

REPORT TITLE: CAR PARKS MAJOR WORKS PROGRAMME

20 JANUARY 2021

REPORT OF CABINET MEMBER: Cllr Martin Tod - Cabinet Member for Service Quality and Transformation

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WARD(S): ALL WARDS

PURPOSE

The purpose of this report is to consider and agree the proposed Car Parks Major Works Programme for 2021/22 and an indicative programme for 2022/23.

The programme consists of both capital and revenue expenditure and is part of the Council's Asset Management Plan.

The Council's Parking and Access Strategy has achieved the aim of increasing the use of edge of city centre parking and park and ride with the majority of car parks now operating at or near to full capacity at times of peak demand (pre-Covid).

The City of Winchester Movement Strategy recognises the importance of parking as a means to help manage traffic movements through the city and, as part of this objective, the need for additional park and ride provision has been identified. Parking management is also a tool to support wider traffic management which enables us to address the Climate Emergency and improve air quality.

The report also covers progress made on the 2020/21 programme for maintaining and improving parking assets and sets out additional proposals for maintenance and enhancements of car parks for 2021/22 as well as proposals for digital transformation and customer service improvements for parking services.

An update is provided within the report on any works that have still to be delivered or are no longer required as the business needs have changed. A key part of this has been the impact of, and the response to, COVID 19 which has had a significant effect on traffic levels, parking patterns, and driver behaviour. It has also had a

direct impact on progress on a number of projects.

RECOMMENDATIONS:

That Cabinet:

1. Subject to Full Council approval of the Budget and Capital Investment Strategy in February 2021, approve expenditure of £368,000 for the car park major works programme 2021/22 as outlined in appendix A.
2. Note the indicative programme for 2022/23 totalling £410,000 as a basis for planning and preparing future works.
3. Delegate to the Head of Programme in consultation with the Corporate Head of Asset Management and Cabinet Member for the Service Quality and Transformation, authority to make minor adjustments to the programme in order to meet maintenance and operational needs of the car park service throughout the year, as required.

## IMPLICATIONS:

### 1 COUNCIL PLAN OUTCOME

- 1.1 On-going investment in the Council's parking infrastructure is consistent with the Council Plan in relation to delivering against the priorities of tackling the climate emergency and creating a greener district with better air quality, vibrant local economy and living well as managing our car parking offer, which includes investment in infrastructure, helps to influence customer choices and behaviour as well as supporting the local economy.
- 1.2 The planned works also help to underpin the adopted Parking and Access Strategy and take full account of the City of Winchester Movement Strategy (WMS). A report on the Electric vehicle charging strategy was considered by Cabinet in February 2020 (CAB3206) and is now being rolled out across the district at the current time with the first council charging point operational in Denmead in December 2020.

### 2 FINANCIAL IMPLICATIONS

- 2.1 The total programme of works identified in this report amounts to £7,225,000 in 2021/22 and £410,000 in 2022/23.
- 2.2 Of the total programme, approval for expenditure is sought for £368,000 in 2021/22. The capital items will be funded from the capital receipts reserve with the balance to be funded by the car parks' property earmarked reserve. The balance of this reserve as at 31 March 2020 was £2,427,000.
- 2.3 The additional items are significant works and are subject to separate business cases and approvals. Further detail is provided in the supporting information below.
- 2.4 Investing in parking infrastructure will reduce the risk of loss of income from parking charges, which help to cover rising costs of management of our facilities, by ensuring that car parks are attractive and well used facilities which are fit for purpose. This is an important component in implementing our Parking and Access Strategy across the District and will, in addition, help to prevent any claims against the Council resulting from accidents or other incidents in car parks.
- 2.5 COVID has had a significant effect on parking usage and therefore income. It is impossible to quantify the long-term impact of COVID on parking patterns and therefore income resulting from changes in commuter and visitor behaviour, but the actions set out in this report are identified to ensure that the council is ready to respond when a return to more normal conditions occurs in 2021.

### 3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 Under section 1 of the Localism Act 2011, the Council has the power to undertake any activity a normal person could undertake, for the benefit of the authority, its area or persons resident or present in its area. The Council is satisfied it has the enabling power(s) to procure and award a contract for services following a robust procurement exercise.
- 3.2 The Council has an obligation as a best value authority under section 3 of the Local Government Act 1999 to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness” together with a duty of care to the public to ensure that both the car parks and park and ride facilities are safe to use and maintained in a condition that is fit for purpose. It is considered by officers that the proposed programme assists the Council to meet these requirements.
- 3.3 Any procurement for goods and services will be in line with the Council’s Contract Procedure Rules and Public Contract Regulations 2015(PCR2015) and subsequent contracts managed in-line with the Council’s Contract Management Framework.

### 4 WORKFORCE IMPLICATIONS

- 4.1 The majority of works will be managed or delivered ‘in house’ by the Council’s Parking, Estates or Special Maintenance Teams

### 4.2 PROPERTY AND ASSET IMPLICATIONS

- 4.3 Works are in line with the Council’s Asset Management Programme and reflect the operation of Council car parks, but identify where there are links to no car park related issues.

### 5 CONSULTATION AND COMMUNICATION

- 5.1 The Plan has been developed with input of colleagues across the Council.

### 6 ENVIRONMENTAL CONSIDERATIONS

- 6.1 Environmental considerations have informed the programme in terms of delivering measures which will help to reduce our carbon footprint in line with the Climate Emergency declaration and commitment to improve air quality in Winchester particularly in respect of energy efficient lighting systems, future provision of electric vehicle charge points, and future works relating to coach parking provision.

## 7 EQUALITY IMPACT ASSESSEMENT

- 7.1 A significant number of the Council's car parks have achieved Disabled Parking accreditation from Disabled Motoring UK. Any projects which may have an impact on equality matters will be assessed on a case by case basis.

## 8 DATA PROTECTION IMPACT ASSESSMENT

- 8.1 All new projects such as introduction of a virtual permits system will note and adhere to any requirements regarding Data Protection and GDPR.

## 9 RISK MANAGEMENT

- 9.1 Risks will be considered for all actions in the Car Parks' Major Works Programme

<b>Risk</b>	<b>Mitigation</b>	<b>Opportunities</b>
Property - failing to maintain Council property in an attractive and safe condition may lead to complaints, reduced usage and claims against the Council.	Continued investment addresses defects and means that car parks remain fit for purpose and are safe.	Opportunities to explore new technology in areas such as energy efficient lighting, emissions control and new build facilities, such as the leisure centre car park, and reduce costs whilst including measures, which address the Climate Emergency.
Community Support – Poor car parking will undermine confidence in the Council to support its communities.	Maintain and improve the parking offer.	Utilise the new RingGo contact for phone payments which offers significant benefits to customers and the council
Timescales	n/a	n/a
Project capacity, - – Inadequate resources result in a failure to deliver projects.	Additional staff employed on temporary contracts to deliver some projects where needed.	Potential for secondment opportunities for existing staff
Financial / VfM - failing to have safe and well managed car parks and reliable working parking machines that give customers a range of payment options, may result in loss of income and detrimentally effect the implementation of the Parking & Access Strategy	Investment in replacing machines each year has taken place and this has enabled customers in all town centre car parks to have a range of payment options and ensured that customers are able to make payment. It also means that the Council's parking stock is Payment	Creates efficiencies and delivers customer aspirations enhancing the Council's reputation.  Opportunity to generate income and customer improvements from the recently procured new RingGo contract.

	Card Industry ['PCI'] compliant and will help to assist in achieving Digital Transformation Projects such as the new Council reception project.	
Legal - The Council has an obligation to maintain its car parks in a safe condition for all users.	Maintaining car parks in a safe condition helps to minimise claims from injuries and damage to vehicles; this helps to reduce any possible reputational damage and financial claims.	
Innovation, Missing opportunities to invest in new technology including energy efficient lighting would mean that the Council would fail to realise energy efficiencies/reductions in our carbon footprint and other savings.	The Council continues to investigate and implement lighting and other measures to improve the parking stock and to reduce energy consumption costs and the Council's carbon footprint.	
Reputation, Failing to maintain car parks and to carry out preventative and reactive repairs to an acceptable standard may damage the reputation of the Council and attract criticism from customers as well as reducing use and therefore income.	By carrying out a programme of structural surveys and other inspections and subsequent repairs, the Council will ensure it has attractive and safe car parks which will encourage use.	Maintaining or increasing the number of car park awards and accreditations by having safe and well managed car parks, should encourage additional use and will provide for the needs of all members of our communities.
Other		

## 10 SUPPORTING INFORMATION:

- 10.1 The latest Parking and Access strategy is on the parking pages of the website  
<https://democracy.winchester.gov.uk/documents/s10266/CAB3224%20-%20APDX%20%20CAR%20PARKING%20STRATEGY%202020.pdf>
- 10.2 The Parking and Access Strategy was formulated alongside the Winchester Movement Strategy (WMS) to ensure it contributes to its core priorities of reducing city centre traffic, supporting healthier lifestyle choices and providing investment in infrastructure to support sustainable growth.

- 10.3 The Car Parks Major Works Programme sets out the spending plans for 2021/22 incorporating both capital and revenue costs. It consists of a variety of works including; building refurbishment, maintenance and equipment replacement, car park resurfacing and improvements, future car parking provision and new software solutions to improve efficiency and deliver customer expectations as well as improvements to produce savings and reduce the Council's carbon footprint.
- 10.4 The programme set out in this report includes expenditure proposals for 2021/22 and an indicative programme for 2022/23. For 2021/22 the total proposed programme including any carry forwards amounts to £7,225,000 of which £7,057,000 is classified as capital expenditure and £168,000 as revenue expenditure.
- 10.5 The programme set out in detail in Appendix A reflects the current needs and priorities of the Council and helps deliver the Council Plan in terms of its sustainable transport, asset management and broader strategic objectives. In particular this programme of works is:
- maximising efficiency;
  - improving health and safety;
  - delivering our general obligations for maintenance and equipment replacement in relation to its assets;
  - additional cycle and car parking provision where appropriate;
  - digital transformation;
  - reducing the Council's energy consumption;
  - delivering enhanced customer service; and
  - reflecting the need to re-open after COVID.

## 11 **2020/21 Programme - Progress**

- 11.1 As an update on works that have taken place since the previous report to Cabinet in January 2020 (CAB 3213), the following projects have been undertaken or are in the process of being completed.

Virtual permits	<p>Due to COVID a simplified on line permit scheme was brought in in mid-March 2020, which meant the parking office was able to close. This has been operating successfully now for 10 months.</p> <p>Alongside this, work is progressing the on a fully virtual permit scheme, although due to COVID this has delayed.</p> <p>The Parking team are working with the successful supplier to</p>
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	deliver the scheme. Carry forward of one-off funding will allow completion and roll out of the scheme in positive manner and with full communications support improving customer service in 2021.
Tariff Changes	Introduction of Sunday and evening charging in central car parks required new signage and software changes to legally ensure that enforcement can operate and that visitors are able to use the car parks safely (Cost £21k). This was successfully implemented in October 2020.
Various car park improvement works	This budget has covered general maintenance of car parks including potholes and lining refreshments, which has contributed to safe operation of the car parks. These have included the re-painting of Cossack Lane, Friarsgate and Barfield P&R car parks, the major pothole repairs in Wickham square, and moving the Colebrook street bin store to Garnier Road Handlebar Café location.
Improved car park signs	Due to COVID a number of temporary signage improvements have been made so far including one way direction signs and Sunday and evening parking. The next step is to review overall signage for the council's car parking offer and, as part of the programme of bouncing back stronger after the impacts of corona virus, a single cohesive and corporate set of signing across all cars parks is planned for early 2021. This will be supported by a further project relating to information displayed on the highway designed to improve directional signage so as influence driver behaviour and improve air quality in the city.
Electric Vehicle Charging at Various car parks	These are being rolled out now and most should be completed and ready for use by January 2021.
New coach parking	<p>South Park and Ride option is now being delivered saving significant sums for the authority compared to previous options considered including at St Catherine's P&amp;R site. Aimed for completion during early 2021.</p> <p>This involves moving some provision at the existing site at Worthy Lane to South Park and Ride and is programmed to be delivered by early 2021. This will provide up to 12 coach spaces. £400,000 was included in the capital programme for this scheme, but by moving it from St Catherine's to South park and ride site will save almost all the funding (current provision is £35,000).</p>
Park and Ride	<p>No further improvements planned at existing park and ride sites in 2020/21. Any planned changes have been limited by COVID and use of South park and ride site for COVID testing.</p> <p>Vaultex site is being progressed to provide up to 300 new park and ride spaces on the east side of the city subject to planning.</p>
Winchester Sport	£120k on track and scheduled to be spent up to the opening



& Leisure Park (WSLP)	of WSLP, to fund the CCTV camera network, and the on-site pay and display machines, along with associated car park costs infrastructure.
Park and ride	Smart card system phased out. In the main this has included the removal of smart cards from large institutions as well as the public.
Pay machines upgrade	Machines continue to be upgraded to provide PCI compliance in terms of security and customer service standards. Move to RingGo offers significant opportunity to reduce cash in system therefore reducing costs further.
IMT	Letter writing system for penalty charge notices paused due to budget constraints this year caused by COVID
Brooks Centre car park	Scheduled core maintenance activities in this facility e.g. deep clean, painting, cleaning, bollards / general improvements not completed during this financial year, due to COVID
Smart phones	Planned for completion by the end of March 2021. Upgrade to next model for the Civil Enforcement Officers.

## 12 Proposals for 2021/22

12.1 The total programme for 2020/21 is £7,225,000 and the indicative programme for 2022/23 is £410,000. The major works are summarised below, and are subject to a separate approval. Those new, continued and carried forward from the 20/21 year where required are listed in Appendix 1:

### 12.2

- a) **Chesil Multi-Storey** - following completion of the first phase 3 years ago, £350,000 has been approved for expenditure to carry out the next phase which includes the replacement of fire doors, refurbishment of the public conveniences, and the resurfacing of the top floor. The fire doors were already replaced in 2020 at a total cost of £51,000 with the remaining works expected to be completed in the first quarter of 2021/22.
- b) **Decked car park at former Vaultex site** – the building on the site (Coventry House) was demolished at the end of 2019. The Local Enterprise Partnership (LEP) funding bid was successful and provides for decked car parking including sustainability measures such as PV arrays and EV charging points. These works will be subject to planning approval, but the main work is due to start onsite in May 2021 and has a total budget from 2020/21 to 2022/23 of £6.327m.
- c) **New Parking Development** in Market Towns - New Alresford – The Council is committed through its Strategic Asset Purchasing Scheme to providing additional off-street public car parking at the Dean in New Alresford (circa 50 spaces) to support the town centre in accordance with Local Plan Policy NA2. This is dependent on the Council purchasing the land from the developer as it forms part of wider

redevelopment site which includes residential use. The scheme has an estimated value of about £1m and will be funded by means other than the car park reserve. The project was originally expected to commence in 2019/20 but is now delayed to 2021/22/23 as progress is dependent on the developer's scheme proceeding.

### 13 OTHER OPTIONS CONSIDERED AND REJECTED

- 13.1 Not investing in Council car parks and their infrastructure may lead to financial loss if car parks are not able to be used or are unattractive to drivers. Losses may also result if accidents occur which generate successful claims against the Council. There is also a risk of reputational damage to the Council, and an adverse impact on the city and market towns' economies, through lack of good quality parking provision which help to underpin these locations in terms of meeting business and visitor needs. .
- 13.2 The question of whether ANPR (automatic number plate recognition) technology should be introduced more widely when purchasing new or replacement machinery has been considered. However whilst two of the Council's barrier controlled car parks have ANPR systems, this can only be used on a limited basis, and it is stipulated by the DfT that local authorities may not use ANPR or other camera technology to carry out enforcement in car parks (this is not the case with private operators).

#### BACKGROUND DOCUMENTS:-

##### Previous Committee Reports:-

CAB 3008 (TP) CAR PARKS MAJOR WORKS PROGRAMME 17<sup>th</sup> January 2018

CAB 3070 Q1 FINANCE AND PERFORMANCE MONITORING 19<sup>th</sup> September 2018 (Brooks' lighting upgrade)

CAB3060 Q4 2017/18 FINANCIAL AND PERFORMANCE MONITORING 18<sup>th</sup> July 2018 (Virtual permits)

CAB3117 CAR PARKS MAJOR WORKS PROGRAMME 2019/20

##### Other Background Documents:-

None

APPENDICES: Appendix A – Proposed work programme for 21/22 and indicative programme for 22/23

APPENDIX A:**Proposed Car Parks Major Works Programme for 2021/22 and indicative Programme for 2022/23**

<b>CAR PARK / ITEM</b>	<b>PROJECT</b>	<b>Capital</b>	<b>Revenue</b>	<b>TOTAL</b>
<b><u>202122</u></b>		<b>£</b>	<b>£</b>	<b>£</b>
Virtual permits	Replacement permit system (c/f)		48,000	48,000
Improved car park signs and cycle parking provision	Parking and access strategy – not just about car parking but cycle parking improvements too.	50,000		50,000
Pay machines upgrade	PCI compliant pay machines and move to cashless parking for the replacement of “cash” machines with “contactless” only machines as part of the move towards “cashless” parking.		60,000	60,000
CCTV	Software upgrade required – estimated cost of up to £150,000. More detailed consideration will be undertaken to confirm final costs.	150,000		150,000
IMT	Purchase of letter response master system or equivalent (c/f)		10,000	10,000
Various Car Parks	Surface repairs and remarking		50,000	50,000
<b>Total expenditure to be approved</b>		<b>200,000</b>	<b>168,000</b>	<b>368,000</b>
<b>Other significant works subject to separate approval</b>				
Former Vaultex site	Provision of decked car park	5,553,000		5,553,000
Chesil MS	Refurbishment works	299,000		299,000
Car Park at the Dean	Acquisition of land and car park development	1,005,000		1,005,000
		<b>6,857,000</b>		<b>6,857,000</b>
<b>TOTAL PROGRAMME</b>		<b>7,057,000</b>	<b>168,000</b>	<b>7,225,000</b>

CAR PARK/ITEM	PROJECT	Capital	Revenue	TOTAL
		£	£	£
<b>2022/23</b>				
Various car parks	Surface repairs and remarking		50,000	50,000
Improved car park signs and cycle parking provision	Parking and access strategy	50,000		50,000
Pay machines upgrade			60,000	60,000
<b>Other significant works subject to separate approval</b>				
Former Vaultex site	Provision of decked car park	250,000		250,000
<b>TOTAL PROGRAMME</b>		<b>300,000</b>	<b>110,000</b>	<b>410,000</b>