

# Public Document Pack



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16 April 2018

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the **SCRUTINY (POLICY AND PERFORMANCE) COMMITTEE** will be held in the HMS Brave Room at these Offices on Tuesday 24 April 2018 at 6.00 pm when the following business will be transacted.

Members of the public who require further information are asked to contact Rebecca Brough on (01304) 872304 or by e-mail at [rebeccabrough@dover.gov.uk](mailto:rebeccabrough@dover.gov.uk).

Yours sincerely

A handwritten signature in black ink, appearing to read "Nicky", written over a white background.

Chief Executive

Scrutiny (Policy and Performance) Committee Membership:

K Mills (Chairman)  
M I Cosin (Vice-Chairman)  
P M Beresford  
T A Bond  
R J Frost  
J M Heron  
S C Manion  
M J Ovenden  
M Rose  
D A Sargent

AGENDA

1 **APOLOGIES**

To receive any apologies for absence.

2 **APPOINTMENT OF SUBSTITUTE MEMBERS**

To note appointments of Substitute Members.

3 **DECLARATIONS OF INTEREST** (Page 5)

To receive any declarations of interest from Members in respect of business to be transacted on the agenda.

4 **MINUTES**

To confirm the attached Minutes of the meetings of the Committee held on 16 January 2018, 27 February 2018 and 13 March 2018 (to follow).

5 **PUBLIC SPEAKING**

Please note that in accordance with the agreed Protocol for Public Speaking at Overview and Scrutiny, the right to speak only applies to agenda items 12 and 13.

The right of the public to speak does not apply to the following agenda items: Apologies, Appointment of Substitute Members, Declarations of Interest, Minutes, the Forward Plan, the Scrutiny Work Programme, any agenda item that is not accompanied by a written report and items that are exempt business.

Members of the public wishing to speak must register to do so by no later than 2.00 pm on the second working day before the meeting.

6 **DECISIONS OF THE CABINET RELATING TO RECOMMENDATIONS FROM THE SCRUTINY (POLICY AND PERFORMANCE) COMMITTEE**

There were no decisions taken by the Cabinet at its meeting held on in respect of recommendations from the Scrutiny (Policy and Performance) Committee.

7 **ISSUES REFERRED TO THE COMMITTEE BY COUNCIL, CABINET, SCRUTINY (COMMUNITY AND REGENERATION) COMMITTEE OR ANOTHER COMMITTEE**

There are no items for consideration.

8 **ITEMS CALLED-IN FOR SCRUTINY OR PLACED ON THE AGENDA BY A MEMBER OF THE COMMITTEE, ANY INDIVIDUAL NON-EXECUTIVE MEMBERS OR PUBLIC PETITION**

(a) Items placed on the agenda by a Member of the Committee or any individual Non-Executive Member

Any individual Councillor may request that a matter is placed on the agenda of one of the Council's Overview and Scrutiny Committees by providing Democratic Support with notice of the matter prior to the agenda being published.

There are no items for consideration.

(b) Items the subject of Call-In

Executive Decisions may be called-in by the Chairman or Spokesperson of the Scrutiny (Policy and Performance) Committee or any three non-executive members.

There are no items for consideration.

(c) Public Petition

There are no items for consideration.

9 **NOTICE OF FORTHCOMING KEY DECISIONS** (Pages 6 - 10)

It is intended that Members should use the Notice of Forthcoming Key Decisions to identify topics within the remit of the Committee for future scrutiny.

10 **SCRUTINY WORK PROGRAMME** (Pages 11 - 17)

It is intended that the Committee monitor and prioritise its rolling work programme.

11 **NOMINATIONS TO PROJECT AND POLICY ADVISORY GROUPS**

The Scrutiny (Policy and Performance) Committee is requested to nominate to Cabinet a member to sit on the following:

<u>Project / Policy Advisory Group</u>	<u>Representative</u>
Policy Advisory Group (Local Plan)	Nominated Representative of the Scrutiny (Policy & Performance) Committee
Investment Advisory Group	Chairman of the Scrutiny (Policy & Performance) Committee

These are both annual appointments for the municipal year 2018/19.

For information, the nominee for both these groups in 2017/18 was Councillor K Mills.

12 **REVIEW OF ON AND OFF-STREET PARKING CHARGES** (Pages 18 - 51)

To consider the attached report of the Director of Environment and Corporate Assets.

13 **PERFORMANCE TARGETS REPORT** (Pages 52 - 60)

To consider the attached report of the Director of Governance.

**Access to Meetings and Information**

- Members of the public are welcome to attend meetings of the Council, its Committees and Sub-Committees. You may remain present throughout them except during the consideration of exempt or confidential information.
- All meetings are held at the Council Offices, Whitfield unless otherwise indicated on the front page of the agenda. There is disabled access via the Council Chamber entrance and a disabled toilet is available in the foyer. In addition, there is a PA

system and hearing loop within the Council Chamber.

- Agenda papers are published five clear working days before the meeting. Alternatively, a limited supply of agendas will be available at the meeting, free of charge, and all agendas, reports and minutes can be viewed and downloaded from our website [www.dover.gov.uk](http://www.dover.gov.uk). Minutes are normally published within five working days of each meeting. All agenda papers and minutes are available for public inspection for a period of six years from the date of the meeting.
- If you require any further information about the contents of this agenda or your right to gain access to information held by the Council please contact Rebecca Brough, Democratic Services Manager, telephone: (01304) 872304 or email: [rebeccabrough@dover.gov.uk](mailto:rebeccabrough@dover.gov.uk) for details.

Large print copies of this agenda can be supplied on request.

Declarations of Interest

Disclosable Pecuniary Interest (DPI)

Where a Member has a new or registered DPI in a matter under consideration they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest', explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and, subject to any dispensations, withdraw from the meeting.

Other Significant Interest (OSI)

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

Voluntary Announcement of Other Interests (VAOI)

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone s/he should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

Note to the Code:

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representations on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer, etc would both probably constitute either an OSI or in some cases a DPI.



# Notice of Forthcoming Key Decisions

[This updated version of the Notice supersedes all other versions issued in previous months]

Publication Date: 13 April 2018

## Notice of Forthcoming Key Decisions which will be made on behalf of the Council

Key Decisions 2017/18	Item	Date of meeting at which decision will be taken by Cabinet (unless specified otherwise)
1	Neighbourhood Plans	June 2013 and ongoing (see entry)
2	Dover Town Centre Regeneration: To consider progress on the Compulsory Purchase Order and any issues arising which may go beyond the scope of the resolutions incorporated in Minute CAB 87	8 September 2014/24 April 2015/7 March 2016 and as necessary
3	Approval to develop detailed plans for replacement of Dover Leisure Centre	25 July/20 September and 15 December 2016 (special Cabinet meetings) and 11 September 2017 (special Cabinet meeting)
4	Statutory Brownfield Register	Decision to be taken by the Head of Regeneration and Development – December 2017
5	Review of Tenancy Strategy and Tenancy Policy	To be confirmed
6	Review of Local Plan	(i) 1 March 2017; (ii) 1 October 2018; and (iii) October 2019
7	Property Acquisitions	Ongoing (decisions to be taken by Portfolio Holder for Corporate Resources and Performance)
8	Approval for public consultation on draft South Barracks Conservation Area Appraisal	3 July 2017 and 5 March 2018
9	To consider the results of public consultation on the Waterloo Crescent Conservation Area Appraisal and approve public consultation on proposed boundary extensions	8 May 2017
10	To consider the results of public consultation on the extension of the Nelson Street Conservation Area boundary and the introduction of an Article 4 Direction	8 May and 4 December 2017
11	Approval to cease providing a face-to-face customer service function at Aylesham, Deal and Sandwich area offices	3 July and 4 September 2017
12	Approval of revisions to the 2012 Housing Assistance Policy	3 July 2017
13	Approval of amended Dover District Council Events Policy and Land Hire Agreement	4 September 2017
14	Approval to release funding and carry out regular beach maintenance works between Oldstairs Bay and Sandwich Bay	12 June 2017

Key Decisions 2017/18	Item	Date of meeting at which decision will be taken by Cabinet (unless specified otherwise)
15	Local Plan Review – Engagement Strategy	8 May 2017
16	Appointment of contractor to carry out building extension and repair works at Kearsney Abbey and Russell Gardens as part of the Heritage Lottery Funded ‘Parks for People’ project	Decision to be taken by the Portfolio Holder for Property Management and Public Protection – July/August 2017
17	Appointment of contractor to carry out landscape and watercourse restoration works at Kearsney Abbey and Russell Gardens as part of DDC’s Heritage Lottery Funded ‘Parks for People’ project	Decision to be taken by the Portfolio Holder for Property Management and Public Protection – July/August 2017
18	To approve the policy on civil penalties and rent repayment orders for private landlords	2 October 2017
19	To seek approval for wet and dryside improvements to Tides Leisure and Indoor Tennis Centre, Deal	4 June 2018
20	Dover Waterfront Masterplan Area Action Plan	To be confirmed
21	Planning Enforcement Plan	June/July 2018 (to be confirmed)
22	Representations on the Thanet District Council Local Plan	To be confirmed
23	Fit-out of Aylesham retail units and related funding	3 July 2017
24	Project approval for development of land at Foxborough Close, Woodnesborough to provide affordable housing	3 July 2017
25	Approval of project to deliver new modular homes to provide temporary housing for homeless households	2 October 2017
26	To consider a revised East Kent Growth Framework	4 September 2017
27	The Open Golf Championship 2020	4 September 2017
28	Local Development Scheme	4 September 2017
29	To seek approval for public consultation on the draft Sandwich Walled Town Conservation Area Appraisal	2 July 2018 and date to be confirmed
30	Approval of contracts for works to Middle Street Car Park, Union Road Car Park and general maintenance work to remaining car parks.	4 September 2017
31	Approval to carry out works to area adjacent to River Dour and garages to the rear of Dolphin House, Dover	4 December 2017
32	Approval to carry out capital project works to Deal Pier	2 October and 6 November 2017
33	Award of replacement pitched roofing contract 2017-2020	2 October 2017
34	Future and funding of Inspire Fund	To be confirmed



Key Decisions 2017/18	Item	Date of meeting at which decision will be taken by Cabinet (unless specified otherwise)
35	Development of community-led housing initiatives	6 November 2017
36	Approval to upgrade heating and ventilation plant and controls at Dover Museum	6 November 2017
37	To approve final contract terms for the delivery of Revenues, Benefits and Customer Services functions by a private sector provider, and give authority for partner councils to enter into the contract and associated documentation.	East Kent Services Committee – 24 January 2018
38	Hackney Carriage and Private Hire vehicles - access for wheelchair users	May/June 2018
39	Fees and Charges – agreement on levels for 2018/19	15 January 2018
40	Authority Monitoring Report	4 December 2017
41	Recommendations to Cabinet (and Council) of the draft 2018/19 Budget and Medium-Term Financial Plan 2018/19-2021/22, and approval of various delegations within the Budget	5 February and 5 March 2018
42	Review of Parking Charges	15 January 2018
43	Surrender of Dover Leisure Centre Lease	15 January 2018
44	Approval of the use of Building Foundations for Growth funding and authorisation of an appropriate legal agreement	15 January 2018
45	Development of a social lettings agency	2 July 2018
46	To award contract for resurfacing work to Deal Pier stem	5 March 2018
47	Approval of project to develop housing to be occupied on an interim basis by homeless households	14 May 2018
48	To appoint consultants to design and produce tender documentation for new housing development at former sheltered housing sites at Snelgrove House and William Muge House, Dover	5 March 2018
49	Permission to go out to formal consultation on a Public Spaces Protection Order	5 March 2018
50	To seek approval to formalise the current service delivery approach to littering and dog-fouling enforcement	5 March 2018
51	Award of contract to construct two dwellings at Foxborough Close, Woodnesborough	Decision to be taken by the Portfolio Holder for Built Environment – March/April 2018
52	To seek Cabinet approval for public consultation on draft Upper Deal Conservation Area Character Appraisal	2 July 2018 and date to be confirmed
53	Letting of the café/restaurant on Deal Pier	14 May 2018

<b>Key Decisions 2017/18</b>	<b>Item</b>	<b>Date of meeting at which decision will be taken by Cabinet (unless specified otherwise)</b>
54	Aylesham Village Expansion – Acquisition of Third-Party Land	14 May/4 June 2018 (to be confirmed)
55	Statement of Community Involvement	14 May and 10 September 2018
56	Dover District Council Local Development Scheme	14 May 2018
57	Parking Charges Review	16 April 2018
58	Kent Environment Strategy	14 May 2018
59	Transfer of Freehold of Sandwich Guildhall	14 May 2018
60	Sandwich Historical Boatyard	14 May 2018
61	To decide on requirements for a new Public Spaces Protection Order following public consultation	2 July 2018

- Note: (1) Key Decisions which are shaded have already been taken and do not appear in this updated version of the Notice of Forthcoming Key Decisions.
- (2) The Council's Corporate Management Team reserves the right to vary the dates set for consultation deadline(s) and for the submission of reports to Cabinet and Council in respect of Key Decisions included within this version of the notice. Members of the public can find out whether any alterations have been made by looking at the Council's website ([www.dover.gov.uk](http://www.dover.gov.uk)).

# OVERVIEW AND SCRUTINY WORK PROGRAMME 2017/18

## SCRUTINY (POLICY AND PERFORMANCE) COMMITTEE

Month	Scrutiny (Policy and Performance) Committee	Resource Implications for Scrutiny				Action
		Members	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
May 2017	Waterloo Crescent Conservation Area Appraisal	Single Meeting	Head of Regeneration and Development	£0	£0	To consider the results of public consultation on the Waterloo Crescent Conservation Area Appraisal and approve public consultation on proposed boundary extensions
	Nelson Street Conservation Area	Single Meeting	Head of Regeneration and Delivery	£0	£0	To consider the results of public consultation on the extension of the Nelson Street Conservation Area boundary and the introduction of an Article 4 Direction.
	Performance Report Q4	Single Meeting	Director of Governance	£0	£0	To consider the report.
	Appropriation of Land for Play Areas	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To consider the report.
	St Radigund's Play Area Project	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To consider the report.
	Petition – Aycliffe Parking	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To receive the petition.

Month	Scrutiny (Policy and Performance) Committee	Resource Implications for Scrutiny				Action
		Members	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
June 2017	Regent Cinema	Special Meeting (on-going)	Director of Environment and Corporate Assets / Head of Regeneration & Delivery	£tbc	£0	To be held in Deal at a date to be determined (June/July).
	Oldstairs Bay to Sandwich Bay Beach Management Plan	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To consider the report.
	Accommodation Charter for Dover District	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To consider the report.
July 2017	Approval to cease providing a face-to-face customer service function at Aylesham, Deal and Sandwich Area Offices	Single Meeting	Corporate Management Team	£0	£0	To consider the report.
	Outsourcing of Revenues, Benefits, Debt Recovery and Customer Services Functions (Revision of Delegations to the East Kent Services Committee)	Single Meeting	Corporate Management Team	£0	£0	To consider the report.
August 2017	Regent Cinema	On-going	Corporate Management Team	£venue+ microphones	£724.80	This will be held in Deal at the Astor Theatre. Date: 3 August 2017
September 2017	Closure of Area Offices	On-going	Director of Shared Services	£0	£0	To consider the further report. [Pre-decision scrutiny had been requested]

Month	Scrutiny (Policy and Performance) Committee	Resource Implications for Scrutiny				Action
		Members	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
	St James's Development Update	On-going	Head of Inward Investment	£0	£0	A further site visit to the St James's site to view progress. Exact date to be confirmed.
	Dover Leisure Centre	On-going	Director of Environment and Corporate Assets	£0	£0	To consider reports at each relevant stage in the process.[Could be a separate meeting – tbc on date]
	Lorry Parking in Dover	On-going	Director of Environment and Corporate Assets	£0	£0	To continue to monitor the progress in resolving illegal and anti-social lorry parking in Dover.
	Petition – Future of Dover Town	Single Meeting	Corporate Management Team	£0	£0	To receive the petition.
	Petition – Speed Restrictions on Beaconsfield Avenue	Single Meeting	Corporate Management Team	£0	£0	To receive the petition.
	Car Park Resurfacing	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To consider the report.
	Performance Report Q1	Single Meeting	Director of Governance	£0	£0	To consider the report.
	Parks and Open Spaces	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To receive an update on the progress of the service since bringing in-house. [Provided as focus of Performance Report]
October 2017	Report on Petition – Aycliffe Parking	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To receive a report in respect of the petition. [Moved from September due to other petitions received]

Month	Scrutiny (Policy and Performance) Committee	Resource Implications for Scrutiny				Action
		Members	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
	EK Services Strategic Service Delivery Options and Potential for Contracting out of Certain Functions	On-going	Corporate Management Team	£0	£0	To consider the report on the business case.
	Report on Petition – Beaconsfield Avenue and surrounding area	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To consider a report in respect of the petition.
	Universal Credit Update	Single Meeting	East Kent Housing	£0	£0	At the 12 September 2017 meeting, members requested an update on Universal Credit from EKH.
	EK Services' Face-to-Face Service Provision at Deal Area Office	Single Meeting	Corporate Management Team EKS	£venue+ microphones	£584	Special meeting to be held at the Astor Theatre on 25 October 2017
	Access to Information Procedure Rules	Single Meeting	Director of Governance	£0	£0	To receive a briefing from the Director of Governance.
November 2017	Regent Cinema Update	On-going	Director of Environment & Corporate Assets	£0	£0	To receive an update.
	Lorry Parking in Dover District	On-going	Kent Police	£0	£0	To receive an update.
	Performance Report Q2	Single Meeting	Director of Governance	£0	£0	To consider the report.
December 2017	Overnight Opening of Deal Pier	Single Meeting	Director of Environment & Corporate Assets	£0	£0	To consider the report.

Month	Scrutiny (Policy and Performance) Committee	Resource Implications for Scrutiny				Action
		Members	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
	Authority Monitoring Report	Single Meeting	Chief Executive	£0	£0	To consider the report.
January 2018	Deal Pier	Single Meeting	Director of Governance & Director of Environment and Corporate Assets	£0	£0	To receive an update
	Dover Town Centre	Single Meeting	Corporate Management Team	£0	£0	To consider the report.
	Lorry Parking in the Dover District	Single Meeting	Kent Police (confirmed)	£0	£0	To consider the issue of illegal and anti-social lorry parking in Dover. [KCC have declined the invitation to attend]
	Review of On and Off Street Parking Charges	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To consider the report.
	Customer Services – Update on Performance Indicators	Single Meeting	Director of Shared Services	£0	£0	To receive an update.
February 2018	Performance Report Q3	Single Meeting	Director of Governance	£0	£0	To consider the report.
	Scrutiny of the Council's budget	Single Meeting	Corporate Management Team	£0	£0	To scrutinise the Council's budget for 2018/19.
	Fees and Charges	Single Meeting	Corporate Management Team	£0	£0	To be considered as part of the budget scrutiny process.

Month	Scrutiny (Policy and Performance) Committee	Resource Implications for Scrutiny				Action
		Members	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
March 2018	Revised Apprenticeship Policy	Single Meeting	Director of Governance	£0	£0	To consider the report.
	Consultation on Public Spaces Protection Order	Single Meeting	Director of Governance	£0	£0	To consider the report.
	Environmental Enforcement Service Delivery	Single Meeting	Head of Regulatory Services	£0	£0	To consider the report.
	Award of Contract for Resurfacing Works to Deal Pier	Single Meeting	Director of Environment and Corporate Assets	£0	£0	To consider the report.
April 2018	Review of On and Off Street Parking Charges	Single Meeting	Director of Environment and Corporate Assets	£0	£	To consider the report.
	Performance Report Targets 2018-19	Single Meeting	Director of Governance	£0	£	To consider the report
May 2018	Update on Universal Credit	Single Meeting	EK Housing	£		To receive an update on Universal Credit.
	Accommodation Charter Update	Single Meeting (Follow-up)	Director of Environment & Corporate Assets	£		To receive an update.
	Performance Report Q4	Single Meeting	Director of Governance	£	£	To consider the report.

*Please note items beyond the current month are subject to change depending on Forward Plan, etc.*



## Municipal Year 2018/19

Agreed for Inclusion?	Subject	Resource Implications				Action
Yes	Property Investment Strategy	Single Meeting	Director of Finance, Housing and Community	£		To receive an update
Yes	To seek approval for wet and dryside improvements to Tides Leisure and Indoor Tennis Centre, Deal	Single Meeting	Director of Environment & Corporate Assets	£		To consider the report.(Expected June 2018 as per Forward Plan)
Yes	Dover Town Centre Regeneration	Meeting of both scrutiny committees	Corporate Management Team	£		To hold a meeting of both scrutiny committees to consider the proposals for the regeneration of the wider town centre.
Yes	Update on scaffolding at Tower Hamlets	Single Meeting – Follow up	Director of Environment & Corporate Assets	£		To receive an update.
Yes	Dover Leisure Centre	On-going	Director of Environment and Corporate Assets	£0		To consider reports at each relevant stage in the process.
Yes	Digital Strategy	Single Meeting	Head of Community Services	£		To receive an update on the Council's digital strategy.
Yes	Lorry Parking in the Dover District	On-going	Various	£		To consider issues of illegal and anti-social lorry parking in the wider District.
Yes	Open Championship Golf	On-going	Corporate Management Team	£		To receive updates at appropriate milestones.

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<b>Subject:</b>	<b>REVIEW OF ON AND OFF-STREET PARKING CHARGES</b>
<b>Meeting and Date:</b>	<b>Cabinet – 16 April 2018</b>
<b>Report of:</b>	<b>Roger Walton, Director of Environment and Corporate Assets</b>
<b>Portfolio Holder:</b>	<b>Councillor Nigel Collor, Portfolio Holder for Access and Licensing</b>
<b>Decision Type:</b>	<b>Key Decision</b>
<b>Classification:</b>	<b>Unrestricted</b>

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**Purpose of the report:** To update Cabinet on the action taken and other associated matters further to the decision taken in January to consider changes to the on and off-street parking orders and to report on the data reviewed and the responses received during the statutory consultation process to enable Cabinet to take an informed decision on whether to proceed with the proposed changes.

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**Recommendation:**

1. To agree to take the following action with regards to the proposed amendments to the Council's On-Street and Off-Street Parking Orders.
  - (a) To agree that the evidence contained within this report supports the introduction of Sunday charging in selected car parks in Dover and Deal but not in Sandwich.
  - (b) To defer the plans to extend Sunday charging within Dover whilst continuing to monitor usage levels but in the event that Sunday charging is subsequently introduced within the St. James site to proceed with the proposals within Dover as advertised.
  - (c) To extend the validity of the Business Permit for Dover to include Maison Dieu Car Park.
  - (d) To consult on increasing the permitted length of stay at Stembrook car park to 4 hours on Sunday only.
  - (e) To limit the proposal to extend Sunday charging within Deal, to include the off-street car park at Middle Street only at this stage.
  - (f) Not to extend Sunday charging in Sandwich at this time in the light of the evidence.
  - (g) To continue with the proposed changes to resident permits, extending the usage to Sundays in certain areas with no increase in fee.
2. To authorise the Director of Environment and Corporate Assets to make the necessary arrangements to introduce the above charges as soon as is practicable, and to make the necessary changes to the Council's On-Street and Off-Street Parking Orders.

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**1. Summary**

1.1 Cabinet agreed a series of recommendations at the meeting on 15 January 2018 involving changes to the parking charges for both on and off-street parking for the coming year.

- 1.2 These changes have now been advertised as part of legal process of making the necessary changes to the On-Street and Off-Street Parking Orders.
- 1.3 Council, on 7 March 2018, supported the Cabinet's decision when it passed a motion agreeing that Cabinet put on hold the introduction of new car parking charges until there is adequate data available to make an evidence-based decision.
- 1.4 This report advises Cabinet on the action taken and other associated matters further to the decision taken in January to make changes to the on and off-street parking orders and to report on the data reviewed and the responses received during the statutory consultation process to enable Cabinet to take an informed decision on whether to proceed with the proposed changes.

## 2. Introduction and Background

### Cabinet Decision

- 2.1 As noted above, as part of the annual review of parking charges, and in line with the opening of the St.James development and a lack of churn within other key car parks in the District, Cabinet agreed on 15 January 2018 to consider the following changes to the management of parking within the District:
- Dover
    - Extend Sunday charging on and off-street to include those car parks close to St. James; Bench Street, Woolcomber Street, Stembrook, Townwall Street together with the on-street parking bays in Castle Street and Russell Street.
  - Deal
    - Extend Sunday charging on and off-street to include the car parks at Middle Street, South Street, Stanhope Road, Town Hall, Sainsbury's, St. Ethelburga's and Park Street together with the on-street parking bays in Beach Street, Prince of Wales Terrace, King Street and Victoria Road.
  - Sandwich
    - Extend Sunday charging on and off-street to include the Guildhall car park, together with the on-street parking bays in New Street and Market Street.
  - Permits
    - To agree to extend the period of operation of resident parking zones to include Sundays in all areas.
    - To agree to the changes proposed to the conditions of issue for resident and business permits; removing the option to share permits between two vehicles, allowing up to a maximum of two permits per household and introducing restrictions on the size of vehicle entitled to a resident permit.

- 2.2 Since the Cabinet decision in January, various actions have been taken to take the proposals forward and to respond to discussions within Scrutiny and Council.

### Legal Process/Consultation

- 2.3 For the changes agreed by Cabinet to be put into effect requires amendments to be made to the Council's legal powers to manage on and off-street parking which are contained within the Dover District Council (Off-Street Parking Places) Order 2017 and various orders governing on-street enforcement.
- 2.4 The proposed amendments to the Dover District Council (Off-Street Parking Places) Order 2017 were duly advertised on 22 February, with comments to be made by 15<sup>th</sup> March 2018 (KM Group) and 22<sup>nd</sup> March 2018 (Dover Express).

- 2.5 The proposed amendments to the on-street orders were duly published on the website and in EK Mercury papers on Wed 28<sup>th</sup> Feb 2018 with comments to be made by noon on 26<sup>th</sup> March.
- 2.6 The adverts have attracted some 150 comments, many of which relate to both the on and off-street proposals. These are summarised in the table at Appendix 1. All letters and emails received were regarded as responses to the consultations. No petitions were properly received although it is understood that a large amount of data was gathered.
- 2.7 The legal process requires that any comments received within the consultation period are considered in determining whether to confirm the changes to the order.
- 2.8 Once the objections have been considered the Order can be made or not and any required Notice of its making will be published in the local papers and placed with the deposited documents within 14 days of its making. No provision of the Order shall come into effect before the date on which the notice of making is published. The Order can be made at any time up to 2 years after the initial publication of the Notice of Proposals.
- 2.9 Within 14 days of making the order, the order making authority shall notify the making of the order in writing to any person who has objected to the order and has not withdrawn their objection and, where the order has not been wholly acceded to, shall include in that notification the reasons for the decision.
- 2.10 If Cabinet is minded to make any changes to the proposals then these will need to be advertised through the same process as above given that they would be different amendments to those which have been currently advertised.

#### **Scrutiny Committee/Council Review**

- 2.11 Following on from the January Cabinet meeting, the Scrutiny (Policy and Performance) Committee, agreed at its meeting held on 16 January 2018, that a further report be produced providing details of the level of 'churn' at car parks.
- 2.12 Whilst this recommendation was rejected by Cabinet on 5 February, Council considered and agreed the following motion at the meeting on 7 March 2018: "In view of the strong opposition by the public to the proposed introduction of car parking charges on Sundays in Sandwich, Dover and Deal, this council calls on the cabinet to put on hold the introduction of new car parking charges until there is adequate data available to make an evidence based decision."

#### **3. Evidence Review**

- 3.1 The Cabinet meeting in January was advised that the changes proposed will require a period of public consultation and that the responses to this consultation would need to be considered prior to the decision being confirmed.
- 3.2 The Motion agreed at Council reaffirmed this approach by asking Cabinet to put on hold the introduction of new car parking charges until there is adequate data available to make an evidence based decision.
- 3.3 This report now seeks to provide Cabinet with the information it needs to review the proposals and to take an informed decision on whether to proceed with the proposed changes, focusing on the following matters:
  - **Update on January proposals**
    - **Dover St. James**
    - **Resident Parking Zones**
  - **Review of Policy Context**
  - **Consultation Responses**
  - **Usage Surveys**

## **Update on January Proposals**

- 3.4 Firstly, the report to Cabinet in January noted that the next few months would see the opening of the new leisure and retail development at St. James, which it was recognised would have a significant impact on parking patterns within the town centre.
- 3.5 Parking arrangements and accessibility at St James have been the subject of extensive consideration throughout the development of the approved scheme and also the earlier discontinued proposal due to the location of the site which sits adjacent to the A20, which operates as part of the Strategic Road Network. This has resulted in engagement with both relevant highway authorities, Highways England (HE) (formally the Highways Agency) and Kent County Council, culminating in a number of conditions being applied to the development that deal with parking and accessibility.
- 3.6 There is a specific planning condition directed by HE which requires the submission and approval of a Car Parking Management Agreement (CPMA). Among other matters, this requires that no less than 439 spaces shall be available for users of the development and that the car park shall be managed in accordance with the CPMA. Additionally, the operation of the car park is to be the subject of review and monitoring, with occupancy thresholds exceeding 95% for three consecutive days or six days in a six month period triggering a review of the CPMA. The overarching reason for these controls being to ensure that demand for parking does not exceed the capacity of the car park and result in vehicles queuing back onto the A20 Trunk Road.
- 3.7 The CPMA originally provided that the car park would be managed by the Council on behalf of the development owner as a pay and display car park with parking charges set in a harmonious manner with DDC's adjacent car parks to ensure a consistent operational balance in the locality. At the same time consideration was given to the length of stay such that it could facilitate multi activities in St James and/or also linked-trips into the Old town.
- 3.8 Legal and General Investment Management (L&G) who acquired the development interests wished to change the CPMA to enable their Estates Management Company, Jones Lang Lascelle (JLL) to undertake the management arrangements and operate a parking control system of Automatic Number Plate Recognition which is increasingly becoming the norm. As part of discussions with L&G, the expectation was that Sunday charging would also be applied to assist with the control, 'churn' and availability of parking in circumstances where staff or others using facilities elsewhere in the town could suppress the parking available to customers. Subsequently, following further liaison with the tenants who will occupy the development, L&G has decided not to seek to apply Sunday parking charges for the time being. L&G, along with the tenants, will be keeping this matter under review. Should it become apparent that the parking is constraining and adversely impacting the retailers, this will need to be revisited subject to agreement with the tenants.
- 3.9 Following the initial 'soft' opening with the phased introduction of a number of tenants, it is evident that concerns are being expressed over the availability of staff car parking. While the opportunity exists for business permits to be purchased, concerns have been expressed over the costs that all staff would bear and the location of available car parks. While the former point could also apply to many others working elsewhere in the town centre, it is felt that the latter point needs consideration. Consequently, the totality of permits and the location and use of other car parks such as Maison Dieu Road needs to be explored
- 3.10 Secondly, the January Cabinet report indicated that the proposals would have implications for the arrangements regarding the management of resident parking

zones, which currently apply on Mondays to Saturdays only, and proposed to extend all resident parking controls within the vicinity to apply from Monday to Sunday.

3.11 In preparing the draft amendments to the on-street parking order it was determined that in practice relatively few resident zones were directly affected and so the only areas where it is now proposed to extend resident parking controls to include Sundays are as follows:

- Castle Hill Road, Dover
- Castle Street, Dover
- King Street, Dover
- Church Street, Dover
- Clanwilliam Road, Deal
- High Street (part of), Deal
- Ranelagh Road, Deal
- Sondes Road, Deal
- St. George's Road (part of), Deal
- Stanley Road, Deal
- Stanhope Road, Deal
- Victoria Road, Deal
- Moat Sole, Sandwich
- New Street, Sandwich

### **Review of Policy Context**

3.12 In considering any changes to parking management arrangements Cabinet needs to try to strike a difficult balance between the use of charges as a mechanism to ensure that parking spaces are rotated rather than being full all day against the risk that the cost of parking dissuades residents and visitors alike from using town centre car parks and businesses.

### **Local Issues**

3.13 At a local level, the Council's Parking Strategies for Dover, Deal and Sandwich were prepared in 2015/16 and agreed by Cabinet in September 2016. The relevant documents can be found at:

- Dover: <https://www.dover.gov.uk/Transport,-Streets--Parking/Parking/Documents--Policies/Dover-Parking-Strategy.pdf>
- Deal: <https://www.dover.gov.uk/Transport,-Streets--Parking/Parking/Documents--Policies/Deal-Parking-Strategy.pdf>
- Sandwich: <https://www.dover.gov.uk/Transport,-Streets--Parking/Parking/Documents--Policies/Sandwich-Parking-Strategy.pdf>

3.14 These set out a framework to assist the Council in managing parking across the District with the Dover Strategy noting in particular that; "with the forthcoming delivery of the St. James development the pressures for parking within the area are likely to change significantly."

3.15 The Deal Strategy also notes that; "Sunday charging was raised at the stakeholder workshops and, given the constraints in parking in the town, there is likely to be some rationale for introducing further Sunday charges at some point in the future, subject to consultation with the local community. In particular, the introduction of charging in Middle Street has been identified as a way in which to manage demand in this popular location."

3.16 The Sandwich Strategy records that: "*seasonal variation in demand for parking occurs with significantly higher demand in the summer seasons, as well as for special events. During these times there can be insufficient supply of parking to meet demand.*"

- 3.17 However, as well as looking at the local issues it is important to take a wider review and consider evidence at a wider level as the parking issues faced by this Council are common to many areas across the country.

### **National Context**

- 3.18 At a national level much of the recent thinking has been driven by the Portas Review, which has led to much analysis and comment from all quarters. The LGA for example is on record as stating; “High streets are not damaged by parking charges, which are in fact essential traffic management tools focused entirely at supporting high streets. For instance, local parking policies focus on the need to ensure high turnover of shoppers, and that high streets near train stations are not blocked all day by vehicles owned by commuters”
- 3.19 The report prepared following a study undertaken in 2013 by the Association of Town & City Management (ATCM) entitled; Re-Think! Parking on the High Street, includes the following findings:<sup>1</sup>
- *Parking operators are providing parking provision which equates to the footfall levels achieved by their location.*
  - *There is no clear relationship between car parking charges (set by parking owners/operators) and the amenities on offer in a location with some mid-range and smaller centres charging more than what is consistent with the national average.*
  - *The mid-range and smaller groupings of centres that charge more than the national average in accordance with their offer, suffered a higher than average decline in footfall for 2011.*

*These findings come with caveats. They do not conclusively demonstrate that parking tariffs are influencing decline in locations across the UK, or suggest that all centres in the specified range have tariffs higher than the national average. They do however suggest that further research is needed over time to learn more about the relationship between town centre prosperity and parking tariffs and that mid-range and smaller centres in particular, must play a role here.*

*Ultimately, there is no simple formula that can be given on determining the right kind of tariff to be introduced nationally because every location is exposed to an individual set of dynamics and factors. The only universal answer is that local authorities and other operators must develop a plan for parking provision that faces up to the question, “What and who is our parking for?” and compliments a wider strategy for accessibility that again, fits with a strategy for the town centre or local authority area.*

- 3.20 In its December 2013 consultation on Local Authority Parking<sup>2</sup> the Government said: “Local authority parking strategies should be fair and reasonable and must not act as an unnecessary disincentive, particularly to shoppers who want to visit our town centres. Local authority parking strategies should be linked to local objectives and circumstances, and take account of planning policies and transport powers. In developing a parking strategy the local authority should consider the needs of the many and various road users in the area, the appropriate scale and type of provision, the balance between short and long term provision and the level of charges.”
- 3.21 Similarly a joint report, entitled Successful Town Centres<sup>3</sup>, published by the Association of Town and City Management (ATCM) and gfirst states; “by understanding and repositioning themselves strategically to better serve their communities and visitors in line with the ethos (or ‘personality’) of each location, town centres can re-emerge at the centre of the community, cultural and civic life”. Town centres should be welcoming, attractive and designed to meet the needs of a variety

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<sup>1</sup> See: [http://www.britishparking.co.uk/write/Documents/Re-thinking\\_Car\\_Parking.pdf](http://www.britishparking.co.uk/write/Documents/Re-thinking_Car_Parking.pdf)

<sup>2</sup> See: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/322494/parking-consultation.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/322494/parking-consultation.pdf)

<sup>3</sup> See: <http://thegreatbritishhighstreet.co.uk/pdf/Successful-Town-Centres.pdf>

*of visitors and employees. Local authorities need to ensure that appropriate parking spaces are available, that signs and road markings are clear, that car parking charges are reasonable and attractive to encourage people to use the town centre, and that enforcement is fair and proportionate. In that way they help local shops in town centres, on local high streets and on local shopping parades, and make it easier for people who want to park responsibly and go about their everyday lives.”*

3.22 More recently, in April 2015, the Welsh Assembly published a research report entitled “Assessing the Impact of Car Parking Charges on Town Centre Footfall”<sup>4</sup> commissioned by the Minister for Economy, Science and Transport.

3.23 The Key findings and conclusions in this report are particularly interesting as noted below:

- *Charging for car parking is a complex issue. It is only one aspect of a complex interplay of factors influencing willingness to travel by car, time and money spent, and business activity in town centres. It is very difficult to separate the influence of car parking charges from other factors.*
- *Car park charging is often perceived, particularly amongst businesses, as being a key determinant for changes in footfall levels in town and city centres. Over three-quarters of the business owners / workers interviewed suggested that car parking options have an impact on the number of people coming into the town centre and therefore on their custom. However, the available evidence is almost entirely anecdotal.*
- *Beyond anecdote, there is very little published evidence which links changes in car park charges to changes in town centre footfall. Local Authorities and other stakeholders similarly rely mostly on anecdote when relating car park charges to footfall. However, their feedback does suggest that a relationship exists.*
- *Visitors to town centres suggested that car park charges impact on how long they are likely to remain in the centre and, consequently, how much they spend whilst there. However, the general availability of spaces is felt by visitors to be more important than cost in their overall decision about visiting. Traffic flow and parking signage are felt by visitors to have the same, if not greater, effect on their decision to visit the town centre, how long they spend there, and how much money they spend.*
- *Out of town developments were unanimously cited as being at least partly responsible for having a detrimental impact on footfall and business trade in the town and city centres. The fact that most of these developments offer free parking was felt to give shoppers a reason to go to them over town or city centres.*
- *Whilst a ‘blanket’ free parking strategy has been suggested to encourage more car park users, these were generally found not to benefit target visitors (for example, the spaces were used primarily by town centre workers who were taking up the spaces all day, rather than shoppers) and consequently had an unexpectedly negative impact on footfall.*
- *Local Authorities often primarily use car parking charges as a revenue stream, ignoring or deemphasising the complex, nonlinear effects that they can have on town centre footfall.*

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<sup>4</sup> See: <http://gov.wales/docs/caecd/research/2015/150610-assessing-impact-car-parking-charges-town-centre-footfall-en.pdf>



- *Some stress the importance of finding a compromise between generating sufficient parking revenue and keeping charges at a rate that will not alienate shoppers and drive them out of the town or city centre.*
- *There are also three broad types of methodological conclusions that can be used to inform future research. Firstly, **there is a lack of robust evidence that can be used to link car parking strategies and town centre footfall.** Robust, numerical information based on recordings of footfall, business revenue, car park usage, and changes to car parking strategies is not available amongst the Local Authorities surveyed. Secondly, **charging for car parking is one of a complex array of factors that can influence town centre vitality.***
- *Disentangling them through qualitative research and a small-scale survey is a challenge. Further research using larger sample sizes would be needed to build a stronger evidence base. Finally, **town centre economies are highly localised and are hyper-specific.** Towns are very different economically; different factors are at play across locations. Parking strategies will need to be tailored to local areas to maximise the impact on footfall.*

3.24 The recommendations set out in the report, whilst obviously being specific to Wales do contain some conclusions, which are relevant to Dover DC.

- ***Car park charging should not be viewed in isolation from other factors (availability of parking, signage, traffic flow), which affect willingness to drive in town centres.** An overall systemic approach could be taken to future research which examines this complex interplay, rather than one aspect of it. Further quantitative research with visitors, potential visitors and businesses would allow for robust trade-off testing of potential parking packages. These could be modelled to determine the strategies most likely to improve footfall.*

Dover DC's approach in undertaking this review fully recognises this point.

- ***Local Authorities should be encouraged to collect more robust data on the impact of car park charging in their areas.** This will help further planning around car park charging, both at the local and national level.*

Dover DC has sought from the outset to gather detailed evidence to inform its decision making process on this matter.

- *In developing solutions to encourage greater town centre footfall **the Welsh Government should work closely with Local Authorities and business groups to develop parking strategies that:***
  - *Take into account other key decision-making factors (e.g. availability of spaces, parking restrictions, car park security etc.)*
  - *Protect sustainable revenue income for councils.*

Dover DC has and will continue to engage with a wide range of stakeholder groups on parking matters and in taking decisions on this matter had drawn on the statutory consultation process.

### **Consultation Responses**

- 3.25 The comments made as part of the consultation process are summarised in the table at Appendix 1 and are almost exclusively focused on the proposals to extend Sunday charging to certain car parks within Dover, Deal and Sandwich.
- 3.26 The concerns being raised by the vast majority are anecdotal in that they believe that these proposals would adversely impact on trading affecting businesses and attractions within each of the town centres and discourage visitors to our towns.
- 3.27 These concerns were covered within the January Cabinet report which noted that;

“The availability and effective management of parking is an important factor in both maintaining and increasing the vitality of our town centres, with a difficult balance needing to be struck between the use of charges as a mechanism to ensure that parking spaces are rotated rather than being full all day against the risk that the cost of parking dissuades residents and visitors alike from using town centre businesses. Given the limited capacity within the town centres there is no easy solution to this conundrum.”

- 3.28 The January report was also careful to ensure that the proposals would still see free parking available on Sundays in:
- Dover; Maison Dieu Road, Pencester Road, Ladywell, Norman Street and Albany Place and the on-street parking bays in Pencester Road.
  - Deal: Tides, Union Road and St. George’s Road.
  - Sandwich: Gazen Salts.
- 3.29 Within Dover this would have potentially encouraged visitors to the new St. James development, who wished to park for free, to walk through the Old Town to use the free car parks with potential benefits to retailers in this area.
- 3.30 Concerns have also been expressed by worshippers particularly in Dover and Sandwich. A specific issue raised with regards to Dover is that given that the maximum permitted length of stay within Stembrook Car Park is currently two hours which potentially impacts on those attending services at St. Mary’s, Dover. This point is well made and the amended proposals contained within this report take account of this issue.
- 3.31 Issues have also been raised within Deal concerning the use of town centre car parks by visitors participating in fishing competitions on Deal Pier, which would also potentially be affected by the permitted length of stay. These concerns are noted and accepted and it is proposed that such needs can be accommodated through the existing special events process.

### **Usage Surveys**

- 3.32 The Scrutiny (Policy & Performance) Committee asked at their meeting in January that a further report be produced providing details of the level of ‘churn’ at car parks.
- 3.33 In response to this request usage surveys have been undertaken on three successive Sundays; 18<sup>th</sup>, 25<sup>th</sup> March and 1<sup>st</sup> April at Stembrook, Dover and Middle Street, Deal, which provide representative data on usage patterns within these two key town centre car parks.
- 3.34 Detailed analysis of this data collected can be found at Appendix 2. Usage levels understandably vary from week to week due to factors such as weather conditions (which were very poor on the 18<sup>th</sup>) and visitor numbers, which are likely to have been higher on 1<sup>st</sup> April (Easter Sunday). Usage levels will also vary through the year as one would expect them to increase through the summer period and leading up to Christmas.
- 3.35 The key conclusions which can be drawn from the surveys are as follows:

#### **Stembrook, Dover**

- Average occupancy through the charging period = 43.8 %.
- Peak occupancy period runs from 11.00 to 15.00 at an average of 56.5%.
- Typically 76.2% of spaces are occupied for 2 hours or less.
- Fewer than 7% of spaces are occupied for more than 4 hours.

#### **Middle Street, Deal**

- Average occupancy through the charging period = 84.4 %.
- Peak occupancy period runs from 11.00 to 15.00 at an average of 94.6% reaching 100% at times.

- Typically 74.5% of spaces are occupied for 2 hours or less.
- Fewer than 12% of spaces are occupied for more than 4 hours.

3.36 This data collected shows that;

- Stembrook is a well-used car park, which whilst it currently has some spare capacity, during peak times only 20 to 30 spaces are free.
- Middle Street is operating at capacity and is essentially full between 11.00 and 15.0, and on the busiest days, such as Easter Sunday, is used by fewer cars (495, compared with 560 the previous Sunday) indicating the need to try to rotate the availability of spaces.

#### 4. **Revised Proposals**

4.1 This report has sought to inform Cabinet of the policy context at both a national and local level, to review and summarise the responses received through the statutory consultation period and to review the data collected from the usage surveys undertaken at two of the busiest car parks in Dover and Deal.

4.2 In the light of this evidence the following approach is recommended to Cabinet :

##### **Dover**

4.3 The proposal to extend Sunday charging to the four car parks in Dover closest to St. James; (Bench Street, Woolcomber Street, Stembrook, Townwall Street) together with the on-street parking bays in Castle Street and Russell Street was a direct response to the understanding that parking within St. James site would be charged every day including Sundays.

4.4 As earlier in this report, we have now been advised that L&G has decided not to seek to apply Sunday parking charges for the time being whilst indicating that they will be keeping this matter under review.

4.5 Whilst noting and respecting the decision taken by L&G, should parking pressures within the St. James development over the coming months lead to L&G introducing Sunday charging, then the Council equally needs to ensure effective management of the car parks which serve the wider town centre.

4.6 It is therefore proposed that Cabinet defer the plans to extend Sunday charging within Dover whilst continuing to monitor usage levels.

4.7 The concerns raised regarding the current permitted length of stay within Stembrook are well founded and so it is proposed to consult on increasing the length of stay here to 4 hours.

4.8 In the event that Sunday charging is subsequently introduced within the St. James site it is proposed that the Council should proceed with the proposals as advertised. This can be undertaken through the procedures outlined at paragraph 2.7 above, which allow for the Notice of Making the Order to be made at any time up to 2 years after the initial publication of the Notice of Proposals.

4.9 Finally, noting the concerns being voiced regarding the provision of staff parking within the town centre, it is proposed that the Council extends the validity of the Business Permit for Dover to include Maison Dieu Car Park. This change will need to be separately advertised as an amendment to the Off-Street Parking Places Order.

##### **Deal**

4.10 The proposal to extend Sunday charging off and on-street within Deal to include the car parks at Middle Street, South Street, Stanhope Road, Town Hall, Sainsbury's, St. Ethelburga's and Park Street together with the on-street parking bays in Beach Street, Prince of Wales Terrace, King Street and Victoria Road, responded to the pressures identified within the Deal Parking Strategy, which noted that 'capacity is

constrained at the weekends' and that ongoing population growth was 'likely to create significant pressures on weekend parking.'

- 4.11 The surveys undertaken recently of Middle Street car park demonstrate that for much of Sunday, the car park is essentially full as it is operating at 95% capacity or above. Spaces are being rotated, given that the typical length of stay is 1 to 2 hours, but the data confirms that the availability of spaces is nevertheless being constrained.
- 4.12 The comments received through the consultation process have focused particularly on the perceived detrimental impact of the proposals on the independent retailers within Deal recognising the attractiveness of the town to residents and visitors.
- 4.13 Equally, the data collected indicates that Middle Street car park, even in March and April is operating close to capacity with usage levels and demand clearly likely to increase as the weather improves.
- 4.14 It is therefore proposed that Cabinet continue with the proposal to extend Sunday charging within Deal, but that this is limited to the off-street car park at Middle Street only at this stage.

### **Sandwich**

- 4.15 The proposals within Sandwich were more limited involving extending Sunday charging on and off-street to include the Guildhall car park, together with the on-street parking bays in New Street and Market Street. To a large degree this proposal was based on the likely loss of 50 spaces in the Guildhall car park due to the introduction of coach parking. However as this is now unlikely to proceed the need to charge has been removed.
- 4.16 Furthermore, the comments received through the consultation process have focused particularly on the detrimental impact of the proposals on what is perceived to be a relatively fragile retail offer within the town and the need to do all we can to encourage a more vibrant visitor economy.
- 4.17 These points are well made, noted and understood and it is therefore proposed that Cabinet should not proceed with the plans to extend Sunday charging in Sandwich.

## **5. Identification of Options**

- 5.1 Option 1. To take the following action with regards to the proposed amendments to the Council's On-Street and Off-Street Parking Orders.
  - (a) To agree that the evidence contained within this report supports the introduction of Sunday charging in selected car parks in Dover and Deal but not in Sandwich.
  - (b) To defer the plans to extend Sunday charging within Dover whilst continuing to monitor usage levels but in the event that Sunday charging is subsequently introduced within the St. James site it is proposed that the Council should proceed with the proposals within Dover as advertised.
  - (c) To extend the validity of the Business Permit for Dover to include Maison Dieu Car Park.
  - (d) To consult on increasing the permitted length of stay at Stembrook car park to 4 hours on Sunday only.
  - (e) To limit the proposal to extend Sunday charging within Deal, to include the off-street car park at Middle Street only at this stage.
  - (f) Not to extend Sunday charging in Sandwich at this time in the light of the evidence.
  - (g) To continue with the proposed changes to resident permits, extending the usage to Sundays in certain areas with no increase in fee.

- 5.2 Option 2. To make amendments to the proposals
- 5.3 Option 3. To take no further action on this matter.
- 6. **Evaluation of Options**
  - 6.1 The preferred option is Option 1, because this takes a balanced approach to the management of parking within Dover, Deal and Sandwich, responding to the consultation process whilst seeking to ensure that the Councils parking policies succeed in effectively managing capacity by ensuring that parking spaces are rotated rather than being full all day to meet the needs of residents and visitors alike.
  - 6.2 Option 2 is not recommended.
  - 6.3 Option 3 is not recommended.
- 7. **Resource Implications**
  - 7.1 The overall impact of the amended proposals will result in a budget pressure of c. £80k in 2018/19.
- 8. **Corporate Implications**
  - 8.1 Comment from the Director of Finance: 'Finance have been consulted and have nothing further to add.' (VB)
  - 8.2 Comment from the Solicitor to the Council: 'The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make'. (HR)
  - 8.3 Comment from the Equalities Officer: 'This report does not specifically highlight any equality implications however, in discharging their responsibilities members are required to comply with the public sector equality duty as set out in section 149 of the Equality Act 2010.' <http://www.legislation.gov.uk/ukpga/2010/15> (KM)
- 9. **Appendices**
  - Appendix 1: On and Off-Street Traffic Order Amendments 2018: Consultee Responses
  - Appendix 2: Usage survey results; Stembrook, Dover and Middle Street, Deal
- 10. **Background Papers**
  - None.

Contact Officer: Roger Walton, Director of Environment and Corporate Assets

## Appendix 1: On and Off-Street Traffic Order Amendments 2018: Consultee Responses

### 1. Objections

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
1.	6/3/18		Objects to Sunday parking fees and doesn't consider Gazen Salts to be a suitable alternative.	Off				X
2.	5/3/18		Concerned at impact on Dover Town Centre & St. Marys.	Off		X		
3.	2/3/18		Concerned at impact on Dover Town Centre & St. Marys.	Off		X		
4.	5/3/18		Concerned at impact on Dover Town Centre & St. Marys.	Off		X		
5.	5/3/18		Concerned at impact on St. Marys and request special arrangements.	Off		X		
6.	5/3/18		Concerned at impact on Dover Town Centre & St. Marys and other community groups.	Off		X		
7.	4/3/18		Concerned at impact Sunday charging will have on resident parking in Sandwich especially Millwall Place.	Off				X
8.	4/3/18		Concerned at impact Sunday charging will have on High Street and independent shops in Deal.	Off/On			X	
9.	4/3/18		Concerned at impact Sunday charging will have on businesses in Dover & Deal.	Off/On		X	X	
10.	4/3/18		Concerned at cost of enforcing proposed changes.	Off	X			

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
11.	4/3/18		Disgusted that Council would even contemplate Sunday charging.	Off/On	X			
12.	3/3/18		Concerned at impact Sunday charging will have on the handful of shops open in Deal on Sunday.	Off			X	
13.	3/3/18		Concerned at impact Sunday charging will have on businesses in Dover.	Off		X		
14.	3/3/18		Considers that proposal is 'beyond stupid in a town like Sandwich which is slowly dying.'	Off/ On				X
15.	3/3/18		Considers that proposal will be to the detriment of the towns based on experience in Abergavenny and Tewkesbury.	Off/ON	X			
16.	3/3/18		Concerned at impact Sunday charging will have on businesses in Dover given there is 'precious little to encourage people to visit'..	Off/ On		X		
17.	3/3/18		Concerned at impact Sunday charging will have on businesses and attractions in Deal.	Off			X	
18.	3/3/18		Proposal will discourage visitors to our towns.	Off	X			
19.	3/3/18		Object to proposal. Better to charge £10 per foreign lorry if we need to raise revenue.	Off/ ON	X			
20.	3/3/18		Object due to impact on poorer residents, and Sunday trading.	Off/ON	X			
21.	3/3/18		Doesn't consider consultation process to be fair as Council has 'obviously decided.'	Off/ On		X		

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
22.	3/3/18		Object due to impact on Sunday trading which will 'force people to go to areas where parking is free'.	Off/On		X		
23.	3/3/18		Suggests Dover should be free like Folkestone or delay introduction and start with lower price of say 50p/ hr on Sunday.	Off/ ON		X		
24.	2/3/18		Should be free in all towns & villages, especially Sandwich.	Off/On	X			
25.	2/3/18		No justification for Sunday charging	Off/ On			X	
26.	2/3/18		Suggests Dover should be free given poor range of shops and should delay introduction until St James is developed. Concerned at 4 hr limit in St James.	Off		X		
27.	2/3/18		'No parking charges on Sunday.'	Off/ On	X			
28.	2/3/18		Sunday parking should be free in Sandwich.	Off/ On				X
29.	2/3/18		Totally against Sunday charging as will drive visitors away.	Off/ On			X	
30.	2/3/18		Concerned at impact on trade in Sandwich as 'for 90% of the year nothing happens in Sandwich'.	Off/ On				X
31.	2/3/18		Concerned at impact Sunday charging will have on businesses and attractions in the three towns.	Off/ On	X			



No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
32.	2/3/18		Concerned at impact Sunday charging will have on businesses and attractions in Dover as this will make the town less attractive to shoppers/Suggest use of community volunteers to maintain gardens to save money.	Off/ On		X		
33.	2/3/18		Objects due to impact on town centres.	Off/ On	X			
34.	2/3/18		Object due to impact on town centre and visitors. 'Bad Decision, Shameful councillors.'	Off/ On	X			
35.	2/3/18		'Absolutely Not'.	Off/ On	X			
36.	2/3/18		'Totally disagree with this proposal'.	Off/ On	X			
37.	2/3/18		Objects on grounds of excess taxation with pay/wages not rising to meet increasing costs.	Off/ On	X			
38.	2/3/18		Concerned at impact Sunday charging will have on independent shops in Sandwich.	Off/ On				X
39.	2/3/18		Charges will discourage visitors to Dover.	Off/ON		X		
40.	2/3/18		Proposal is 'un-christian' and excess tax relative to rise in pension.	Off/ On	X			
41.	2/3/18		'Daft idea, will kill angling on Deal Pier and pubs/restaurants will lose custom'.	Off/ On			X	
42.	2/3/18		Proposals are 'total disgrace'. No justification.	Off/ On	X			

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
43.	2/3/18		Concerned at impact Sunday charging will have on businesses and shops in Deal.	Off/On			X	
44.	2/3/18		Objects as 'local business need support'.	Off/ On	X			
45.	2/3/18		'I object'.	Off/ On	X			
46.	2/3/18		Object at introduction in Dover & Deal due to impact on local business and loss of trade to Whitfield or Westwood Cross.	Off/ On		X	X	
47.	2/3/18		Objects due to negative impact on economic activity in the town.	Off/ On			X	
48.	2/3/18		Concerned at impact Sunday charging will have on independent shops in Sandwich.	Off/ On				X
49.	2/3/18		Concerned at impact Sunday charging will have on businesses in Dover and decision to charge in St James.	Off/ On		X		
50.	2/3/18		Concerned at impact on economy and do not see why 'church goers should be charged for their religion'.	Off/ On		X	X	
51.	5/3/18		Objects due to negative impact on economic activity in Deal.	Off/ On			X	
52.	5/3/18		Concerned at impact Sunday charging will have on independent shops in Deal. 'Don't let Deal become a ghost town'.	Off/ On			X	

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
53.	5/3/18		Object at introduction in Dover & Deal due to impact on local business and loss of trade to places where parking is free e.g. Westwood Cross.	Off/ On		X	X	
54.	5/3/18		Object due to detrimental effect on trade & tourism.	Off/ On	X			
55.	5/3/18		Concerned at impact Sunday charging will have on independent shops in Sandwich. Suggest we reduce charge in week and have nominal charge on Sunday.	Off/ On				X
56.	6/3/18		Object to introduction of charging in Sandwich due to impact on visitors.	Off/ On				X
57.	6/3/18		Object to introduction of charging in Sandwich due to impact on visitors.	Off				X
58.	6/3/18		Objects due to impact on local economy and concerns at impact on residents.	Off/ On			X	
59.	6/3/18		Object to introduction of charging in Sandwich due to impact on residents, visitors & churchgoers.	Off/ On				X
60.	3/3/18		Object to introduction of charging in Dover due to impact on residents, visitors & churchgoers.	Off/ On		X		
61.	2/3/18		Object to introduction of charging in Sandwich due to impact on visitors & tourism generally.	Off/ On				X
62.	7/3/18		Object to introduction of charging in Sandwich due to impact on residents, visitors & risk that shoppers travel to Westwood Cross.	Off/ On				X

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
63.	7/3/18		Object to introduction of charging in Sandwich due to impact on residents, visitors & churchgoers.	Off/ On				X
64.	7/3/18		Object due to impact on Astor theatre, when running trade/ craft fairs etc.	Off			X	
65.	7/3/18		Object to introduction of charging in Sandwich due to impact on residents, visitors & risk that shoppers travel to Whitfield & Westwood Cross.	Off/ On				X
66.	7/3/18		Object to introduction of charging in Sandwich due to impact on residents, visitors & churchgoers. 'Is this a tax on church going?'	Off/ On				X
67.	7/3/18		Concerned at impact on local economy.	Off/ On	X			
68.	6/3/18		Object to introduction of charging in Deal and suggest this has been done to encourage use of new shopping centre in Dover.	Off/ On			X	
69.	6/3/18		Objects to this 'remarkable bone-headed proposal'. Suggest that he is aware of events proposed in Deal being cancelled due to Sunday charging proposals and concerned at impact on wider economy.	Off/ On	X			
70.	5/3/18		Objects due to impact on local economy and suggest that Council is ignoring views of Town Councils' which is against local democracy.	Off/ On	X			
71.	13/3/18		Objects due to negative impact on economic activity in the town.	Off			X	

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
72.	13/3/18		Objects due to negative impact on economic activity in the town.	Off/On	X			
73.	12/3/18		Object to introduction of charging in Dover due to impact on residents, visitors & churchgoers. 'Believes this to be severely misguided'	Off	X			
74.	12/3/18		Objects due to negative impact on economic activity in the town.	Off		X		
75.	12/3/18		Objects due to negative impact on recreational activities.	Off			X	
76.	12/3/18		Objects due to negative impact on economic activity in the town. "Councillors do not seem to take note of the people they represent and have their own agenda".	Off		X		
77.	9/3/18		Objects due to negative impact on economic activity in the town.	Off/On		X		
78.	9/3/18		Objects due to negative impact on churchgoers in the town.	On		X	X	
79.	10/3/18		Objects due to negative impact on economic & tourist activity in the town.	Off			X	
80.	10/3/18		Objects due to negative impact on churchgoers in the town.	Off/On				X
81.	12/3/18		Objects due to negative impact on economic & tourist activity in the town. "totally stupid to implement Sunday charging".	Off/on	X			

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
82.	10/3/18		Objects due to negative impact on economic activity in the town.	Off/On			X	
83.	10/3/18		Objects due to negative impact on economic activity in the town.	Off/On			X	
84.	11/03/18		Objects due to negative impact on economic activity in the town. "Think out of the box".	Off/On			X	
85.	9/3/18		Objects due to negative impact on parking in residential area.	On			X	
86.	9/3/18		Objects due to negative impact on economic activity in the town. "Cannot believe Sandwich Councillors would vote for an "own goal" in their Town".	Off/On				X
87.	9/3/18		Objects due to negative impact on churchgoers in the town.	Off		X		
88.	8/3/18		Objects due to negative impact on economic activity in the town. "Raise money from speeding/parking fines".	Off/On				X
89.	8/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	Off/On				X
90.	8/3/18		Wrong, Wrong, Wrong! No parking charges on Sundays!!	Off/On	X			
91.	8/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	Off		X		

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
92.	9/3/18		Objects due to negative impact on economic activity in the town.	Off/On		X		
93.	9/3/18		Objects due to negative impact on economic activity in the town.	Off/On		X		
94.	10/3/18		Objects due to negative impact on economic activity in the town and tourism.	Off/On			X	
95.	10/3/18		Objects due to negative impact on economic activity in the town.	Off/On		X		
96.	13/3/18		Objects due to negative impact on being a car owner. "No more stealth taxes please".	On		X		
97.	8/3/18		Objects due to negative impact on churchgoers.	Off		X		
98.	3/3/18		Objects due to negative impact on churchgoers.	Off	X			
99.	2/3/18		Objects due to negative impact on economic activity in the town.	Off/On	X			
100.	5/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	On		X		
101.	4/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	Off/On	X			
102.	5/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	Off		X		

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
103.	26/2/18		Objects due to negative impact on economic activity in the town. "More cycle routes, better for the environment"	Off/On			X	
104.	10/2/18		Objects due to negative impact on economic activity in the town and tourism.	Off			X	
105.	13/3/18		Objects due to negative impact on economic activity in the town. "It's a disgrace that DDC Councillors don't listen to their voters".	Off			X	
106.	13/3/18		Cost of administering scheme outweighs the revenue.	Off/On			X	
107.	11/3/18		Objects due to negative impact on economic activity in the town.	Off/On	X			
108.	8/3/18		Charging on Sunday is disgusting also putting charge up to £2. Will stop visitors to Dover.	Off/On		X		
109.	6/3/18		Objects due to negative impact on economic activity in the town.	On				X
110.	6/3/18		Objects due to negative impact on economic activity in the town .	Off/On				X
111.	5/3/18		Objects due to negative impact on economic activity in the town. "Pay too much already"	Off/On		X	X	
112.	4/3/18		Objects due to negative impact on economic activity in the town. "Lower pay by phone tariffs off-peak season".	Off/On	X			



No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
113.	3/3/18		Objects due to negative impact on economic activity in the town.	Off/On	X			
114.	3/3/18		Objects due to negative impact on economic activity in the town.	Off/On	X			
115.	2/3/18		Objects due to negative impact on economic activity in the town.	Off/On			X	
116.	2/3/18		Objects due to negative impact on economic activity in the town. "Using it as a trojan horse".	Off/On	X			
117.	2/3/18		Objects due to negative impact on economic activity in the town.	Off/On	X			
118.	2/3/18		Objects due to negative impact on economic activity in the town. "The dimwits who dreamt this plan should be sacked!".	Off/On		X		
119.	2/3/18		Objects due to negative impact on economic activity in the town. D, D & S have advantage over Thanet.	Off/On	X			
120.	13/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	Off/On		X		
121.	13/3/18		For one day a week, it would nice to be able to watch a film and have a meal without having to pay parking charges on top. Sunday shopping - better choice at numerous places - many offering free parking.Churchgoers should not have to pay - not detered.Tourists should be encouraged.	Off/On	X			

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
122.	11/3/18		Objects due to negative impact on churchgoers, bell ringers and the choir.	Off		X		
123.	10/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	Off	X			
124.	2/3/18		Objects due to negative impact on economic activity in the town and churchgoers. "Disappointed that DDC are allowing themselves to be bullied".	Off/On		X		
125.	Undated		Objects due to negative impact on economic activity in the town and churchgoers. "Suggests Stembrook proposal be cancelled until impact of trading is understood".	Off		X		
126.	15/3/18		Objects due to negative impact on economic activity in the town.	Off/On		X		
127.	15/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	Off		X		
128.	14/3/18		Objects due to negative impact on economic activity in the town and churchgoers.	Off		X		
129.	14/3/18		Objects due to negative impact on economic activity in the town. "Why are you asking, you will do what you have no doubt, already decided".	Off		X		
130.	14.3.18		Objects due to negative impact on economic activity in the town.	Off/on	X			
131.	14.3.18		Objects due to negative impact on economic activity in the town and churchgoers.	Off		X		

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
132.	14.3.18		Objects due to negative impact on economic activity in the town.	Off/On		X		
133.	14.3.18		Objects due to negative impact on economic activity in the town.	Off/On		X		
134.	9.3.18		Objects due to negative impact on economic activity in the town.	Off/On	X			
135.	15.3.18		Objects due to negative impact on economic activity in the town.	Off/On		X		
136.	10.3.18		Objects due to negative impact on economic activity in the town and churchgoers.	Off				X
137.	15.3.18		Objects due to negative impact on economic activity in the town.	Off/On		X		
138.	16.3.18		Objects due to negative impact on economic activity in the town.	Off/On				X
139.	13.3.18		Objects due to negative impact on economic activity in the town and churchgoers. "Suggests increasing maximum stay time in Stembrook".	Off		X		
140.	19.3.18		Opposed to the proposal to bring in Sunday charging.	Off/On		X		
141.	16.3.18		Opposed to proposals for Sunday charging in Sandwich and especially New Street	Off/ On				X

No.	Date	Consultee (Names redacted)	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
142.	18.3.18		This ill-conceived move will discourage visitors and impact on other community services and businesses. The free Sunday parking helps our local economy in so many ways.	Off/ On	X			
143.	20.3.18		Opposed to introduction of Sunday charging in Deal, due to impact on businesses and on the Community Church in Victoria Road.	Off/On			X	
144.	16.3.18		Objects to plan to charge on Sundays and restrictions on Sunday parking.	On/ Off	X			
145.	19.3.19		Objects to proposal to charge on Sundays due to impact on visitors and guest house residents.	On/ Off		X		

## Supporters

No.	Date	Consultee	Consultation Response	On/Off-Street	All Areas	Dover	Deal	Sandwich
1.	2/3/18		Welcome proposal to reduce burden of traffic in towns.	Off/ On	X			
2.	2/3/18		'Good idea for Dover & Deal', will be good for the towns.	Off/ On		X	X	
3.	12/3/18		Has been persuaded it's a sensible way forward. Perfectly reasonable to extend the current arrangements, as long as in increase in residents permit charges.	Off/On	X			
4.	2/3/18		No objection – as its more convenient, we should pay for it.	On	X			

**Appendix 2: Usage survey; Stembrook, Dover and Middle Street, Deal: 18, 25 March & 1 April**

**Stembrook Car Park, Dover**

Sunday Survey 18 March 2018

Hourly survey 9am - 4pm (starting on the hour)

<b>PERCENTAGE OF CAR PARK USED</b>		
<b>Period</b>	<b>Spaces occupied (87 Total)</b>	<b>% of car park occupied</b>
09:00 - 10:00	14	15.7
10:00 - 11:00	33	37.1
11:00 - 12:00	64	71.9
12:00 - 13:00	58	65.2
13:00 - 14:00	51	57.3
14:00 - 15:00	38	42.7
15:00 - 16:00	36	40.4
16:00 - 17:00	28	31.5

<b>STAY PERIODS</b>		
<b>Stay Period</b>	<b>Vehicles</b>	<b>% of total vehicles</b>
1 Hour stay	63	42.9
2 Hour stay	46	31.3
3 Hour stay	17	11.6
4 Hour stay	7	4.8
5 Hour stay	7	4.8
6 Hour stay	2	1.4
7 Hour stay	3	2.0
8 Hour stay	2	1.4

Total quantity of vehicles using  
car park during 8 hour survey = 147

## Middle Street Car Park, Deal

Sunday Survey 18 March 2018

Hourly survey 9am - 4pm (starting on the hour)

<b>PERCENTAGE OF CAR PARK USED</b>		
<b>Period</b>	<b>Spaces occupied (179 Total)</b>	<b>% of car park occupied</b>
09:00 - 10:00	98	54.7
10:00 - 11:00	125	69.8
11:00 - 12:00	160	89.4
12:00 - 13:00	164	91.6
13:00 - 14:00	178	99.4
14:00 - 15:00	171	95.5
15:00 - 16:00	148	82.7
16:00 - 17:00	138	77.1

<b>STAY PERIODS</b>		
<b>Stay Period</b>	<b>Vehicles</b>	<b>% of total vehicles</b>
1 Hour stay	295	57.3
2 Hour stay	99	19.2
3 Hour stay	51	9.9
4 Hour stay	19	3.7
5 Hour stay	13	2.5
6 Hour stay	10	1.9
7 Hour stay	6	1.2
8 Hour stay	22	4.3

Total quantity of vehicles using  
car park during 8 hour survey = 515

## Stembrook Car Park, Dover

Sunday Survey 25 March 2018

Hourly survey 9am - 4pm (starting on the hour)

<b>PERCENTAGE OF CAR PARK USED</b>		
<b>Period</b>	<b>Spaces occupied (89 Total)</b>	<b>% of car park occupied</b>
09:00 - 10:00	10	11.2
10:00 - 11:00	33	37.1
11:00 - 12:00	57	64.0
12:00 - 13:00	65	73.0
13:00 - 14:00	59	66.3
14:00 - 15:00	51	57.3
15:00 - 16:00	42	47.2
16:00 - 17:00	45	50.6

<b>STAY PERIODS</b>		
<b>Stay Period</b>	<b>Vehicles</b>	<b>% of total vehicles</b>
1 Hour stay	96	51.9
2 Hour stay	47	25.4
3 Hour stay	21	11.4
4 Hour stay	9	4.9
5 Hour stay	5	2.7
6 Hour stay	4	2.2
7 Hour stay	2	1.1
8 Hour stay	1	0.5

Total quantity of vehicles using  
car park during 8 hour survey = 185



## Middle Street Car Park, Deal

Sunday Survey 25 March 2018

Hourly survey 9am - 4pm (starting on the hour)

<b>PERCENTAGE OF CAR PARK USED</b>		
<b>Period</b>	<b>Spaces occupied (179 Total)</b>	<b>% of car park occupied</b>
09:00 - 10:00	79	44.1
10:00 - 11:00	164	91.6
11:00 - 12:00	171	95.5
12:00 - 13:00	175	97.8
13:00 - 14:00	170	95.0
14:00 - 15:00	166	92.7
15:00 - 16:00	152	84.9
16:00 - 17:00	122	68.2

<b>STAY PERIODS</b>		
<b>Stay Period</b>	<b>Vehicles</b>	<b>% of total vehicles</b>
1 Hour stay	290	51.8
2 Hour stay	145	25.9
3 Hour stay	51	9.1
4 Hour stay	11	2.0
5 Hour stay	20	3.6
6 Hour stay	13	2.3
7 Hour stay	13	2.3
8 Hour stay	17	3.0

Total quantity of vehicles using  
car park during 8 hour survey = 560

## Stembrook Car Park, Dover

Sunday Survey 1 April 2018

Hourly survey 9am - 4pm (starting on the hour)

<b>PERCENTAGE OF CAR PARK USED</b>		
<b>Period</b>	<b>Spaces occupied (89 Total)</b>	<b>% of car park occupied</b>
09:00 - 10:00	10	11.2
10:00 - 11:00	35	39.3
11:00 - 12:00	57	64.0
12:00 - 13:00	47	52.8
13:00 - 14:00	25	28.1
14:00 - 15:00	32	36.0
15:00 - 16:00	28	31.5
16:00 - 17:00	19	21.3

<b>STAY PERIODS</b>		
<b>Stay Period</b>	<b>Vehicles</b>	<b>% of total vehicles</b>
1 Hour stay	62	47.3
2 Hour stay	39	29.8
3 Hour stay	20	15.3
4 Hour stay	4	3.1
5 Hour stay	2	1.5
6 Hour stay	1	0.8
7 Hour stay	1	0.8
8 Hour stay	2	1.5

Total quantity of vehicles using  
car park during 8 hour survey = 131

## Middle Street Car Park, Deal

Sunday Survey 1 April 2018

Hourly survey 9am - 4pm (starting on the hour)

<b>PERCENTAGE OF CAR PARK USED</b>		
<b>Period</b>	<b>Spaces occupied (179 Total)</b>	<b>% of car park occupied</b>
09:00 - 10:00	126	70.4
10:00 - 11:00	133	74.3
11:00 - 12:00	149	83.2
12:00 - 13:00	171	95.5
13:00 - 14:00	179	100.0
14:00 - 15:00	179	100.0
15:00 - 16:00	175	97.8
16:00 - 17:00	134	74.9

<b>STAY PERIODS</b>		
<b>Stay Period</b>	<b>Vehicles</b>	<b>% of total vehicles</b>
1 Hour stay	202	40.8
2 Hour stay	141	28.5
3 Hour stay	61	12.3
4 Hour stay	19	3.8
5 Hour stay	16	3.2
6 Hour stay	15	3.0
7 Hour stay	12	2.4
8 Hour stay	29	5.9

Total quantity of vehicles using  
car park during 8 hour survey = 495

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<b>Subject:</b>	<b>PERFORMANCE TARGETS 2018/19</b>
<b>Meeting and Date:</b>	<b>Cabinet – 16 April 2018</b> <b>Scrutiny (Policy and Performance) Committee – 24 April 2018</b>
<b>Report of:</b>	<b>David Randall, Director of Governance</b>
<b>Portfolio Holder:</b>	<b>Councillor Mike Conolly, Portfolio Holder for Corporate Resources and Performance</b>
<b>Decision Type:</b>	<b>Non-Key</b>
<b>Classification:</b>	<b>Unrestricted</b>

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**Purpose of the report:** To monitor performance against key targets

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**Recommendation:** To approve key targets for 2018/19 as shown in the attached schedule subject to the Director of Governance in consultation with the Portfolio Holder for Corporate Resources and Performance agreeing any minor changes.

Where some targets are not available it is recommended that the final agreement to these targets is delegated to the Director of Governance in consultation with the relevant Portfolio Holder and the Portfolio Holder for Corporate Resources and Performance.

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## 1. Summary

Targets for the Council's key performance indicators for 2018/19 have now been set after consideration of the 2017/18 target and the year's outturn to Q3.

### Introduction and Background

- 1.1 An effective Performance Management culture is a fundamental requirement of an efficient, effective and reactive Council. It facilitates the planning, monitoring and reporting of all performance activities and helps to ensure that resources are directed as required in order to achieve the Council's corporate and service objectives.
- 1.2 A range of analytical tools can be used as part of Performance Management, the most common being performance indicators, which measure performance against agreed targets and allow for comparisons against past performance and with other Councils and organisations where the information is available.
- 1.3 Targets have been set against a backdrop of the need to make cost savings and in most cases have not been decreased from that of last year but there are some cases where a target has been set which is below that of last year's outturn and these can be noted in the attached schedule.
- 1.4 Members are asked to approve the attached Schedule of key performance targets for 2018/19 which will be published in the quarterly Performance Report.

2. **Identification of Options**

2.1 Not applicable.

3. **Resource Implications**

3.1 None.

4. **Corporate Implications**

4.1 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.

4.2 Comment from the Equalities Officer: This report does not specifically highlight any equality implications, however in discharging their duties members are required to comply with the public sector equality duty as set out in section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15>

4.3 Comment from the 151 Finance Officer: Finance has been consulted and has nothing further to add (HL).

4.4 Appendix 1 – Schedule of 2018/19 Performance Targets

5. **Background Papers**

None.

Contact Officer: Colin Cook, Head of Corporate Services

### Key Performance Targets 2018/19

Division	NPI	Description	Target 2017/18	Outturn to Q3 2017/18	Target 2018/19	Target 2018/19 direction against Target 2017/18	Comments
EKS & DDC Digital	<b>ACC011</b>	Percentage of on-line payments to cash and cheque	N/A	88%	N/A		Data for information so no target required
	<b>EKS01d</b>	Percentage of incidents resolved within agreed target response time - ICT	95%	97%	95%	▶	Proposed target to remain at 2017/18
	<b>EKS02d1</b>	Percentage of incidents resolved within 1 working day	50%	76%	TBA		Being discussed with EKS ITC
	<b>EKS02d2</b>	Percentage of incidents resolved within 3 working days	80%	86.89%	80%	▶	Proposed target to remain at 2017/18
	<b>EKS04d</b>	Percentage availability of email service	97.50%	99.94%	97.50%	▶	Proposed target to remain at 2017/18
	<b>PLA005</b>	Percentage of electronic planning applications received	75%	83.15%	80%	▶	Target increase in line with 2017/18 performance
	<b>WEB001</b>	Percentage availability of the corporate website (DDC responsibility)	99.50%	99.93%	99.50%	▶	No change
	<b>WEB002</b>	Number of Keep me Posted subscribers	N/A	60,530	N/A		Data for information so no target required
	<b>WEB003</b>	Facebook subscribers	N/A	5,629	N/A		Data for information so no target required
	<b>EKS24d1</b>	Percentage availability of Finance system	95%	100%	95%	▶	Indicator to be deleted for 2018/19
	<b>EKS24d2</b>	Percentage availability of Anite/Housing System	95%	100%	95%	▶	Indicator to be deleted for 2018/19

### Key Performance Targets 2018/19

Division	NPI	Description	Target 2017/18	Outturn to Q3 2017/18	Target 2018/19	Target 2018/19 direction against Target 2017/18	Comments
	<b>EKS24d3</b>	Percentage availability of Citrix	97.50%	99.97%	97.50%	▶	Indicator to be deleted for 2018/19
Civica	<b>Customer Services</b>						
	<b>KPI06-D (was EKS026d)</b>	Average call waiting time in seconds	50 seconds	1 minute 44 seconds	90 seconds	▼	Target included in contract with Civica
	<b>Benefits</b>						
	<b>KPI01-D (was EKS13d)</b>	Pay benefit quickly	8.70 days	7.46 days	8.5	▲	Target included in contract with Civica
	<b>KPI02-D (was EKS14d)</b>	Percentage of correct Housing Benefit and Council Tax Benefit decisions	96.00%	98.32%	96%	▶	Target included in contract with Civica
	<b>Council Tax</b>						
	<b>KPI03-D (was EKS18d)</b>	The percentage of council taxes due for the financial year which were received in year by the authority.	97.85%	84.50%	97.8%	▶	Target included in contract with Civica
			N/A	£53,185,973	N/A		
<b>Business Rates</b>							

### Key Performance Targets 2018/19

Division	NPI	Description	Target 2017/18	Outturn to Q3 2017/18	Target 2018/19	Target 2018/19 direction against Target 2017/18	Comments
	<b>KPI04-D (was EKS19d)</b>	Percentage of Business Rates collected	N/A	82.86%	98.20%		Targets included in contract with Civica Target not set for last year
	<b>EKS50d</b>	Total Business Rates Invoiced	N/A	£31,467,447	N/A		Not included as standard within draft Civica Performance Report – Indicator to be deleted
	<b>Social Sector Size Criteria</b>						
	<b>EKS51d</b>	Households affected by reductions in Housing Benefit	N/A	439	N/A		Not included as standard within draft Civica Performance Report – Indicator to be deleted
East Kent Housing	<b>EKHL1</b>	Average time taken to re-let council dwellings (all properties excluding major works)	15 days	12.86 days	15 days	▶	No change. Target within House Mark benchmarking upper quartile threshold of 19 days.
	<b>EKHD1</b>	Total current tenant arrears (including court costs)	N/A Linked to EKHC2	£544,304	N/A		Data for information so no target required
	<b>EKHD2</b>	Average current tenant arrears per rented unit	N/A Linked to EKHC2	£113.42	N/A		Data for information so no target required
	<b>EKHD3</b>	Total former tenant arrears (including court costs)	N/A	£131,325	N/A		Data for information so no target required
	<b>EKHC3</b>	Former tenant arrears as % of annual debit	N/A	0.66%	0.50%		Target within HouseMark benchmarking upper quartile threshold of 0.74%
	<b>EKHD4</b>	Amount of former tenant arrears written off	N/A	£5,287	N/A		Data for information so no target required
	<b>EKHM1</b>	Percentage of total responsive jobs completed on time	95%	99.66%	98%	▲	Target consistent with repairs contract



### Key Performance Targets 2018/19

Division	NPI	Description	Target 2017/18	Outturn to Q3 2017/18	Target 2018/19	Target 2018/19 direction against Target 2017/18	Comments
	<b>EKHM5</b>	Percentage of properties with a valid gas safety certification	100%	100%	100%	▶	Target consistent with repairs contract
	<b>EKHC2</b>	Rent arrears as % of annual debit	1.40%	2.75%	2.50%	▼	Target decreased to reflect current environment
Finance, Housing & Community	<b>ACC004</b>	Percentage of invoices paid on time	96.50%	97.56%	91.50%	▼	A temporary reduction in target during the implementation of new automated systems to improve performance in the longer term.
	<b>CSU001</b>	Percentage of ASB cases resolved within 30 days	95.50%	100%	98%	▲	Increase agreed by Cllr Holloway
	<b>HOU010a</b>	Number of households living in Temporary Accommodation including B&B	50	97	90	▼	The rising numbers presents a challenge to continually seek solutions to provide accommodation.
	<b>HOU010b</b>	Number of households in bed and breakfast (The data provided in HOU010a and b shows the number of households on the last day of the quarter.)	25	29	20	▲	The numbers seeking assistance and ultimately how many require temporary accommodation is outside the Council's control. However aiming to use bed & breakfast facilities less.
	<b>PSH007</b>	Number of DFG applications completed (data for information only)	N/A	40	N/A		Data for information so no target required
	<b>PSH008</b>	Percentage of completed DFG applications approved within 10 working days from receipt of application	N/A	91.66%	N/A		Data to show turnaround performance
	<b>HOU005</b>	The number of households presenting as homeless	N/A	203	N/A		Indicator to be deleted for 2018/19

### Key Performance Targets 2018/19

Division	NPI	Description	Target 2017/18	Outturn to Q3 2017/18	Target 2018/19	Target 2018/19 direction against Target 2017/18	Comments
	<b>HOU011</b>	The number of households presenting as homeless where a duty to re house is accepted	N/A	127	N/A		Data for information so no target required
	<b>HOU012</b>	The number of children in B&B and nightly paid	N/A	64	N/A		Data for information so no target required
Governance	<b>GOV001</b>	The number of working days/shifts lost due to sickness absence per FTE	N/A	4.42 days	N/A		Data for information so no target required
	<b>GOV002</b>	Number of working days/shifts lost due to long term sickness absence over 10 days per FTE	N/A	2.37 days	N/A		Data for information so no target required
	<b>GOV003</b>	The number of second stage complaints referred to the Council's Complaints Officer	N/A	32	N/A		Data for information so no target required
	<b>GOV004</b>	The number of FOI requests received	N/A	643	N/A		Data for information so no target required
	<b>LIC005</b>	The percentage of licensed premises inspections completed by the target date.	80%	33%	80%	▶	No change to target but increase on actual performance
	<b>LIC006</b>	The percentage of unopposed licensing and permit applications processed within 5 working days	90%	97%	75%	▼	Reduction in target is due to maternity leave whilst new staff are being trained. It is anticipated that 90% of applications will still be completed in 8 days i.e. 3 days longer then the target of 5 days.
	<b>ENH005</b>	Percentage of complaints regarding nuisance responded to within 5 working days	95%	98%	95%	▶	No change to target

### Key Performance Targets 2018/19

Division	NPI	Description	Target 2017/18	Outturn to Q3 2017/18	Target 2018/19	Target 2018/19 direction against Target 2017/18	Comments
	<b>ENH012</b>	Number of Fixed Penalty Notices issued for litter	N/A	1512	N/A		Data for information so no target required
	<b>ENH013</b>	Percentage of stray dog enquiries responded to within target time.	95%	99%	95%	▶	No change to target
	<b>ENH015</b>	Number of Fixed Penalty Notices issued for dog fouling	N/A	4	N/A		Data for information so no target required
	<b>ENH016</b>	Number of Envirocrime prosecutions completed	N/A	47	N/A		Data for information so no target required
Environment & Corporate Assets	<b>PKG003</b>	Number of PCNs issued	N/A	12,676	N/A		Data for information so no target required
	<b>MUS002</b>	The number of visits to the museum in person per 1,000 population	155	176	200	▲	
	<b>WAS003</b>	Number of collections missed per 100,000 collections of household waste.	15	4 (est)	15	▶	Contract standard for missed collections is 50 per 1000,000 therefore it is proposed that the target remains at 15 per 100,000 which is below this.
	<b>WAS010</b>	Residual household waste per household	430kg	332kg (est)	350kgs	▲	The reduction in the targeted level of residual waste from the previous year's target represents an increase in performance. If this target is achieved it should make DDC the lowest Kent authority for waste arisings which is currently held by Ashford.
	<b>WAS011</b>	Household waste sent for reuse, recycling or composting	45%	50% (est)	50%	▲	Increased target in line with performance
	<b>WAS012</b>	Environmental cleanliness: Percentage of streets containing litter	5%	6%	5%	▶	No change to target
	<b>WAS013</b>	Environmental cleanliness: Percentage of street containing detritus	10%	14%	10%	▶	No change to target
Regeneration & Development	<b>PLA001</b>	Percentage of <b>major</b> planning applications determined in 13 weeks	65%	91.89%	TBA		Being discussed with Head of Service

### Key Performance Targets 2018/19

Division	NPI	Description	Target 2017/18	Outturn to Q3 2017/18	Target 2018/19	Target 2018/19 direction against Target 2017/18	Comments
		(excluding section 106 agreements)					
	<b>PLA002</b>	Percentage of <b>non-major</b> planning applications determined in 8 weeks (excluding section 106 agreements)	75%	89.54%	TBA		Being discussed with Head of Service
	<b>PLA003</b>	The percentage of decisions for major applications overturned at appeal	10%(^)	2.7%	TBA		Being discussed with Head of Service
	<b>PLA004</b>	The percentage of decisions for non-major applications overturned at appeal	10%(^)	3.15%	TBA		Being discussed with Head of Service
	<b>PLA007</b>	Number of new houses completed	N/A	52,384	N/A		Data for information so no target required
	<b>PLA008</b>	Growth in Business Rates base (number of registered businesses)	N/A	4,003	N/A		Data for information so no target required