4 hours	£3.20	4 hours – 1 day	£2.70	3-4 hours	£2.50
Over 4 hours	£4.30	1-2 days	£5.00	Over 4 hours	£3.50
		2-3 days	£7.50		
Motorhomes - whole days end at 10am		3-5 days	£10.00		
6pm to 10am	£5.00	5-7 days	£12.00		
Up to 1 day	£8.00				
1-2 days	£15.00				
2-3 days	£21.00				

Permits

Pleasant Street Business - £335

Pleasant Street New Resident – £285

Pleasant Street Restricted Resident – £20

Lytham Station - £160

Stanner Bank Business – £100

Horse Box - £15

Fylde Resident Permit Scheme - £25
Replacement Permit - £15

Dispensations

Maximum £16 per day, negotiable with the parking manager

Penalty Charge Notices (PCNs)

Lower rate PCNs - £50 (discounted to £25 if paid with 14 days)

Higher rate PCNs - £70 (discounted to £35 if paid with 14 days)

Charge Certificate – an additional 50% of PCN charge

Registering debt with court - £7

Income and expenditure

The following figures were included in an information report to the Operational Management Committee on 19th January 2016 with the addition of 2015/16 information. 2015/16 figures are indicative only as year-end accounting has yet to be finalised:

Car Park Operations Income and Expenditure

	2012/13 (£)	2013/14 (£)	2014/15 (£)	2015/16 (£)
Income				
Pay & display income	471,105	520,578	541,775	580,225
Permit sales	9,398	6,519	19,068	21,566
Dispensations	552	442	502	0
Total Income	481,055	527,539	561,345	601,791
Expenditure				
Premises (maintenance and equipment)	44,516	50,777	52,220	43,767
Supplies and Services	13,664	12,231	12,207	11,499
Service recharges	83,841	78,320	78,134	74,786
Capital Charges	7,729	3,331	7,617	11,903
Business Rates	70,003	48,610	70,481	83,222
Fee Refunds/Income share	15,640	7,198	13,847	18,924

	2012/13 (£)	2013/14 (£)	2014/15 (£)	2015/16 (£)
Capital Works	61,581*	37,500	30,000	30,000
Total Expenditure	296,974	237,967	272,006	274,101
Total Surplus	184,081	289,572	289,339	327,690

*Capital Works includes £30,229 rolled over from 2011/12 to 2012/13.

Car Park Enforcement Income and Expenditure

	2012/13 (£)	2013/14 (£)	2014/15 (£)	2015/16 (£)
Income				
Off-street penalty charges	51,226	47,110	45,835	50,917
Total Income	51,226	47,110	45,835	50,917
Expenditure				
CEO Time and Notice Processing Costs	40,287	37,997	42,603	46,138
Patrol and TEC Costs	2,357	2,123	1,836	1,507
Transport	5,483	6,464	7,308	5,696
Additional Enforcement Costs (phones, stationery etc.)	77	52	49	97
Service recharges	25,846	24,612	23,551	24,632
Total Expenditure	74,050	71,248	75,347	78,072
Total Surplus/Deficit	-22,824	-24,138	-29,512	-27,155

Pay and Display Revenue Break-down

Description	2012/13	2013/14	2014/15	2015/16
Totals	471,105.94	520,578.29	541,775.14	580,225.19
North Promenade Car Park	33,046.91	44,510.10	45,219.63	46,375.22
Stanner Bank Car Park	16,222.25	17,152.83	15,810.42	17,499.36
St Pauls Ave Car Park	3,193.13	4,825.69	3,458.64	3,710.90
The Island Car Park	45,685.88	53,007.55	65,433.57	79,813.53
Fairhaven Road Car Park	15,597.67	19,512.69	23,528.84	23,384.13
Lytham Station Car Park	17,656.19	21,008.10	28,286.80	30,279.32
Pleasant Street Car Park	129,569.24	134,945.76	141,260.27	152,923.18
Wood Street Car Park	23,119.40	22,011.35	22,007.00	19,936.65

Description	2012/13	2013/14	2014/15	2015/16
Lytham Green Car Parks	90,506.02	102,905.32	108,283.33	117,008.99
North Beach Car Park	8,935.97	10,161.26	6,505.37	6,571.09
St Annes Square Car Park	80,467.13	80,625.09	74,884.37	73,562.14
Public Offices Car Park	217.91	255.79	400.21	597.43
Town Hall Car Park	1,144.22	2,763.79	1,184.99	2,958.62
Lowther Car Park	5,741.02	6,892.97	5,511.70	5,604.63

Permit Revenue Break-down

Description	2012/13	2013/14	2014/15	2015/16
Totals	9,397.52	6,520.38	19,068.65	21,566.79
Pleasant St resident's permit	987.50	1,122.92	1,136.67	1880
Pleasant St business permit	4,051.87	3,019.84	6119.86	5,800.07
North Beach dog walker's permit	559.00	246.84		
Lytham Station Permit	2,697.49	1,231.64	7,891.64	7,929.14
Stanner Bank business permit	333.33	166.66	166.66	83.33
North Promenade business permit	83.33	83.33	83.33	83.33
Horse Box Permit	685.00	565.00	1,197.50	837.50
Fylde Resident's Permit Scheme		84.15	2,472.99	4,953.42

Other Uses for Car Parks

By the nature of the car parks they are very desirable for other uses. They provide level hard-standing in areas that are either in the centre of town or in a picturesque setting. This means that a variety of different groups wish to use the car parks for a variety of reasons. The following text is taken from the Fylde Car Park Strategy which shows the Council's recognition of the need to support various events where possible though a balance needs to be weighed of the impact to the local area and to the service provision and requirements:

4.0 Objectives

4.19 To allow the car parks to be used for appropriate charity or public information displays and commercial events, subject to adequate agreements being in place.

4.20 To restrict and prevent inappropriate use of the Council's car parks.

5.0 Policies

5.10 Use of the Car Parks (Objective 4.19)

5.10.1 The car parks are used for various events, displays, markets and public information exercises throughout the year subject to appropriate risk assessments, insurances and agreements being in place.

5.10.2 Applications to hold events on car parks will be assessed on the cost to the council and local businesses through lost income against the proposed benefit of the event to those attending or money raised for charity.

5.10.3 Where the event is non-charitable and/or makes a profit for the organisers a reasonable charge will be made to cover lost income.

5.10.4 To protect parking for town centre businesses, events will be discouraged from town centre car parks with other options considered first.

PP10 The Council will consider the use of the car parks for various events, displays, markets and public information exercises subject to adequate agreements being in place.

The following sets out what events have occurred over the last year (2015/16) which are located on/impact Council car parks

Date	Car Park(s)	Event	Notes
13 times per year	St Annes Square	St Annes Market	Uses one (larger) section
16 th to 26 th April	Bath Street	St Georges Celebration	Set-up extended period of use. 6 bays reserved for on-site workers/VIPs for at least 10 days. Delivery vehicles take significant area whilst being unloaded/loaded. On certain days the organisers closed half the car park.
17 th May	North Promenade, Swimming Pool and Fairhaven Road	St Annes Triathlon	Organisers set-up on Saturday evening, stopping all but a few motorhomes parking overnight. Road closure from 7:30am until 2pm. Lower section swimming pool affected until event clears up.
19 th May	St Paul's	Compost give-away	
20 th May	Lowther	Mayoral Event	
June	Town Hall	Mayoral Parade	
27 th June	Bath Street and Dicconson Terrace	Lytham Club Day	
11 th to 12 th July	St Annes Square	St Annes Carnival	
19 th July	Swimming Pool	RNLI Fun Day	Small area of lower section used to host rides.
25 th to 26 th July	North Promenade and Swimming Pool	St Annes Kite Festival	No negative impact to car parks. Likely to encourage more visitors to stay on car parks.
Approx. 23 rd July to 12 th August	Bath Street and Dicconson Terrace	Lytham Proms	Actual event 6 th to 9 th August. Set-up and take-down extends period of impact to Bath Street. 8 bays used

Date	Car Park(s)	Event	Notes
			for 2 weeks on Bath Street. Once event arena fence is erected customers appear to be dissuaded from parking on Bath Street. During event road closed early so stops later customers.
15 th – 16 th August	Bath Street	1940s weekend	Minimal negative impact to car parks as they remain open during the event. Some spaces may be used for short periods to enable set-up and take-down.
13 th September	Stanner Bank	Fairhaven Lake Vehicle Rally	Use most of the car park
4 th October	Swimming Pool	Classic Vehicle Rally	Use upper-section bays
8 th November	Town Hall	Remembrance Sunday	
21 st November	Pleasant Street and Dicconson Terrace	Christmas Lights switch-on	A few spaces provided to event organisers on rear section of Pleasant St. Customers stopped from reaching Dicconson Terrace for a short period while fireworks display is on-going.
28 th November	St Annes Square	Christmas Lights Switch-on	Use one (larger) section
3 weekends prior to Christmas	All	Free Christmas Parking	
20 th March	Stanner Bank	Sports Relief Mile	

In addition to those listed the car parks are also used in January each year to support Christmas tree collections, are used for compounds for works in surrounding areas, eg on North Beach car park for coastal management works and permits are provided to various volunteer groups to carry out beach cleaning activities, either on a regular basis or once a year.

This year there have been requests for several new events including a food fair market on St Annes Sq car park from a Friday to Sunday in the middle of August and a new Triathlon event along St Annes Promenade on the first Sunday of September.

There is a Tourism Committee Working Group due to be set up later in the year to further explore events across the Borough.

Please note, from Spring/Summer 2017 Stanner Bank and St Paul's Avenue car parks are planned be closed to all visitors for two years to enable sea defence works to be carried out around Fairhaven Lake and Granny's Bay. At the end of this period it is expected that Stanner Bank will be remodelled and St Paul's Avenue will hopefully be resurfaced.

Previous Decisions

The biggest changes to car parking services occurred following a report to Cabinet on 15th January 2014. The documents associated with this were supplied to Working Group members prior to this meeting. The information that led to this report was gathered over two years with significant input from the previous Task and Finish Group. The minutes from this meeting are as follows:

11. Car Parking

The comprehensive report on car parking was introduced by Paul Walker (Director of Development Services).

The report outlined a number of developments in relation to car parking including: the outcome of the task and finish group on car parking; a survey to explore the potential to introduce a residents' parking permit scheme, meetings that had taken place in Lytham, St Annes and Ansdell in relation to car parking issues; a petition received from St Annes Chamber of Trade and a number of proposals for changes to the operation of car park tariffs/management. The report provided a chronology of issues and developments and sought views on whether a formal survey is commissioned jointly with LCC and/or the car parking proposals attached to the report including the introduction of a residents' car parking permit scheme.

Councillor Pounder (Portfolio Holder for Customer and Operational Services) commented on the content of the report. In doing so, he acknowledged the detailed work undertaken by the Task and Finish Group to improve the way off street parking is provided which he added were for the benefit of residents and visitors to the borough. Councillor Pounder then went on to refer to various initiatives that were covered in the report and asked to place on record his thanks and appreciation to the members and officers involved in bringing the report forward.

In reaching its decision, Cabinet considered the details set out in the report before it and at the meeting and RESOLVED:

1. To note the further considerations of the Task and Finish Group on car parking since Cabinet last considered a report on the matter.
2. To support a jointly commissioned car parking study in Lytham, St Annes and Ansdell with Lancashire County Council at an estimated cost to Fylde Council of £10,000 funded from in year efficiency savings found from existing resources and that a contribution of £5,000 be sought from St Annes Town Council.
3. To agree to the existing Car Park Orders being amended to allow a 24 hour motorhome tariff on The Island, a multi-day tariff on Lytham Station and a reduced time period tariff on both short and long stay car parks subject to notice to change the Orders being published and consideration of responses received being delegated to the Director of Development Services in conjunction with the Portfolio Holder prior to making the orders;
4. To agree to upgrade the older 'Accent' machines so that they can accept credit/debit card payments and 'wave and pay' facility and the use of ANPR enforcement cameras at Stanner Bank car park which will be the subject of further reports to Cabinet;
5. To support the introduction of a residents' car parking permit scheme on a 12 month trial as set out below:

- Cost of permit from 1st May 2014 to 30th April 2015: £25
- No part year fee during initial trial period (1/5/14 to 30/4/15)
- Limited to Fylde Borough residents
- Permit is limited to a specific vehicle and is not transferable (change of vehicle details £15)
- Permit allows parking for up to two hours each day in one of the following car parks:

North Beach, St Annes, North Promenade, St Annes, St Annes swimming pool, St Annes, Fairhaven Road, St Annes, St Paul's Ave, Fairhaven, Stanner Bank, Fairhaven, Lytham Station, Lytham.

Following this cabinet meeting the Fylde Resident's Parking Scheme was established and is now in its second year. After the first year some slight changes were made to the scheme including extending the number of car parks to include Bath Street plus allowing Pleasant Street, Dicconson Terrace, St Annes Square and Wood Street to be used at off-peak periods, i.e. before 10am and after 4pm. A report on the scheme user numbers will be submitted to the next Operational Management Committee.

The car park tariffs were also changed in April 2014. As can be seen from the Pay and Display Revenue break-down as detailed previously most car parks, especially St Annes Swimming Pool and Lytham Station car parks where multi-day tickets were introduced, have significantly increased income since this time. This cannot all be assigned to the tariff changes as during this time the weather has been exceedingly favourable and, for Lytham Station, the majority of users are workers associated with Ribble House being fully occupied by some key businesses. However notable reductions in income can be seen on St Annes Square and Wood Street where half hour tickets were introduced.

The joint parking study with Lancashire County Council did not proceed as originally planned. St Annes Town Council refused to contribute to this and it was deemed that the study itself would not provide sufficient insight into the car parks to warrant the financial outlay that was expected. As such the study proceeded only considering on-street parking issues. The outcome of the study suggested that parking regimes should continue as they were. However, following complaints from St Annes traders, a temporary experimental order to extend some limited waiting periods from 60 minutes to 90 minutes was introduced in December 2015 for an 18 month period.

The machine replacement process is almost complete with the last 10 to be installed in the next few weeks. Following this we hope to enable them to take 'Chip and Pin' contact card payments. This has had to be held back from the initial expectation as in Autumn 2014 the European Union introduced new standards for unattended card payment devices. It has taken some time for the companies that manufacture the devices to implement the new standards and for the limited number of Payment Service Providers to become accredited to the new standards. The 'Wave and Pay' contactless card payments are still in the process of becoming accredited but once this is done this option will also be activated.

The option of changing the enforcement regime on Stanner Bank car park, including the possibility of ANPR enforcement and barrier systems were explored in Autumn 2014 with advice from a specialist contractor. A report was submitted to cabinet on 14th January 2015 which outlined various different options and included a cost/benefit analysis. The outcome was that ANPR is not possible at the current time due to government opposition to its use by any Local Authority. Other options which may have increased compliance with parking conditions were not financially viable. As such enforcement has remained the same.