

# AGENDA

## STRATEGIC PLANNING, SUSTAINABILITY AND TRANSPORTATION COMMITTEE MEETING



Date: Tuesday 11 July 2017

Time: 6.30 pm

Venue: Town Hall, High Street, Maidstone

Membership:

Councillors D Burton (Chairman), Cox (Vice-Chairman), English, Munford, Prendergast, Springett, de Wiggondene, Wilby and Willis

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1. Apologies for Absence
2. Notification of Substitute Members
3. Urgent Items
4. Notification of Visiting Members
5. Disclosures by Members and Officers
6. Disclosures of Lobbying
7. To consider whether any items should be taken in private because of the possible disclosure of exempt information
8. Minutes of the meeting held on 13 June 2017 1 - 7
9. Presentation of Petitions (if any)

**Continued Over/:**

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**Issued on Friday 30 June 2017**

**Alison Broom, Chief Executive, Maidstone Borough Council,  
Maidstone House, King Street, Maidstone ME15 6JQ**

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|---|---------|
| 10. Questions and answer session for members of the public  |         |
| 11. Outside Bodies - Verbal Updates from Members  |         |
| 12. Committee Work Programme  | 8       |
| 13. Report of the Head of Commissioning and Business Improvement - Park and Ride Review - Findings and Next Steps | 9 - 31  |
| 14. Report of the Parking Services Manager - Parking Services Annual Report                                       | 32 - 54 |
| 15. Report of the Head of Planning and Development - Planning Performance Statistics 2016/17                      | 55 - 67 |
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### **ALTERNATIVE FORMATS**

The reports included in Part I of this agenda can be available in alternative formats. For further information about this service, or to arrange for special facilities to be provided at the meeting, please contact Democratic Services on [committeeservices@maidstone.gov.uk](mailto:committeeservices@maidstone.gov.uk) or 01622 602272. To find out more about the work of the Committee, please visit [www.maidstone.gov.uk](http://www.maidstone.gov.uk).

### **PUBLIC SPEAKING**

In order to book a slot to speak at this meeting of the Strategic Planning, Sustainability and Transportation Committee, please contact the Democratic Services Officer on 01622 602272 or by email on [committeeservices@maidstone.gov.uk](mailto:committeeservices@maidstone.gov.uk) by 5 pm one clear working day before the meeting. If asking a question, you will need to provide the full text in writing. If making a statement, you will need to tell us which agenda item you wish to speak on. Please note that slots will be allocated on a first come, first served basis.

Should you wish to refer any decisions contained in these minutes to the Planning and Resources Committee, please submit a Decision Referral Form, signed by three Councillors, to the Head of Policy, Communications and Governance by 27 June 2017.

## **MAIDSTONE BOROUGH COUNCIL**

### **Strategic Planning, Sustainability and Transportation Committee**

#### **MINUTES OF THE MEETING HELD ON TUESDAY 13 JUNE 2017**

**Present:** Councillor D Burton (Chairman) and Councillors Cox, English, Munford, Prendergast, Springett, de Wiggondene, Wilby and Willis

**Also Present:** Councillors Perry and Round

6. **APOLOGIES FOR ABSENCE**

There were no apologies.

7. **NOTIFICATION OF SUBSTITUTE MEMBERS**

There were no substitutes.

8. **URGENT ITEMS**

The Chairman advised the Committee that there was an Amended Agenda which related to Item 20 – Housing Land Supply Update 1 April 2017.

9. **NOTIFICATION OF VISITING MEMBERS**

It was noted that Councillors Round and Perry were present as Visiting Members. Councillor Perry indicated that he wished to speak on Item 15 – Headcorn Neighbourhood Plan – Examiner's Report and Recommendations.

10. **DISCLOSURES BY MEMBERS AND OFFICERS**

There were no disclosures by Members and Officers.

11. **DISCLOSURES OF LOBBYING**

It was noted that all Members, apart from Councillor Willis, had been lobbied on Item 15.

12. **EXEMPT ITEMS**

**RESOLVED:** That all items be taken in public as proposed.

13. **MINUTES OF THE MEETING HELD ON 11 APRIL 2017**

**RESOLVED:** That the minutes of the meeting held on 11 April 2017 be approved as a correct record and signed.

14. MINUTES OF THE MEETING HELD ON 23 MAY 2017

**RESOLVED:** That the minutes of the meeting held on 23 May 2017 be approved as a correct record and signed.

15. PRESENTATION OF PETITIONS (IF ANY)

There were no petitions.

16. QUESTIONS AND ANSWER SESSION FOR MEMBERS OF THE PUBLIC

There were no questions from members of the public. However, there were two representatives from Headcorn Parish Council who had requested to speak on Item 15 – Headcorn Neighbourhood Plan – Examiner’s Report and Recommendations.

17. OUTSIDE BODIES - MEMBER VERBAL UPDATES

The Committee noted the great success of the Second Annual Cycle Fest and thanked all the Members and Officers that had supported it.

The Chairman informed the Committee of the ongoing work of the Strategic Board, regarding Maidstone East.

18. COMMITTEE WORK PROGRAMME

It was noted that reports concerning the delivery of the Local Plan and its review would be added to the Committee Work Programme.

The Committee requested that reports would be added to the Committee Work Programme regarding: public realm, planning performance agreements, playing pitch strategy, parks and open spaces and general permitted development rights.

**RESOLVED:** That the Committee Work Programme be noted.

19. REPORT OF THE HEAD OF PLANNING AND DEVELOPMENT:  
NEIGHBOURHOOD PLANNING ACT 2017

The Planning Policy Manager presented this item to the Committee, which set out the provisions of the Neighbourhood Planning Act that had gained Royal Assent in April 2017.

The Committee noted that:

- Part 1 of the Act covered a range of planning matters, which included: neighbourhood planning, local development documents, planning conditions, permitted development rights which related to drinking establishments, the developments of New Towns by Local Planning Authorities and the register of planning applications.

- Part 2 of the Act related to changes to compulsory purchase powers.
- Several of the Act's provisions had already been implemented, but others would require secondary legislation.

**RESOLVED:** That the Committee noted the provisions in the Neighbourhood Planning Act.

20. REPORT OF THE HEAD OF PLANNING AND DEVELOPMENT: HEADCORN NEIGHBOURHOOD PLAN - EXAMINER'S REPORT AND RECOMMENDATIONS

The Project Manager – Local Plan (Spatial Policy) presented this item to the Committee.

Dr Rebecca Driver, Councillor Bridget Dungey of Headcorn Parish Council and Councillor John Perry, present as a Visiting Member, addressed the Committee on this item.

The Project Manager – Local Plan (Spatial Policy) advised the Committee that the item had originally been scheduled for the Strategic Planning, Sustainability and Transportation Committee in April 2017 and that it had been deferred following late receipt of a letter from legal advisors to Headcorn Parish Council. The Committee were informed that:

- The Council had met with Headcorn Parish Council on numerous occasions since the application for formal designation of a Neighbourhood Area was made on 3 December 2012.
- The independent examiner was testing the submitted Neighbourhood Development Plan against the Basic Conditions tests rather than considering its 'soundness' or examining other material considerations.
- Any modifications made to the Headcorn Neighbourhood Plan would be too great and that the direction of the plan did not meet the basic conditions, set out in Paragraph 8 of Schedule 4B to the Town and Country Planning Act 1990 (as amended) [excluding 2b, c, 3 to 5 as required by 38C (5) of the Planning and Compulsory Purchase Act 2004 (as amended)].
- There was strong support for Headcorn Parish Council from its parishioners.

The Committee adjourned at 19:11 for ten minutes to enable the Members to read the legal advice.

It was noted that the Committee were keen for officers to continue working with Headcorn Parish Council in order to move forward and reach a solution that worked for all parties. The Committee acknowledged the huge amount of effort that had been put in by Headcorn Parish Council.

In response to a question the Officer confirmed that the Headcorn Neighbourhood Plan would carry significant weight if it went to a referendum, which would put the Council in a difficult position and could result in a legal challenge to such a decision from other representors.

Councillor Willis arrived at 18:49, during consideration of this item.

**RESOLVED:** That the Committee agreed not to move the plan to referendum. However, officers were instructed, in collaboration with the Chairman, Vice Chairman and Ward Members, to continue to work with Headcorn Parish Council to find a way forward with the neighbourhood plan and that further updates on progress be reported back to this Committee.

Voting: unanimous

21. REPORT OF THE DIRECTOR OF FINANCE AND BUSINESS IMPROVEMENT:  
FOURTH QUARTER BUDGET MONITORING

The Director of Finance and Business Improvement presented a report on the fourth quarter budget monitoring.

The Committee noted that:

- There was an overall underspend for services within the Committee's remit of £246,631.
- Parking services had achieved a favourable variance across all areas, other than Mote Park Pay and Display Car Park which had a £64,711 shortfall.
- The significant overspend of £249,381 on Development Management was due to additional staffing costs, which was primarily in the first six months of the last municipal year. The situation had now been broadly brought back under control.
- The planning appeals budget of £119,000 for 2017/18 was unlikely to be sufficient.
- The previous government signalled that it would allow authorities to increase planning fees by 20%, which for the Council would mean an extra £120,000 of income for 2017/18. This would have helped to offset financial pressures. Unfortunately, the legislation which would have allowed the Council to implement these planning fee increases was not enacted before the General Election and it was unlikely that this would occur before the autumn.

The Committee raised concerns that:

- There could be a future loss of income due to development needs, which could result in the loss of income from some of the Council's car parks.

- The significant loss of income from not being able to claim the increased planning fees promised in the Housing White Paper and the expected overspend on planning appeals could mean a substantial adverse variance in the outturn for this Committee. Therefore, the Committee requested that officers update them at the earliest opportunity with the revised 2017/18 figures.

**RESOLVED:** That the Committee noted the financial position for services within its remit at the end of the fourth quarter.

22. REPORT OF THE HEAD OF POLICY, COMMUNICATIONS AND GOVERNANCE: STRATEGIC PLAN PERFORMANCE UPDATE QUARTER 4 FOR 2016/17

The Policy and Information Manager presented this item and informed the Committee that all three Key Performance Indicators were green for Quarter 4 for 2016/17 and performance had improved compared with the same quarter last year.

**RESOLVED:**

1. That the summary of performance of Key Performance Indicators and corporate strategies and plans for Quarter 4 of 2016/17 be noted.
2. That no action needs to be taken nor amendments made to the Quarter 4 report.
3. That Appendix II, the Quarter 4 Strategic Plan Action Plan Update, be noted.

Voting: unanimous

23. REPORT OF THE HEAD OF PLANNING AND DEVELOPMENT: TUNBRIDGE WELLS LOCAL PLAN 2033: ISSUES & OPTIONS CONSULTATION

The Principal Planning Officer (Spatial Policy) presented this item to the Committee. It was noted that:

- The Tunbridge Wells Local Plan was still at an early stage in the preparation process and their evidence base was not yet complete.
- Tunbridge Wells had set out 5 potential strategic options for how development could be distributed across the borough, although they had not specified a preference yet.
- The document (as set out in Appendix B) seemed to suggest that Tunbridge Wells Borough Council could face difficulty in meeting their development needs.
- The proposed officer level response (as set out in Appendix A) had stated that the Council believed that it was not sufficient for

Tunbridge Wells Borough Council to state that the Plan would meet their local needs.

- The Plan's objective should have been to meet all of the borough's development needs in full, which was in line with the National Planning Policy Framework.

It was noted that the Committee were concerned about the current transport links between Maidstone and Tunbridge Wells and that this would need to be considered and addressed by Tunbridge Wells Borough Council.

**RESOLVED:** That the Committee approved the response to Tunbridge Wells Borough Local Plan Issues and Options Consultation set out in Appendix A.

Voting: unanimous

24. **REPORT OF THE HEAD OF HOUSING AND COMMUNITY SERVICES:  
REVIEW OF AIR QUALITY MANAGEMENT AREA AND LOW EMISSIONS  
STRATEGY**

The Mid-Kent Environmental Protection Team Leader presented this item to the Committee. The Committee noted that:

- The development of a Low Emissions Strategy had been proposed in response to high levels of air pollution in specific parts of Maidstone.
- The revised action plan (as set out in Appendix I) had been developed through a series of workshops with specialists, Councillors and officers.
- The review of the action plan had prompted an assessment of the current Maidstone Air Quality Management Area (AQMA), which had been in place since 2008.
- The AQMA had been redefined to the footprint of the area where air quality is genuinely poor and exceedances of national objectives had been recorded (as shown in Appendix II), so that the Council would be able to target actions in the worst areas.
- This revision would remove the unnecessary costs of carrying out air quality assessments on small developments where the modelling showed that the air quality was not bad.
- The consultation would continue until September and would include consulting with parishes and Councillors individually, as well as special interest groups, identified external stakeholders, statutory consultees and the wider public.
- A report would then be brought back to this Committee.



In response to a question from the Committee about using retrofit technology on buses, the Mid-Kent Environmental Protection Team Leader confirmed that the Council had commitment from Kent County Council for four retrofit buses and that Nu-Venture had already bought two buses that had since been retrofitted.

The Committee identified some amendments to the action plan, which the Officer noted.

**RESOLVED:**

1. That the proposed Low Emissions Strategy attached as Appendix I be approved for public consultation, subject to the officer modifying Appendix I as discussed.
2. That the associated Action Plan be approved for public consultation.
3. That the proposed revision to the Air Quality Management Area included in the report detailed in Appendix II be approved for consultation with prescribed consultees and the public.

Voting: unanimous

25. **REPORT OF THE HEAD OF PLANNING AND DEVELOPMENT: HOUSING LAND SUPPLY UPDATE 1 APRIL 2017**

The Planning Officer (Spatial Policy) updated the Committee on housing land supply.

The Committee noted that the Council had made good progress in meeting this housing supply and that it was considerably improved from the previous monitoring year.

The Committee raised concerns about over delivery of houses in the Borough.

**RESOLVED:** That the contents of the report be noted.

26. **DURATION OF MEETING**

6.30 p.m. to 9.12 p.m.

Report Title	Work Stream	Committee	Month	Lead	Report Author
Maidstone CIL - Inspector's Report and Adoption	Local Plan & Planning Policy	SPS&T	12/09/17	Rob Jarman	Andrew Thompson
Maidstone Local Plan - Inspector's Report and Adoption	Local Plan & Planning Policy	SPS&T	12/09/17	Rob Jarman	Sarah Anderton / Mark Egerton
Q1 Performance Report 2017/18	Updates, Monitoring Reports and Reviews	SPS&T	12/09/17	Angela Woodhouse	Anna Collier
First Quarter Budget Monitoring	Corporate Finance and Budgets	SPS&T	12/09/17	Ellie Dunnet	Paul Holland
Planning Performance Agreements	Local Plan & Planning Policy	SPS&T	26/09/17	Rob Jarman	Tim Chapman
3 Year Housing Supply Delivery Test Implications	Local Plan & Planning Policy	SPS&T	26/09/17	Rob Jarman	Stuart Watson
Air Quality Technical Guidance - Adoption	Local Plan & Planning Policy	SPS&T	26/09/17	Rob Jarman	Andrew Thompson
Planning Review	Changes to Services & Commissioning	SPS&T	26/09/17	William Cornall	Tay Arnold
Public Art Guidance	Local Plan & Planning Policy	SPS&T	26/09/17	Dawn Hudd	Fran Wallis
Maidstone Integrated Transport Package	Updates, Monitoring Reports and Reviews	SPS&T	26/09/17	John Foster/Rob Jarman	Abi Lewis/Mark Egerton
Bus Interchange, Parking, Park & Ride Studies - Preferred Approaches	Local Plan & Planning Policy	SPS&T	10/10/17	Rob Jarman	Mark Egerton / Cheryl Parks
Delivering Maidstone CIL - Governance Arrangements	Local Plan & Planning Policy	SPS&T	10/10/17	Rob Jarman	Andrew Thompson
Self Build and Custom Build Register - Issues and Implications	Local Plan & Planning Policy	SPS&T	10/10/17	Rob Jarman	Stuart Watson
Statement of Community Involvement Draft for Consultation	Local Plan & Planning Policy	SPS&T	10/10/17	Rob Jarman	Stuart Watson
Green and Blue Infrastructure Action Plan	Local Plan & Planning Policy	SPS&T	10/10/17	Rob Jarman	Mark Egerton
Second Quarter Budget Monitoring	Corporate Finance and Budgets	SPS&T	07/11/17	Ellie Dunnet	Paul Holland
Local Plan Authority Monitoring Report 2016/17	Local Plan & Planning Policy	SPS&T	07/11/17	Rob Jarman	Stuart Watson
Q2 Performance Report 2017/18	Updates, Monitoring Reports and Reviews	SPS&T	07/11/17	Angela Woodhouse	Anna Collier
Local Plan Lessons Learnt	Local Plan & Planning Policy	SPS&T	07/11/17	Rob Jarman	Sarah Anderton
Local Development Scheme	Local Plan & Planning Policy	SPS&T	05/12/17	Rob Jarman	Mark Egerton / Anna Houghton
Innovation in MBC Car Parks	Changes to Services & Commissioning	SPS&T	05/12/17	Georgia Hawkes	Jeff Kitson
Playing Pitch and Outdoor Sports Facilities	Local Plan & Planning Policy	SPS&T	05/12/17	Rob Jarman	Sue Whiteside/Mark Egerton
Local Plan Delivery	Local Plan & Planning Policy	SPS&T	05/12/17	Rob Jarman	Sarah Anderton / Andrew Thompson
Statement of Community Involvement Adoption	Local Plan & Planning Policy	SPS&T	09/01/18	Rob Jarman	Mark Egerton / Sue Whiteside
CIL Governance Arrangements	Local Plan & Planning Policy	SPS&T	09/01/18	Rob Jarman	Andrew Thompson
Fees & Charges	Corporate Finance and Budgets	SPS&T	09/01/18	Mark Green	Ellie Dunnet
Medium Term Financial Strategy & Budget Proposals 2018/19	Corporate Finance and Budgets	SPS&T	09/01/18	Mark Green	Ellie Dunnet
Strategic Plan Action Plan 2018/19	Corporate Planning	SPS&T	09/01/18	Angela Woodhouse	Angela Woodhouse
Draft London Plan Consultation Response	Local Plan & Planning Policy	SPS&T	09/01/18	Rob Jarman	Sarah Anderton
Local Plan Review	Local Plan & Planning Policy	SPS&T	09/01/18	Rob Jarman	Sarah Anderton / Mark Egerton
Infrastructure Delivery Road Map	Local Plan & Planning Policy	SPS&T	09/01/18	Rob Jarman	Andrew Thompson
Neighbouring Local Planning Authority Key Issues Update	Local Plan & Planning Policy	SPS&T	06/02/18	Rob Jarman	Sarah Anderton
Town Centre Plan	Local Plan & Planning Policy	SPS&T	06/02/18	Rob Jarman	Sarah Anderton
Setting New KPIs (there will be workshops with each committee prior to the report in January/ February)	Corporate Planning	SPS&T	06/02/18	Angela Woodhouse	Anna Collier
Gypsy and Traveller: Need and Supply	Local Plan & Planning Policy	SPS&T	06/02/18	Rob Jarman	Sarah Anderton
Q3 Performance Report 2017/18	Updates, Monitoring Reports and Reviews	SPS&T	06/02/18	Angela Woodhouse	Anna Collier
Affordable Housing Delivery	Local Plan & Planning Policy	SPS&T	13/03/18	Rob Jarman	TBC
Local Plan Review Evidence Based	Local Plan & Planning Policy	SPS&T	13/03/18	Rob Jarman	Sarah Anderton
Infrastructure Delivery Update	Local Plan & Planning Policy	SPS&T	13/03/18	Rob Jarman	Andrew Thompson
Duty to Cooperate / Other LPA Consultations	Local Plan & Planning Policy	SPS&T	TBC	Rob Jarman	TBC
Making of Neighbourhood Plans	Local Plan & Planning Policy	SPS&T	TBC	Rob Jarman	TBC
Misc External Consultations	Local Plan & Planning Policy	SPS&T	TBC	Rob Jarman	TBC
Neighbourhood Plan Examiner's Reports / Approval for Referendum	Local Plan & Planning Policy	SPS&T	TBC	Rob Jarman	TBC
Neighbourhood Plan Regulation 16 Responses	Local Plan & Planning Policy	SPS&T	TBC	Rob Jarman	TBC
Updates Regarding New Legislation	Local Plan & Planning Policy	SPS&T	TBC	Rob Jarman	TBC
Enforcement Protocol Refresh	New/Updates to Strategies & Policies	SPS&T	TBC	Rob Jarman	James Bailey/Amanda Marks
20mph Speed Limits / Zones	Local Plan & Planning Policy	SPS&T	TBC	Rob Jarman	TBC
Employment Need and Delivery	Local Plan & Planning Policy	SPS&T	TBC	Rob Jarman	TBC

<b>Strategic Planning, Sustainability and Transport Committee</b>		<b>11 July 2017</b>
Is the final decision on the recommendations in this report to be made at this meeting?		<b>No</b>

## Park and Ride Review – Findings and Next Steps

<b>Final Decision-Maker</b>	Strategic Planning, Sustainability and Transport Committee
<b>Lead Head of Service</b>	Georgia Hawkes – Head of Commissioning and Business Improvement
<b>Lead Officer and Report Author</b>	Georgia Hawkes – Head of Commissioning and Business Improvement
<b>Classification</b>	Public
<b>Wards affected</b>	None

<p><b>This report makes the following recommendations to this Committee:</b></p> <ol style="list-style-type: none"> <li>1. Note that an invitation to tender for the Park and Ride service will be published in July 2017 in light of the forthcoming expiry of the current contract for the service.</li> <li>2. Note the invitation to tender for the Park and Ride service will request bids for a contract of approximately 7-10 years, specify the need for vehicles that meet or exceed Euro VI standards, explore the costs of other improvements to the service and encourage innovation from the potential suppliers.</li> <li>3. Note that further consultation will be carried out with users and non-users of Park and Ride regarding potential changes to the charging structure and possible changes to the service.</li> <li>4. Note that the results of stage 1 of the tender exercise should be known during September and will be reported to Committee in October 2017, to coincide with the findings of the tri-study on Maidstone bus interchange, Park and Ride and parking and to allow flexibility around the future of the service.</li> </ol>
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<p><b>This report relates to the following corporate priorities:</b></p> <ul style="list-style-type: none"> <li>• Keeping Maidstone Borough an attractive place for all – One of the objectives of Park and Ride is to improve air quality, through reducing car travel into the town centre</li> <li>• Securing a successful economy for Maidstone Borough – Park and Ride is part of the borough's transport network and supports the delivery of the Integrated Transport Strategy.</li> </ul>
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<b>Timetable</b>	
<b>Meeting</b>	<b>Date</b>
Strategic Planning, Sustainability and Transport Committee	11/07/17

# Park and Ride Review – Findings and Next Steps

## 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report summarises the key findings from the review of the Park and Ride service and details the next steps required in light of the forthcoming expiry of the current contract.
  - 1.2 The review found that the Park and Ride service provides a valuable service to those who use it, but, in its current form, is not particularly effective in contributing towards the key objectives of the Integrated Transport Strategy (ITS) to reduce peak time congestion and improve air quality. However, the review found that the service could become more cost effective and support the ITS better if changes to contract length, service provision and charges were made. Therefore, the service will be re-tendered. Further public consultation will also be carried out on potential changes to the charging structure and service, to ensure that any changes encourage behaviour change that is supportive of the ITS without damaging the council's financial position.
  - 1.3 Before any new Park and Ride contract is awarded, the results of stage 1 of the tender exercise and the recommendations on Park and Ride charges will be reported to Strategic Planning, Sustainability and Transport Committee to coincide with the results of the tri-study in October 2017.
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## 2. INTRODUCTION AND BACKGROUND

- 2.1 The council has to make savings in the region of £4.2M in the next 4 years. In order to deliver those savings, areas of large spend, both in-house services and outsourced contracts, are being reviewed. There is currently an assumption in the council's Efficiency Plan that £75,000 will be saved from the service. This could be through reduced costs or increased income. The current Park and Ride contract with Arriva has been extended by a year to allow the review to be completed and is due to end on 31 May 2018.
- 2.2 There is a statutory requirement for the council to support sustainable transport, but the council does not have to do this through the provision of a Park and Ride service. Park and Ride is mentioned in the ITS as a form of sustainable transport, but there are no performance targets for the service in the ITS, other than to encourage more people to use forms of sustainable transport, including Park and Ride.
- 2.3 Park and Ride was introduced in Maidstone in the early 1980s and has run from four sites over that time: Coombe Quarry, Sittingbourne Road, Willington Street and London Road. The Coombe Quarry site was closed in 2007/8 and the Sittingbourne Road site was closed in February 2016 as the cost of leasing the site had become financially unviable following a substantial increase in rent from the landowners.

- 2.4 The Park and Ride service now operates from 2 sites: Willington Street and London Road. The council owns the Willington Street site and leases the London Road site at a cost of £10,000 per annum.
- 2.5 European emission standards define the acceptable limits for exhaust emissions of new vehicles sold in the EU. The buses used on the current contract are Euro III standard, which was introduced in 2000, and are reaching the end of their working life. The current Euro VI standard was introduced in 2013. Euro VI buses emit about one tenth of the nitrogen oxides and particulate matter (the main toxic pollutants from diesel engines) emitted by Euro III standard buses.
- 2.6 The London Road site has 518 spaces and 17 disabled bays. Willington Street has 352 spaces and 16 disabled bays. Buses run to and from the town centre from each site every 20 minutes between 7.00 and 18.30 Monday to Friday and 8.00 to 18.30 on Saturday. It costs £2.60 for a peak time return before 9.00am Monday to Friday and £1.60 for a non-peak return any time after this and all day Saturday. Discounts are available for those making 10 single trips or who purchase a 12 weekly or annual season ticket.
- 2.7 Park and Ride now costs about £584,000 per year to run (about £400,000 of this is for the contract with Arriva to deliver the service) and generates an income of about £342,000, which is made up predominantly of income from fares (details shown at 2.14) plus a very small rent income. Therefore, in 2016/17 Park and Ride cost the council about £242,000. £218,000 of this cost was funded from the Civil Parking Enforcement Fund. Surpluses from Civil Parking Enforcement activity are strictly controlled through legislation under Section 55 of the Road Traffic Regulation Act 1984 and this allows any surplus fund to be used to meet the cost of provision and maintenance of off-street parking, environmental or highway improvement or in the provision or operation of public passenger transport services, which includes Park & Ride.

### **Review Methodology**

- 2.8 This review was carried out to look at the operational short to medium term future of Park and Ride, looking only at making the best use of the current assets used for Park and Ride within financial plans. Therefore, it did not consider options like changing the location of the Park and Ride sites. The review has been carried out to be complementary to the separate tri-study commissioned by the Spatial Policy team, which covers Maidstone bus interchange, Park and Ride and Parking at a more strategic level and over a longer term.
- 2.9 The review of Park and Ride started in October 2016. The main objectives were to:
1. Review and assess whether the current Park and Ride service offers value for money

2. Review and assess the impact the service has in supporting the ITS, specifically in terms of reducing peak time traffic congestion and improving air quality
3. Identify any other benefits Park and Ride delivers
4. Ensure the review is complementary to the strategic study looking at Park and Ride provision in the long term
5. Explore different uses for the funding and assets that are currently used for Park and Ride

2.10 It should be noted that there are no specified town centre peak travel times in the ITS. Previous studies carried out for the council looking at traffic have identified highest peak hours at junctions 5, 6, 7 and 8 of the M20 as slightly different, between 07.15 and 8.30 and 16.30-18.15. Both Park and Ride sites are nearer to the town centre than the motorway junctions. Therefore, a decision was made to use 07.30-08.30 and 16.30-18.00 as peak traffic congestion times in the town centre for the purposes of this review.

2.11 The following actions were carried out:

- Best practice research with other authorities who provide Park and Ride services
- Analysis of Park and Ride budgets: expenditure and income
- Analysis of Park and Ride user data
- Soft market testing and market exploration with Arriva (the current supplier) and several potential suppliers
- Public consultation with users and non-users of the Park and Ride service (online survey and officers issued paper forms to some Park and Ride users)
- Stakeholder consultation with One Maidstone, Kent County Council concessionary fares team and services across the council e.g. Environmental Health, Planning etc.
- Financial modelling of alternative charging structures
- Other potential uses for the resources currently used for Park and Ride

## **Key findings from the review**

2.12 The key findings from the workstreams are detailed below.

2.13 Best practice research

1. There are 7 elements for a successful park and ride service.<sup>1</sup> The Maidstone service meets most, but not all, of these:
  - a. Proximity to the strategic highway network.
  - b. Safe and easy access and egress.
  - c. Outside the congested area to maximise the potential advantage.
  - d. Sufficient adjacent land for expansion.
  - e. In keeping with surrounding land uses and meets planning requirements, in particular, green belt.
  - f. The 'ride' element needs to be frequent, reliable and affordable.
  - g. The journey time should be competitive with the alternative car journey.
2. In order to be successful, park and ride must be part of a cohesive transport strategy. A park and ride scheme should be part of a set of measures that includes:
  - a. Bus priority into the city centre
  - b. Re-allocation of road space
  - c. Pedestrianisation
  - d. Reduced availability and/or increased cost of parking in the town/city centre
  - e. Readily available travel information<sup>2</sup>
3. Very few councils that are similar to Maidstone run a Park and Ride service: looking at all the district authorities across Kent, Essex and our 15 CIPFA nearest neighbours, only Canterbury operates a Park and Ride service. In two tier authority areas, park and ride services are normally run by the county council e.g. park and ride services in Chelmsford and Colchester are run by Essex County Council.
4. Most park and ride services operate on a pay to ride (each passenger pays to ride the bus) rather than a pay to park basis, with many offering discounts for group travel. This is probably because any income from car parking is subject to VAT, whereas income from bus fares is not. A few charge both to park and to ride.
5. With buses running every 20 minutes, Maidstone's service is far less frequent than most other services, which tend to run every 8-15 minutes.
6. Maidstone's Park and Ride service finishes earlier than most other park and ride services.
7. Most park and ride services run Monday – Saturday.
8. Most other Park and Ride services do not offer different prices for peak and off-peak travel.

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<sup>1</sup> CIPFA (Chartered Institute of Public Finance and Accountancy)

<sup>2</sup> CIPFA

9. The cost of £2.60 for a peak return is about average when compared with other park and ride services, but the cost of £1.60 for a non-peak return is one of the cheapest in the country.
10. Based on feedback from the councils we contacted, it is possible to run a Park and Ride service to make a profit, but this probably will not be a large profit. Most park and ride services are subsidised by the councils that run them.

## 2.14 Analysis of budgets

1. Park and Ride income comes from ticket sales, plus a very small rental income. The tickets that bring in the largest proportion of income are concessionary fares. Those with an older person's bus pass travel for free on Park and Ride and the council is reimbursed about 52% of the fare from Kent County Council. The income details for 2016/17 are shown below:

Ticket Type	Fares (£)	Passengers	Total Annual Income
Peak Fares	2.60	9,734	25,308.40
Off Peak	1.60	63,849	102,158.40
Single	2.60	885	2,301.00
10 Trip ticket	10.30	8,044	82,853.20
Concessions	0.82	132,677	108,808.41
Season tickets	206.00	97	19,982.00
Total		215,286	<b>£341,411.41</b>

2. Looking back to 2011/12, Park and Ride income has generally fallen slightly year on year. Comparing 2016/17 with 2015/16, when the Sittingbourne Road site closed in February 2016, income was down by 37%. Comparing 2014/15 (when the Park and Ride service was running from three sites for the whole year) with 2016/17, income has decreased by 44%, from £609,200 to £341,975. However, it is important to remember that the closure of Sittingbourne Road left the council in a better financial position overall because of the approximately £300,000 reduction in cost from not running the service from the Sittingbourne Road site. Although income was greatly reduced, the service was within budget in 2016/17 as projections were made on the assumption that customers would not migrate to the two remaining sites.

## 2.15 Analysis of Park and Ride usage data

1. On average, over 800 people use the service on a week day and about 700 every Saturday. More people travel into town using Park and Ride than travel from the town centre back to the sites.
2. 55% of users travel from Willington Street and 45% from the London Road site.



3. Assuming week day peak congestion times of 7.30-8.30 and 16.30-18.00, every week day about 170 people use Park and Ride in the morning peak and 210 use it in the evening peak.
4. In both the morning and afternoon peak congestion times, Park and Ride takes about 170 cars off the road.
5. Approximately half of all Park and Ride journeys are undertaken by people using concessionary fares. The vast majority of these are from people using older person's bus passes.
6. About 1 in 4 week day Park and Ride users travel into town before 9.00. On Saturdays this is more like 1 in 11.
7. Buses from both sites into town are busiest between 7.40 and 11.30 on weekdays, when between 20 and 35 people ride each bus. For both sites, the busiest bus is the first one that leaves after 9.30, when concessionary fares can travel for free. On Saturdays, buses into town are busiest between 9.40 and 12.10, when between 18 and 27 people ride each bus.
8. Buses from town to both sites are generally busiest on weekdays between 16.10 and 17.40, with between 17 and 41 passengers on each bus. The buses that leave at 17.10 (to Willington Street) and 17.16 (to London Road) are the busiest, with an average of around 41 and 25 passengers respectively. On a Saturday, journeys from town are much more spread evenly throughout the day, with the buses becoming busier about 12.00 with similar passenger numbers (13-21 passengers on each bus) until about 16.15.

#### 2.16 Soft market testing

1. 6 companies responded to the soft market testing.
2. All the companies who mentioned contract length thought that around 5 years was the minimum. One stated that around 7 years would probably be the optimum. A longer contract would also mean the costs of purchasing new buses would be spread over a longer contract period, making the annual cost cheaper for the council.
3. One company suggested that they might like the opportunity to run the service as a commercial enterprise. This means the council would potentially not pay them anything but would have much less control over how the service was run.
4. Two companies suggested that increasing the frequency of buses at peak usage periods was important and that bus frequency could be reduced at non-peak periods.
5. All suggested buses of a Euro V or VI standard, which are the highest specification of diesel engines that are least polluting in terms of nitrogen oxide emissions. Euro VI buses are newer and more expensive than Euro V buses and cost about £170,000 each.

6. Larger organisations generally felt that they would be able to buy buses at a better price than the council could, but some of the smaller companies were more interested in just bidding to run the service with the council providing the buses.
7. Suppliers would require a 6 month lead in before the start of any new contract, meaning an award would need to be made by 30 November 2017.
8. It might be possible to increase the frequency of the buses to every 15 minutes using the same number of buses and drivers as we have currently, just with a small increase in fuel costs. However, this could impact on the service level, particularly in terms of buses running on time at certain times of the day if they meet congestion.
9. Arriva might consider stopping at the Park and Ride sites on Saturdays as part of their normal routes if the council decided not to run a Saturday Park and Ride service.

#### 2.17 Public consultation

1. 1,493 people responded: 723 Park and Ride users and 770 non-users.
2. Users of Park and Ride were much more likely to be 65 or over than non-users (44% of users were 65+ vs 19% of non-users) and more likely to be female (64% of users were female vs 54% of non-users).
3. Of those using the service before 9.00, 92% are travelling to work. After 9.00, 63% are going shopping and 18% travelling into town for personal errands.
4. 42% of respondents who use the service said they travel to the Park and Ride sites alone and 51% said they travel with at least one other person. People travelling before 9.00 and those travelling to work are more likely to travel alone.
5. The most common reason respondents give for using Park and Ride is that they don't like driving/parking in town – 1 in 3 said this. Those aged 75 or older are more likely to say this than other age group.
6. 90% of users said they are satisfied or very satisfied with the service. The over 65s, users travelling into town at non-peak times after 9.00 and those using older person's bus passes were more likely to say they are satisfied with the service. Users who travel into town before 9.00 were much less likely to say they are satisfied with the frequency and the punctuality of buses than those travelling after 9.00.
7. If there was no Park and Ride, half of users said they would drive and park in town. 1 in 6 said they would not come into town at all, but the percentage who said this increases with age, with 1 in 3 of those 75 and over saying they would not come into town if there was no Park and Ride.

8. Most users (59%) said they only use Park and Ride as it is cheaper than parking in town. However, a similar proportion (57%) also said that they would continue to use Park and Ride even if it cost the same as parking in town.
9. Half of users (47%) said they would struggle to get into town without Park and Ride. Those travelling into town before 9.00 and those aged 75+ were most likely to say this; 66% and 72% respectively.
10. 9 in 10 non-users of Park and Ride are aware the service exists.
11. 60% of those who don't use Park and Ride said nothing would make them use the service as it was out of their way. However, those who currently drive and park in town were less likely to say this, with 50% saying nothing would make them use Park and Ride. Non-users were most likely to say that more frequent buses and cheaper tickets would make them more likely to use Park and Ride.
12. A short follow up survey with a small number of respondents who did not use Park and Ride showed that:
  - Most people thought the prices should stay as they were, with a few suggesting they should be increased
  - Most thought the service should be more frequent, especially in peak travel times
  - Most thought the service should run later
  - Most would not be encouraged to car share if the charge was per car rather than per passenger

## 2.18 Internal and external stakeholder consultation

1. It costs £3.50-£4.00 to park in a council-run town centre car park for up to 4 hours. The Mall costs £3.50 and Fremlin Walk costs £4.00 for up to 4 hours, but costs from Fremlin Walk rise to £5.00 for 2-4 hours on Saturday. It costs £6.50 to park for over 5 hours in council-owned long stay car parks.
2. Arriva buses run by both Park and Ride sites and buses travel into town. Unlike Park and Ride, the buses stop at a number of stops on the way into town and the bus from Willington Street takes a much less direct route to and from town. A single journey costs around £2.00 and a return is a daily travel ticket costing £4.00-£4.50, which allows the user to travel all day on any bus routes within the travel zone.
3. Maidstone has areas of poor air quality due to high concentrations of nitrogen dioxide associated with road traffic and has designated the urban area of the borough as an Air Quality Management Zone. It is not possible to split out the data to look at whether the air quality issues are worse on a weekday or weekend.
4. Euro V buses would meet the early aims of the Low Emissions Strategy, but Euro VI would be ideal and the standard we would want others to adopt.

5. The Integrated Transport Strategy is mainly focussed on weekday congestion. Ideally, any interventions to ease congestion (like Park and Ride) would operate on a weekend too, but weekdays are more important to delivering the strategy.
6. A discussion with One Maidstone showed that businesses are generally more concerned about availability and cost of town centre parking than Park and Ride. However, the view from businesses was that to be successful and useful to town centre businesses and their employees, Park and Ride would have to tackle the following things:
  - Lack of knowledge of businesses about the service – better research and marketing is required
  - Cost – the gap in cost between parking in town and using Park and Ride is not enough
  - Frequency and timings – the service is not frequent enough and does not offer enough flexibility outside of office hours
7. A number of businesses were approached directly to see if they would be interested in offering park and ride to their employees. The majority said they had no use for the service as their business had parking in the town centre anyway.

## 2.19 Financial modelling

1. Continuing with a Pay to Ride charging model seems to be the safest option for the council in terms of limiting to risk to income the service generates and potentially bringing in additional income to help meet the £75,000 savings/income assumption. It also means that those using concessionary fares can continue to use the service for free after 9.30.
2. Assuming that ticket sales remain the same, just increasing the off peak return fare to £2.00 (an increase of £0.40) could generate an additional £37,000. Standardising all fares at £2.40 (£0.80 increase on an off-peak fare and £0.20 decrease on a peak fare) could generate an additional £75,000.
3. A pay to park charging model could work if the charge per car was in the region of £2.50 - £3.00; a charge of £3.00 could generate an additional £100,000 income if the same numbers of passengers used the service. It would also support the ITS if it encouraged more people travelling in groups to use Park and Ride rather than driving into town and parking. However, this would be a large increase in cost to those using concessionary fares who currently travel for free, as well as an increase in cost for any peak and non-peak users who travelled to the car park alone. Therefore, although the increase in income could be greater, the risk that Park and Ride usage, especially for concessionary fares, will drop and the potential income will not increase as much as envisaged is greater than for the two pay to ride options detailed above.
4. Only running a week day service or a more frequent peak time only service is likely to save less than it will cost the council in loss of income from fares.

## 2.20 Other options

1. Although other options for the current resources were considered, none would have had a larger positive impact on delivering the objectives of the ITS than Park and Ride.
2. The things that are likely to have a larger impact on delivering the objectives of the ITS than Park and Ride are outside the scope of this review e.g. increasing the cost of car parking in the town centre, introducing a congestion charge etc.
3. If the council decides to stop the Park and Ride service, the on street parking and off street enforcement ring fenced budgets could be spent on other things e.g. new ticket machines. There are various options for the Park and Ride sites, including using Willington Street for additional parking for Mote Park or potentially building on one or both sites.

## **Conclusions**

- 2.21 The Park and Ride service is highly valued by its users, who are more likely to be older. Whilst it is used by about 800 people every day, it is not particularly effective in delivering the objectives of reducing peak time congestion and, therefore, improving air quality, as it only takes about 170 cars off the road during the morning and evening peak time traffic periods. However, there are over 800 spaces across the two sites, so there is capacity to improve this. The buses currently being used are also not of a high enough Euro standard to meet the aims of the council's Low Emissions Strategy. Therefore, currently, the service is not providing value for money for the £242,000 it costs the council per year.
- 2.22 Whilst Park and Ride is currently not as successful as it could be in meeting the objectives of the ITS in terms of reducing peak time traffic congestion and improving air quality, no other option for use of the current assets and finances seems to contribute to these objectives any better.
- 2.23 With a bus running from each site every 20 minutes, Maidstone's Park and Ride service runs less frequently and finishes earlier than the vast majority of other park and ride services. Reducing the service e.g. by just providing a peak time service, is likely to reduce income by a larger amount than the savings it makes. Therefore, it is difficult to see where reductions in the service could be made to make savings without leaving the service offer so poor that passenger numbers drop further and/or without damaging income from fares so badly that it actually ends up costing the council more.
- 2.24 Of the £341,000 income received in Park and Ride fares, £211,000 comes from off-peak and concessionary fares. The council charges one of the lowest off-peak fares in the country. Increasing the price of the off-peak fare could generate substantial additional income that could meet the savings assumptions in the council's Efficiency Plan. If the price of off-peak fares is raised enough, it may even be possible to reduce peak fares slightly, which would support the aims of the ITS by encouraging people to use Park and Ride rather than drive and park in town at peak congestion

times, and still meet the council's financial requirements. Introducing a pay to park scheme could also generate even higher levels of additional income, although this is more risky in terms of potential loss of users. However, it is important that prices remain competitive in comparison to town centre car parks. Introducing a good price for groups travelling together or a pay to park charging structure would support this, but it is currently unclear whether this would encourage people to use Park and Ride more or car share to the Park and Ride sites.

- 2.25 From the consultation carried out with users and non-users, it appears that offering a more frequent service that runs later, like most other councils that provide park and ride services, might encourage more people to use Park and Ride, therefore supporting the objectives of the ITS and increasing income. A more frequent service could potentially be run without much additional cost, but could impact on service punctuality.
- 2.26 The environmental standards of the Park and Ride buses can be improved by the provision of newer, less polluting buses, which would support the Low Emissions Strategy. Euro VI standard buses would be the ideal and would ensure the buses are fit for purpose for the whole life of the contract. This requirement could be incorporated into a tender specification. A longer contract period than we have currently, with 7-10 years probably being the optimum, would encourage suppliers to invest in better buses and this cost would be spread over a longer period, making the annual cost cheaper for the council.
- 2.27 Without going out for tender for a new park and ride service, it is not possible to say with certainty how much a similar or improved service would cost in the future, and, therefore, if it would be value for money. It is necessary to go out to tender in July to ensure that any supplier has sufficient time to get all arrangements in place ready for the expiry of the current contract in 31 May 2018. Similarly, without more consultation with users and non-users of Park and Ride, it is difficult to say how changes to Park and Ride fares might impact the behaviour of users and those who currently do not use the service.
- 2.28 Therefore, the following next steps are planned:
1. Go out to tender in July, seeking bids for a contract of approximately 7-10 years.
  2. Undertake further consultation with users and non-users to explore how changing Park and Ride charges might change their behaviour and better support the ITS.
  3. Combine the results of stage 1 of the tender exercise and recommendations on Park and Ride charges with the report on the tri-study coming back to SPST in October. This will allow the Committee to see the full picture around transport, including the cost (taking into account both expenditure and income) of keeping Park and Ride using the current assets, as well as what the recommendations are for Park and Ride in the long term. This

report will come to committee before any new Park and Ride contract is awarded.

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### **3. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK**

- 3.1 The results of the survey undertaken with users and non-users of the Park and Ride service are shown in Appendix I.

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### **4. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION**

- 4.1 An invitation to tender is being prepared and will be issued in July. In order to ensure suppliers can provide innovative solutions, the procurement method being used provides the opportunity for a two stage process of initial tender returns by early September and then a potential second stage negotiation with shortlisted bidders. This process means it is important that the invitation to tender is issued in July as planned to ensure information is available to Committee at the same time as tri-study findings and to ensure that any new contract can be awarded by 30 November 2017, to give the necessary 6 months lead-in time for the supplier (to order buses etc).
- 4.2 An online survey will be carried out to explore whether any of the potential changes to the charging structure or the service itself would make more or less likely to use Park and Ride. This will be communicated by email to everyone the council has on its consultation list and will be specifically advertised to Park and Ride users through advertising at the sites and/or buses. Like the survey that has already been carried out, some paper surveys will be handed out at non-peak times, to make sure we get feedback from non-peak users, who tend to be older and therefore less likely to complete an online survey. Depending on the results of the survey, focus groups to explore specific issues in more detail may also be carried out.
- 4.3 The results of the tender exercise and the recommendations on Park and Ride charges will be reported to SPST in October with the results of the tri-study. This will allow the Committee to see the full picture around transport, including the cost (taking into account both expenditure and income) of keeping Park and Ride using the current assets, as well as what the recommendations are for Park and Ride in the long term.

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### **5. CROSS-CUTTING ISSUES AND IMPLICATIONS**

<b>Issue</b>	<b>Implications</b>	<b>Sign-off</b>
<b>Impact on Corporate Priorities</b>	Park and Ride supports both corporate priorities by contributing to improving air quality and reducing congestion.	Georgia Hawkes 28/06/17
<b>Risk Management</b>	The risk that the income might be	Georgia

	adversely affected by changing Park and Ride prices will be mitigated by consultation with the public, to understand how price changes might change their behaviour. Going out to tender for a new Park and Ride contract in July helps to ensure that any supplier is able provide a service from the end of the current contract on 31 May 2018.	Hawkes 28/06/17
<b>Financial</b>	There is an assumption in the council's Efficiency Plan that £75,000 will be saved from the Park and Ride budget. This report shows that this is most likely to be achieved through changing Park and Ride charges and/or increasing passenger numbers rather than reducing the service.	Section 151 Officer & Finance Team
<b>Staffing</b>	No implications.	Georgia Hawkes 28/06/17
<b>Legal</b>	The tender exercise for the new Park and Ride contract will be carried out to comply with legislation and regulation.  MKLS can assist in the drafting of the necessary agreement.	Team Leader (Contracts and Commissioni ng) MKLS
<b>Equality Impact Needs Assessment</b>	An Equality Impact Needs Assessment has been drafted and will be updated with further information from the public consultation.	Policy & Information Manager
<b>Environmental/Sustainable Development</b>	Park and Ride helps to deliver the objectives of the ITS.	Georgia Hawkes 28/06/17
<b>Community Safety</b>	No implications.	Georgia Hawkes 28/06/17
<b>Human Rights Act</b>	No implications	Georgia Hawkes 28/06/17
<b>Procurement</b>	The council will go out to tender for a new Park and Ride service in July. The procurement will provide the opportunity for a two stage process	Georgia Hawkes 28/06/17 & Section



	of initial tender returns in September and then negotiation with prospective suppliers.	151 Officer
<b>Asset Management</b>	The council owns the Willington Street Park and Ride site.	Georgia Hawkes 28/06/17

## 6. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix I: Park and Ride consultation 2017 – Summary results.

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## 7. BACKGROUND PAPERS

None.

## Appendix I - Park & Ride Consultation 2017 Summary Results

<b>Notes</b> Data has not been weighted as population is unknown. Disabled P&R users, people aged 18 to 24 years and people from BME backgrounds are under-represented. Percentages may not add up to exactly 100% due to rounding anomalies. Total Responses received from users = 723, Total responses from non-users = 770, Total Responses = 1,493 <sup>1</sup>	
<b>1. Do you use the Park and Ride service to travel to Maidstone town centre?</b> Yes:48% No:52%	Just under half of all respondents use the Park & Ride service (48%).
<b>Users Questions</b>	
<b>2. How often do you use the Park &amp; Ride service?</b> 5 or more days a week: 14% 3 to 4 days a week: 15% 2 days a week:15% Once a week: 16% Once a fortnight: 11% Once a month: 10% Less often than once a month: 19%	<ul style="list-style-type: none"> <li>• 44% use the service 2 or more days a week</li> <li>• 1 in 5 use the service less often than once a month (19%). This is less so for men at 15%.</li> <li>• Of those using the service 5 days or more a week the majority are using it to travel for work or business purposes (97%).</li> </ul>
<b>3. Which Park &amp; Ride site do you generally use?</b> London Road: 33.5% Willington Street: 66.5%	<ul style="list-style-type: none"> <li>• 66.5% of respondents said they use the service from Willington Street and 33.5% use the service from London Road.</li> <li>• This result is broadly consistent for both men and women and for people aged 64 years and over.</li> <li>• There is a greater proportion of people using standard return tickets from the London Road site (47% compared to 39%).</li> </ul>
<b>4. What days do you tend to use the service on?</b> Monday: 46% Tuesday: 49% Wednesday: 47% Thursday:47% Friday: 46% Saturday: 47% Sunday: 5%	<ul style="list-style-type: none"> <li>• With the exception of Sunday when there is no Park and Ride service running, the data shows that no one day is significantly more popular than another.</li> </ul>
<b>5a. What time do you generally travel? – Into town</b> Before 9am: 21% 9am to 12pm: 71% 12pm to 2pm: 7% 2pm to 4:30pm: 1% 4:30pm to 6:30pm: 1%	<ul style="list-style-type: none"> <li>• 1 in 5 people use the service before 9am, this proportion is the same across both sites.</li> <li>• 92% of those users travelling into town before 9am do so for work or business purposes.</li> <li>• 77% of those travelling before 9am use the service 3 or more days a week.</li> <li>• A greater proportion of women are using the service before 9am at 24% compared to 16%.</li> <li>• The proportion of people travelling before 9am decreases with age.</li> <li>• 98% of those who use Park &amp; Ride for shopping travel after 9am.</li> <li>• People are much more likely to car share to the Park and Ride sites if they travel at non-peak times (into town after 9am and travel out of town before 4.30pm).</li> </ul>
<b>5b. What time do you generally travel? – out of town</b> Before 9am: 1%	<ul style="list-style-type: none"> <li>• 1 in 4 people using the service from 16:30 to 18:30</li> <li>• 79% of those travelling before 9am into town travel out between 16:30 and 18:30.</li> </ul>

<sup>1</sup> Note this everyone who answered at least one question.

## Appendix I - Park & Ride Consultation 2017 Summary Results

<p>9am to 12pm: 5%</p> <p>12pm to 2pm: 25%</p> <p>2pm to 4:30pm: 44%</p> <p>4:30pm to 6:30pm: 25%</p>	<ul style="list-style-type: none"> <li>53% of those who travel in between 9am and 12pm travel back between 2pm and 16:30.</li> <li>92% of those travelling before 9am do so for work or business.</li> </ul>
<p><b>6. Generally, how many people are in the car with you that you travel to and park at the Park and Ride site?</b></p> <p>Just me: 42%</p> <p>Me plus one other: 42%</p> <p>Me plus two or more others: 9%</p> <p>I got a lift to the P&amp;R site: 0.3%</p> <p>I walked/Cycled to the P&amp;R site: 6%</p>	<ul style="list-style-type: none"> <li>Those coming to Maidstone for business are least likely to travel to the P&amp;R site with someone else in their vehicle (73% travelling alone).</li> <li>67% of people coming for shopping have one or more people travelling in their vehicle with them.</li> <li>The majority of male respondents travel to the P&amp;R site with at least one or more other people in their vehicle (63%) while the majority of female respondents said they travel alone to the P&amp;R site (52%).</li> </ul>
<p><b>7. What sort of ticket do you tend to use for your journey?</b></p> <p>Standard Return Ticket: 42%</p> <p>Older Person's Bus Pass: 41%</p> <p>Disabled Persons or Companion Pass: 0.3%</p> <p>10 Single Trip Ticket: 12%</p> <p>Season Ticket: 4%</p> <p>Other Bus Pass: 1%</p>	<ul style="list-style-type: none"> <li>83% of Season Ticket holders and 94% of 10 Single Trip Tickets travel before 9am.</li> <li>The majority of Season Ticket holders (60%) use the London Road site while the majority of 10 Single Trip Ticket holders (78%) use the Willington Street site.</li> <li>A greater than average proportion of standard ticket purchasers visit the town centre less than once a month.</li> <li>Standard Ticket purchasers are more likely than average to use the service on a Saturday.</li> </ul>
<p><b>8. Generally, what is the primary purpose of your trip into town when using the service?</b></p> <p>Work or business: 26%</p> <p>Shopping: 50%</p> <p>Personal errands: 15%</p> <p>Other leisure activity: 4%</p> <p>Travelling on: 0.5%</p> <p>Other: 5%</p>	<ul style="list-style-type: none"> <li>The proportion using the service for work/business, shopping and personal errands are comparable across both Park and Ride sites.</li> <li>A greater proportion of men than women use the service when coming into town on personal errands.</li> <li>There were 35 'Other' comments. Most of these were repeats or combinations from the set responses. However there were 6 comments regarding education and 4 regarding volunteering.</li> <li>The proportion of people using the service for work/business declines with age.</li> <li>Respondents with a disability were less likely than average to use the service for work/business.</li> <li>In the 'Other' category there were six respondents who specifically mentioned using the service to access the Adult Education Centre and four mentioned volunteering. One respondent said they had been encouraged to use the service while they were on jury duty.</li> </ul>
<p><b>9a. How would you rate the following aspects of the Park &amp; Ride Service? <i>Frequency of buses</i></b></p> <p>Very good: 41%</p> <p>Good: 46%</p> <p>Neither good nor poor: 7%</p> <p>Poor: 4%</p> <p>Very poor: 2%</p>	<ul style="list-style-type: none"> <li>There is a greater proportion of respondents using the London Road site stating that bus frequency is good or very good at 94% compared to 84%.</li> <li>No respondents travelling into town after 12pm or out of town before 2pm rated the frequency of the buses as poor or very poor.</li> <li>Respondents using the service for work or business had the greatest proportion saying that frequency of buses is poor or very poor at 20%.</li> </ul>
<p><b>9b. How would you rate the following aspects of the Park &amp; Ride Service? <i>Punctuality of buses</i></b></p> <p>Very good: 38%</p> <p>Good: 45%</p> <p>Neither good nor poor: 13%</p> <p>Poor: 4%</p>	<ul style="list-style-type: none"> <li>Those using the London Road site have a greater proportion responding good or very good at 87% compared to 80% for Willington Street.</li> <li>Those using 10 Single Trip or Season Ticket are more likely to rate punctuality as poor or very poor at 23% (in each of these groups) compared to 5% overall.</li> </ul>

## Appendix I - Park & Ride Consultation 2017 Summary Results

Very poor: 1%	<ul style="list-style-type: none"> <li>No one aged 64 years and over rated punctuality as poor or very poor.</li> </ul>
<b>9c. How would you rate the following aspects of the Park &amp; Ride Service? <i>Availability of seats on the bus</i></b> Very good: 35% Good: 52% Neither good nor poor: 9% Poor: 2% Very poor: 1%	<ul style="list-style-type: none"> <li>London Road site users rated seat availability higher than those using the Willington Street site with 92% compared to 87% responding good or very good.</li> <li>Those travelling into town before 9am had the greatest proportion answering poor or very poor at 12%. Generally the proportion of respondents answering poor or very poor increases closer to the peak travelling times.</li> <li>With the exception of the 45 to 54 year olds group the proportion responding good or very good increases with age.</li> </ul>
<b>9d. How would you rate the following aspects of the Park &amp; Ride Service? <i>Quality of buses</i></b> Very good: 36% Good: 53% Neither good nor poor: 8% Poor: 2% Very poor: 1%	<ul style="list-style-type: none"> <li>The proportion responding good or very good increases with age.</li> <li>Less than 1% of respondents using the London Road site said the quality of buses is poor or very poor compared to 4% at Willington Street.</li> <li>Across the different ticket type those using an Older Person's bus pass had the greatest proportion that said the quality of buses was good or very good.</li> </ul>
<b>9e. How would you rate the following aspects of the Park &amp; Ride Service? <i>Cost of tickets</i></b> Very good: 32% Good: 34% Neither good nor poor: 18% Poor: 1% Very poor: 1%	<ul style="list-style-type: none"> <li>Approximately 100 respondents with an Older Person's bus pass did not answer this question possibly as the cost is not applicable.</li> <li>75% of Willington Street users rated this aspect as good or very good compared to 82% of London Road site users.</li> <li>Those buying a standard return ticket had the greatest proportion responding poor or very poor at 4% compare to other ticket types.</li> </ul>
<b>9f. How would you rate the following aspects of the Park &amp; Ride Service? <i>Facilities at P&amp;R site</i></b> Very good: 23% Good: 41% Neither good nor poor: 29% Poor: 6% Very poor: 1%	<ul style="list-style-type: none"> <li>Out of all the aspects that respondents were asked to rate, facilities at the P&amp;R site had the lowest proportion responding good or very good.</li> <li>People travelling into town before 9am have the greatest proportion responding poor or very poor with 12% out of all the travelling in times.</li> <li>Women rated the facilities higher than men at 67% compared to 59%.</li> </ul>
<b>10. Overall, how satisfied are you with the Park and Ride service?</b> Very satisfied: 47% Satisfied: 42% Neither satisfied nor dissatisfied: 6% Dissatisfied: 3% Very dissatisfied: 1%	<ul style="list-style-type: none"> <li>There are higher levels of satisfaction from London road site user at 95% compared to 87% for Willington Street.</li> <li>Respondents with an Older person's bus pass had the highest satisfaction rate across ticket types at 96%. This aligns with the age ranges, with those aged 64 to 74 years and 75 years and over having the greatest satisfaction levels.</li> <li>Those who use the service 5 or more days a week had the lowest satisfaction rates when compared to other frequencies at 74%.</li> </ul>
<b>11. What is your main reason for using Park and Ride?</b> It's free for me: 14% It's cheaper than other transport options: 12% Environmental friendly: 8% Public transport options are poor or unavailable from my journey start point: 10% I don't like driving or parking in the Town Centre: 32%	<ul style="list-style-type: none"> <li>Over a third of users with a standard ticket and over a third with an Older person's bus pass said they don't like driving or parking in the town centre.</li> <li>There is a greater proportion of people travelling from the Willington Road site that said transport options are poor or not available from their journey start point compared to those travelling from the London Road site.</li> <li>Those travelling in between 9am and 2pm were more likely to respond don't like driving or parking in the town centre than those travelling into town at other times.</li> <li>Those using the service for work or business had equal</li> </ul>

## Appendix I - Park & Ride Consultation 2017 Summary Results

<p>It's convenient: 17%</p> <p>Other – specify: 8%</p>	<p>proportions responding they don't like driving or parking in the Town Centre and cheaper than other transport options with 22% for each.</p> <ul style="list-style-type: none"> <li>• In terms of age respondents 75 years and over were most likely to dislike driving or parking in the town centre at 42%.</li> </ul>
<p><b>12. If there was no Park and Ride service, how would you travel into town?</b></p> <p>Walk: 5%</p> <p>Bus: 15%</p> <p>Train: 3%</p> <p>Bike: 0%</p> <p>Drive and use Town Centre Car Parks: 53%</p> <p>Get a lift from someone: 1%</p> <p>Would not come into Town: 18%</p> <p>Other: 5%</p>	<ul style="list-style-type: none"> <li>• 58% of Willington Street users would drive and use town centre car parks if there was no Park &amp; Ride service compared to 43% of respondents using the London Road site.</li> <li>• 45% of respondents using an Older Person's Bus Pass said they would drive and park in town while 25% of this group said they would not come into town.</li> <li>• The 75 years and over group had the lowest proportion saying they would drive and park at 32% and the greatest proportion saying they would not come to Maidstone town centre at 33%.</li> <li>• In the 'other' response, 29% mention driving, 12% said they rely on the service for work, 12% mentioned reducing visits, 12% said they wouldn't come and 15% mention going elsewhere with some referring to free parking at Bluewater and Hempstead Valley.</li> </ul>
<p><b>13a. To what extent do you agree or disagree with the following statements about the Park and Ride service <i>I only use Park and Ride because it is cheaper than driving and parking in town</i></b></p> <p>Strongly agree: 28%</p> <p>Agree: 31%</p> <p>Neither agree nor disagree: 17%</p> <p>Disagree: 17%</p> <p>Strongly disagree: 6%</p> <p>Overall, 59% agree and 23% Disagree</p>	<ul style="list-style-type: none"> <li>• Across the different ticket types, those using a 10 single trip ticket had the highest levels of agreement at 72.5%.</li> <li>• Across the reasons for visiting the Town Centre those using the service for work or business had the greatest level of agreement at 68.5%, while 60% of shoppers and 49% of people on personal errands were in agreement.</li> <li>• In terms of age, agreement levels were highest for the youngest (73% agreeing) and the oldest age groups (66%). The 55 to 64 year olds had the lowest levels of agreement at 55%.</li> </ul>
<p><b>13b. To what extent do you agree or disagree with the following statements about the Park and Ride service <i>Park and Ride has a major impact in reducing traffic levels into town</i></b></p> <p>Strongly agree: 49%</p> <p>Agree: 35%</p> <p>Neither agree nor disagree: 10%</p> <p>Disagree: 4%</p> <p>Strongly disagree: 1%</p> <p>Overall, 84% Agree and 5% Disagree</p>	<ul style="list-style-type: none"> <li>• The levels of agreement with this statement increase as age increases.</li> <li>• In terms of frequency those that use the service less often than once a month had the lowest levels of agreement at 75%.</li> </ul>
<p><b>13c. To what extent do you agree or disagree with the following statements about the Park and Ride service <i>I would struggle to travel into the town centre without Park and Ride</i></b></p> <p>Strongly agree: 28%</p> <p>Agree: 19%</p> <p>Neither agree nor disagree: 26%</p> <p>Disagree: 20%</p> <p>Strongly disagree: 27%</p> <p>Overall, 47% Agree and 47% Disagree</p>	<ul style="list-style-type: none"> <li>• Across the different ticket types those buying a standard ticket have the lowest levels of agreement at 32% and 10 single trip ticket holders have the greatest levels of agreement at 74%.</li> <li>• 66% of those travelling before 9am agreed they would struggle to travel to the town centre with the P&amp;R service. As did 66% of people using the service for work / business.</li> <li>• The 75s and over group had the highest agreement levels across the age groupings at 72% while the 25 to 34 year olds had the lowest agreement level at 38%.</li> </ul>

## Appendix I - Park & Ride Consultation 2017 Summary Results

<p><b>13d. To what extent do you agree or disagree with the following statements about the Park and Ride service <i>If it cost the same to use Park and Ride as to park in a town centre car park, I would still choose to use Park and Ride</i></b></p> <p>Strongly agree: 29%</p> <p>Agree: 28%</p> <p>Neither agree nor disagree: 17%</p> <p>Disagree: 15%</p> <p>Strongly disagree: 11%</p> <p>Overall, 57% Agree and 26% Disagree</p>	<ul style="list-style-type: none"> <li>72% of people using an Older Person's Bus Pass agreed with this statement, the greatest proportion across the different ticket types.</li> <li>Respondents visiting for work or business had 43% agreeing with this statement compared to 68% for those on personal errands and 58% of shoppers.</li> <li>Agreement with this statement increases with age, the 75 years and over group have the greatest levels of agreement at 78% and the 25 to 34 years olds the lowest at 30%.</li> </ul>
<p><b>14. Users Comments – Total 279</b></p> <p>Note some comments fall into more than one category.</p>	<ul style="list-style-type: none"> <li>27% (74) of comments were positive about the service and 9% (25) were negative.</li> <li>11% (31) expressed dissatisfaction that the Sittingbourne Road site had closed.</li> <li>17% (48) comments were about increasing the frequency of the buses and 10% (29) were concerned about closures to the current operation.</li> <li>18% (51) were suggestions for improvement.</li> <li>5% (14) mention environmental impact or that P&amp;R takes cars of the road, reducing congestion.</li> </ul>
<p><b>Non User Questions</b></p>	
<p><b>15. Are you aware that there is a Park and Ride service running from Willington Street and London Road</b></p> <p>Yes: 86%</p> <p>No: 14%</p>	<ul style="list-style-type: none"> <li>1 in 5 respondents travelling into Maidstone between 2pm and 16:30 were not aware of the P&amp;R Service.</li> <li>Awareness levels were slightly lower for respondents aged 25 to 44 years with just over 1 in 5 unaware of the service.</li> <li>In terms of purpose those visiting for leisure reasons were least likely to be aware of the service.</li> </ul>
<p><b>16. How do you generally travel into Maidstone town centre?</b></p> <p>Walk: 29%</p> <p>Cycle: 1%</p> <p>Drive: 59%</p> <p>Bus: 7%</p> <p>Train: 1%</p> <p>I don't visit Maidstone town Centre: 3%</p>	<ul style="list-style-type: none"> <li>The 45 to 54 have the greatest proportion that generally drives into Maidstone town Centre at 65%.</li> <li>In terms of reasons for visiting, those coming into town for work or business are most likely to drive at 65%.</li> </ul>
<p><b>17. What is your main reason for driving into the town centre? (Drivers only)</b></p> <p>Public transport options are poor or unavailable from my journey start point: 33%</p> <p>I get free parking in the town centre: 7%</p> <p>It's easy to park: 9%</p> <p>I need my car for work in the day: 9%</p> <p>I have a lot of things to carry so bus travel is difficult: 16%</p> <p>Other: 27%</p>	<ul style="list-style-type: none"> <li>Just over a third of respondents travelling between 9am and 12pm said they drive as transport options are poor to unavailable from my journey start point.</li> <li>Just over 1 in 5 of people travelling between 12pm and 16:30pm said they have a lot to carry so bus travel is difficult.</li> <li>Just over 10% of those travelling before 9am said they get free parking in the town centre.</li> </ul>
<p><b>18. What is the primary reason you walk or cycle into town? (Walkers only)</b></p> <p>I live close to town: 62%</p> <p>It doesn't cost me anything: 7%</p> <p>I like the exercise: 23%</p> <p>Other: 7%</p>	<ul style="list-style-type: none"> <li>The majority of respondents aged 64 years and under said that they cycle or walk as they live too close to town.</li> <li>The proportion of people responding that they like the exercise increases with age.</li> <li>Other responses included eight people mentioned traffic, three parking issues and one said it was good for the environment.</li> </ul>

## Appendix I - Park & Ride Consultation 2017 Summary Results

<p><b>19. Generally, what is the primary purpose of your trip into town? (Non-users only)</b></p> <p>Work or business: 23%</p> <p>Shopping: 50%</p> <p>Personal Errands: 16%</p> <p>Leisure activity: 6%</p> <p>Travelling on to somewhere: 2%</p> <p>Other: 4%</p>	<ul style="list-style-type: none"> <li>• The proportion of respondents who visit the Town Centre for work decreases with age with the majority of 18 to 24 year olds visiting for this purpose compared to less than 5% of respondents age 75 years and over.</li> <li>• Respondents aged 75 years and over have the greatest proportion of responders whose primary purpose for visiting the town centre is personal errands.</li> <li>• The Other responses were mostly things that fit into the other answer options such as recreational groups e.g. rowing (leisure) and Opticians (personal errand) or people say all of the above. Four people mentioned picking or collecting people from places like work or school.</li> </ul>
<p><b>20. What days do you tend to go into the town centre?</b></p> <p>Monday: 45%</p> <p>Tuesday: 45%</p> <p>Wednesday: 46%</p> <p>Thursday: 47%</p> <p>Friday: 46%</p> <p>Saturday: 54%</p> <p>Sunday: 30%</p>	<ul style="list-style-type: none"> <li>• Respondents age 65 years and over are less likely to visit the town centre on either a Saturday or Sunday.</li> <li>• Respondents aged 35 to 44 years are more likely than the other age groups to visit the town centre on a Saturday,</li> <li>• Male respondents have a greater proportion saying they visit the town centre on a Saturday compared to female respondents at 20 compared to 16%.</li> </ul>
<p><b>21a. What time do you generally travel? – Into Town</b></p> <p>Before 9am: 25%</p> <p>9am to 12pm: 52%</p> <p>12pm to 2pm: 12%</p> <p>2pm to 4:30pm: 7%</p> <p>4:30pm to 6:30pm: 3%</p> <p>After 6:30: 1%</p>	<ul style="list-style-type: none"> <li>• Respondents in the 18 to 24 age group have the greatest proportion visiting the town centre before 9am at 38%.</li> <li>• There are low numbers (less than 10) of respondents coming into town after 18:30.</li> <li>• 77% of respondents travelling before 9am do so for work or business.</li> <li>• 69% of respondents travelling between 9am and 12pm do so for shopping.</li> </ul>
<p><b>21b. What time do you generally travel? – Out of Town</b></p> <p>Before 9am: 4%</p> <p>9am to 12pm: 17%</p> <p>12pm to 2pm: 21%</p> <p>2pm to 4:30pm: 26%</p> <p>4:30pm to 6:30pm: 24%</p> <p>After 6:30pm: 7%</p>	<ul style="list-style-type: none"> <li>• The majority of people who travel into town before 9am, travel out between 4:30pm and 6:30pm.</li> <li>• Half of those travelling into town between 12pm and 2pm, travel out again between 2pm and 4:30pm.</li> <li>• There is a slightly greater proportion (5%) of men travelling out of town after 18:30 compared to women.</li> </ul>
<p><b>22. What would encourage you to use the Park and Ride service instead of your usual method of transport? Select up to three answers</b></p> <p>More frequent buses: 14%</p> <p>Extended operating time: 9%</p> <p>Faster journey times: 8%</p> <p>Nothing – it's out of my way: 60%</p> <p>If it cost less: 14%</p> <p>Other: 23%</p>	<ul style="list-style-type: none"> <li>• 43% of people visiting the town centre for business said they would not use the P&amp;R service as it is out of their way.</li> <li>• 44% of people visiting the town centre for shopping also said that nothing would encourage them to use the service as it is out of their way.</li> <li>• There were 161 'Other' responses.</li> <li>• There were 57 comments where respondents said they would use a P&amp;R service if there was one local to them. There were 19 comments that mentioned they used to use the Sittingbourne Road service and that the other sites are out of their way. 24 commenters said there was nothing that would encourage them to use the P&amp;R service some of these refer to needing to travel on elsewhere; some refer to mobility issues and some state general convenience.</li> </ul>
<p><b>23. Comments (253 from both P&amp;R users and Non -users)</b></p> <p>Note some comments fall into more than one</p>	<ul style="list-style-type: none"> <li>• 25% (64) of comments contained a suggestion. Common themes within this mention changing the charging method to by car rather than by person, increasing parking costs in town centre to make the service more attractive, expanding</li> </ul>

## Appendix I - Park & Ride Consultation 2017 Summary Results

category.	<p>the service, more sites, Sunday service and extended operating hours for workers.</p> <ul style="list-style-type: none"> <li>• 23% (59) of comments were positive about park and ride in general or specifically Maidstone's offer. Some mention not visiting certain places because they don't have Park and ride such as Tunbridge Wells, others, including those who have never used the current service, highlighted it as reducing traffic issues and being good for the environment.</li> <li>• 15% (39) of comments mention the previous Sittingbourne Road/Eclipse Park site. Some people have mentioned that they used to use this service but do not as the other sites are out of the way and/or congestion is an issue accessing the other sites, while some comments relate to it being busier at Willington Street since Eclipse Park closed. In addition 7% (18) of comments mention a desire for a site south of town or specifically the old Armstrong Road site. While a further 4% (10) said they would use such a service if there was one local to them.</li> <li>• 12% (31) of commenters mentioned that they had more convenient ways of accessing the town centre- saying they live close to town, they have good public transport links from where they live or that they would have to travel through town/or lengthen their journey to use a park and ride site.</li> <li>• 11% of comments were negative. Some of these were not from users but non-users who had the impression from family or friends using the service that it is expensive and can be unreliable. Others mentioned previously using it but stopped due to shift patterns or concerns about getting to work on time and being able to get the last bus back.</li> <li>• 9% (23) comments mentioned traffic issues (the majority of comments in this category fell in more than one category) including congestion around the park and ride sites, lack of bus lanes, lack of cycling paths and impact of new developments on transport infrastructure.</li> <li>• 7.5% (19) comments mentioned either expanding the current service or pleas not to stop the current provision.</li> </ul>
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	P&R Users		Non Users		Combined	
Gender	No.	%	No.	%	No.	%
Male	221	35%	306	45%	527	40%
Female	400	64%	369	54%	769	59%
Unspecified	6	1%	6	1%	12	1%
<b>Grand Total</b>	<b>627</b>		<b>681</b>		<b>1308</b>	

	P&R Users		Non Users		Combined	
Age	No.	%	No.	%	No.	%
18 to 24 years	15	2%	13	2%	28	2%
25 to 34 years	45	7%	92	13%	137	10%
35 to 44 years	78	12%	141	21%	219	17%
45 to 54 years	101	16%	142	21%	243	18%
55 to 64 years	120	19%	167	24%	287	22%
65 to 74 years	190	30%	104	15%	294	22%
75 years and over	87	14%	25	4%	112	8%



# Appendix I - Park & Ride Consultation 2017 Summary Results

<b>Grand Total</b>	<b>636</b>		<b>684</b>		<b>1320</b>	
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	<b>P&amp;R Users</b>		<b>Non Users</b>		<b>Combined</b>	
<b>Ethnicity</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
White groups	609	97%	636	96%	1245	97%
BME groups	19	3%	24	4%	43	3%
<b>Grand Total</b>	<b>628</b>		<b>660</b>		<b>1288</b>	

	<b>P&amp;R Users</b>		<b>Non Users</b>		<b>Combined</b>	
<b>Disability</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
Disability	80	13%	60	9%	140	11%
No Disability	552	87%	622	91%	1174	89%
<b>Grand Total</b>	<b>632</b>		<b>682</b>		<b>1314</b>	

# Agenda Item 14

## **STRATEGIC PLANNING, SUSTAINABILITY AND TRANSPORTATION COMMITTEE**

**11 July 2017**

Is the final decision on the recommendations in this report to be made at this meeting?

**Yes**

### **Parking Services Annual Report**

<b>Final Decision-Maker</b>	Strategic Planning, Sustainability and Transportation Committee
<b>Lead Head of Service</b>	Director of Regeneration & Place
<b>Lead Officer and Report Author</b>	Alexander Wells, Parking Services
<b>Classification</b>	Public
<b>Wards affected</b>	All

#### **This report makes the following recommendations to this Committee:**

That the Parking Services Annual Report 2016/17, at Appendix A, be noted.

#### **This report relates to the following corporate priorities:**

- Keeping Maidstone Borough an attractive place for all –  
By managing parking demand and regulating dangerous and antisocial parking.
- Securing a successful economy for Maidstone Borough –  
By ensuring the free flow of traffic, easing congestion.

#### **Timetable**

<b>Meeting</b>	<b>Date</b>
Corporate Leadership Team	06/06/2017
Strategic Planning Sustainability and Transport Committee	11/07/2017

# Parking Services Annual Report

## 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 Maidstone Borough Council has a legal responsibility to publish certain information in accordance with Department for Transport Operational Guidance and the Local Government Transparency Code.

- The Traffic management Act 2004, Operational Guidance to Local Authorities states that:

*Enforcement authorities should produce an annual report about their enforcement activities within six months of the end of each financial year. The report should be published and as a minimum it should cover the financial, statistical and other data.*

- Local Government Transparency Code 2015 requires the Council to:

*a. Publish a breakdown of income and expenditure on the authority's parking account*

*b. Publish the number of marked out controlled on and off-street parking spaces within our area*

1.2 The transparency given by regular and consistent reporting should help the public understand and accept the Civil Parking Enforcement process and provide information to the public on new initiatives and developments within the service.

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## 2. INTRODUCTION AND BACKGROUND

2.1 In accordance with the requirements of The Department for Transport Operational Guidance to Local Authorities, Parking Policy and Enforcement (section 4.15/4.24) and the Local Government Transparency Code 2014 (part 2.2), Maidstone Borough Council has a responsibility to publish an Annual Report detailing on-street and off-street parking statistics.

2.2 The aim of the report (Appendix A) is to summarise what services Parking Services provide, as well as how the service operates and how well the service is performing against objectives.

2.3 The report improves accountability and transparency by providing a breakdown of income and expenditure on the Councils parking account and provides information on how any surplus has been allocated.

2.4 Monitoring service performance and financial performance allows us to continually develop the service and identify areas where services could be improved. The data also allows us to benchmark our services against other authorities.

- 2.5 The Annual Report also gives us the opportunity to improve the public perception of Civil Parking Enforcement activity by demonstrating continuous improvement of customer service and service efficiency.

### 3. NEXT STEPS

- 3.1 The next step is to publish the Parking Service Annual Report on the Council's webpages and provide links to agencies such as the British Parking Association and the Traffic Penalty Tribunal.

### 4. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
<b>Impact on Corporate Priorities</b>	Keeping Maidstone Borough an attractive place for all by managing parking demand and regulating dangerous and antisocial parking.  Securing a successful economy for Maidstone Borough by ensuring the free flow of traffic, reducing congestion.	Jeff Kitson Parking Services Manager
<b>Risk Management</b>	None identified	
<b>Financial</b>	Financial transparency – all financial data has been reviewed and verified by a Senior Finance Officer prior to publication.	<i>Finance Team</i>
<b>Staffing</b>	No implications	
<b>Legal</b>	The proposals contained within this report meet legal requirements in relation to the Local Government Transparency Code 2015 and meets the requirements of the Traffic management Act 2004, Operational Guidance to Local Authorities	<i>Legal Team</i>
<b>Equality Impact Needs Assessment</b>	No detrimental impact on individuals with protected characteristics identified.	Equalities and Corporate Policy Officer
<b>Environmental/Sustainable Development</b>	None identified	
<b>Community Safety</b>	Improved public perception of service may reduce the frequency and severity of abuse	Jeff Kitson Parking

	received by Civil Enforcement Officers (CEOs) from members of the public.	Services Manger
<b>Human Rights Act</b>	None identified	
<b>Procurement</b>	None identified	
<b>Asset Management</b>	None identified	

## 5. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix A: Parking Services Annual Report 2016/17

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## 6. BACKGROUND PAPERS

None

**Contents**

Foreword

Introduction

- 1. Parking Services Goals
- 2. Traffic Management Act 2004
- 3. Civil Parking Enforcement
- 4. Civil Enforcement Officers
- 5. Body-Worn Cameras
- 6. Contravention Codes
- 307. Penalty Charge Notices
- 8. Car Parks
- 9. Cashless Parking
- 10. Resident Parking Scheme
- 11. Disabled Parking
- 12. Park and Ride
- 13. Parking Finance

## Foreword

In accordance with the requirements of *The Department for Transport Operational Guidance to Local Authorities, Parking Policy and Enforcement* (section 4.15/4.24) and the *Local Government Transparency Code 2014* (part 2.2), Maidstone Borough Council has a responsibility to publish an Annual Report detailing on-street and off-street parking statistics.

The aim of the report is to summarise what services the Parking Services department provides and give an overview as to why Civil Parking Enforcement is required within Maidstone, how we operate and how well we are performing.

Reporting is an important part of our accountability. The transparency given by regular and consistent reporting should help the public gain a better understanding of Civil Parking Enforcement.

Monitoring also provides the Council with management information for performance evaluation and helps to identify where improvements are needed. In addition, it also provides a framework for performance comparisons between other local authorities.

I hope that you will find the contents of this report helpful and informative.

**Councillor David Burton**

**Chair of Strategic Planning, Sustainability & Transportation Committee**



## Introduction

Maidstone is the county town of Kent, a town combining rural villages with a bustling town centre; located in Kent, and only 32 miles from London with excellent transport links. Maidstone Borough Council are continually investing to ensure that Maidstone is a place where people want to live and businesses want to invest.

This report provides information on performance and initiatives taken in 2016/17 to the public, whilst also allowing Maidstone Borough Council to evaluate our performance against previous goals and identify areas for improvement.

### Contact Us

Any enquiries or comments can be submitted to Parking Services by emailing [parkingservices@maidstone.gov.uk](mailto:parkingservices@maidstone.gov.uk)





## 1. Parking Services Goals

Maidstone Borough Council's Parking Services Team is committed to:

- Enforcing the Traffic Management Act 2004 fairly and in accordance with the regulations
- Using technology to streamline and simplify town centre and residential parking
- Improving accessibility to the town centre for all members of the public
- Reducing the impact of antisocial parking
- Reducing peak time congestion in Maidstone's Town Centre
- Reducing harmful emissions in Maidstone's Town Centre
- Reinvesting any surplus into service and infrastructure to improve user experience

## 2. Traffic Management Act 2004

The Traffic Management Act 2004 was introduced in 2008 decriminalising parking to reduce the strain on Police resources when enforcing against parking contraventions.

Several important changes came with this legislation including:

- ◇ Civil Enforcement Officers rather than 'Parking Attendants'
- ◇ Penalty Charge Notices (PCNs) issued at different charges dependent on the seriousness of the contravention
- ◇ A statutory process for members of the public to contest PCNs

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An up-to-date version of the Traffic Management Act 2004 can be found [here](#).

For further information on the statutory appeals process please visit the following [link](#).

### 3. Civil Parking Enforcement

Parking restrictions are placed at key locations throughout the borough of Maidstone to specifically ensure the free flow of traffic and to maintain highway safety for both drivers and pedestrians.

Enforcement is carried out by APCOA Parking's Civil Enforcement Officers on behalf of Maidstone Borough Council.

CEOs enforce parking restrictions under Section 6 of the Traffic Management Act 2004, in accordance with the relevant Traffic Regulation Order.

All TROs can be viewed online at: <http://www.maidstone.gov.uk/residents/parking-and-streets/traffic-regulations-orders-tro>

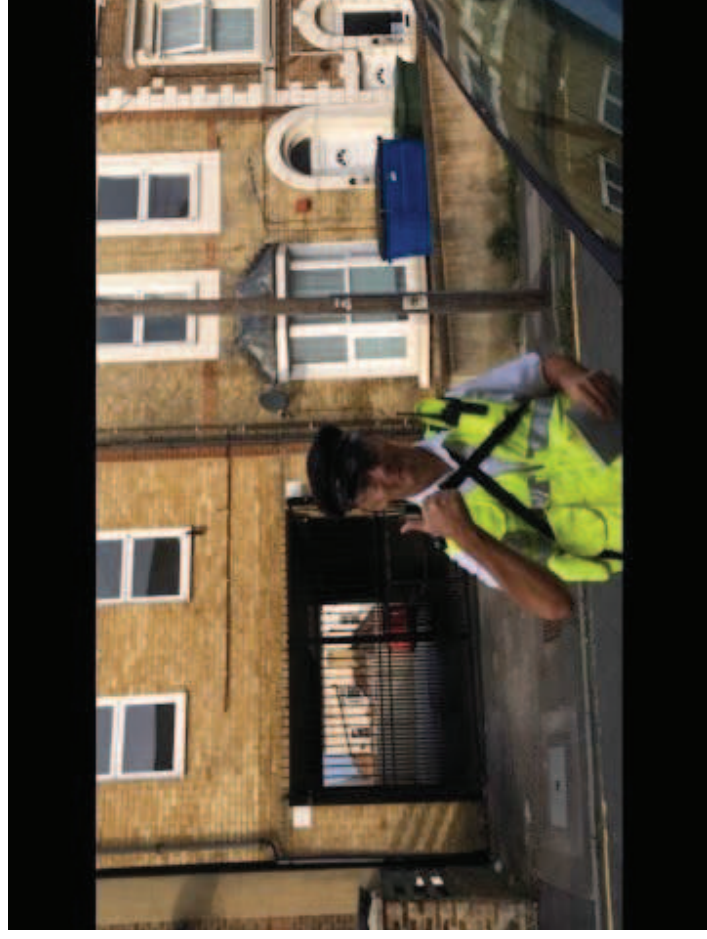


## 4. Civil Enforcement Officers

Maidstone's civil enforcement team patrol the borough on a daily basis to improve driver compliance.

Officers have the power to issue PCNs to any vehicles observed parked in contravention of an active parking restriction.

All Officers also act as the eyes and the ears of the Borough, reporting any faulty street furniture and greeting visitors to the Borough who require information or directions.



## Parking Myths

The role of a Civil Enforcement Officer can often be a difficult and unpopular one and is often the subject of many 'myths' and stereotypes.

Unfortunately, the common misconceptions about the role can influence the public's view of Officers. The information below may help to dispel some of the most common parking myths.

- ◆ All Officers are salaried and receive no commission
- ◆ Money generated by Officers is used to cover the cost of enforcement with any surplus being reinvested into key services by the Council
- ◆ Officers are not 'incentivised' to issue PCNs; charge notices can only be issued where a vehicle is observed parked in contravention
- ◆ Officers routinely carry out late or early shifts to enforce 24-hour restrictions
- ◆ Our Officers are here to help and often assist visitors to the Borough by providing information and directions
- ◆ All Officers wear hi-visibility uniform to ensure they are visible to the public (winter coats are issued for the colder months!)
- ◆ Officers don't wait in car parks; in fact over 70% of enforcement is carried out on-street



## 5. Body-Worn Cameras

In 2016 APCOA, in partnership with Maidstone Borough Council, introduced body-worn cameras for all CEOs to.

Body-worn cameras ensure the Health and Safety of the officers by acting as a deterrent to verbally and physically abusive members of the public, as well as providing sufficient evidence to prosecute when required.

They also allow Officers to detect and identify crime and antisocial behaviour.

Since their introduction, the cameras have led to two successful prosecutions.

The cameras record for a full shift (all deployed hours) in 720p HD image quality with full colour and audio recording. All cameras are tamperproof by the officer.

Cameras also allow Parking Service to investigate complaints made by members of the public, providing an impartial 'third witness'.

However, footage cannot be used as supporting evidence when challenging a Penalty Charge Notice.



## 6. Contravention Codes

Penalty Charge Notices are issued to vehicles observed parked in contravention; the tables below show the contravention codes used on both on-street and off-street by Maldstone Borough Council.

**Fig 6.1 Contravention descriptions—on-street**

Contravention Code	Contravention Description—on-street	Penalty Charge
01	Parked in a restricted street during prescribed hours	£70
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£70
05	Parked after the expiry of paid for time	£50
06	Parked without clearly displaying a valid pay & display ticket or voucher	£50
07	Parked with payment made to extend the stay beyond the initial time	£50
11	Parked without payment of the parking charge	£50
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	£70
16	Parked in a permit space without displaying a valid permit	£70
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay & display ticket, or after the expiry of paid for time	£50
24	Not parked correctly within the markings of the bay or space	£50
25	Parked in a loading place during restricted hours without loading	£70
30	Parked for longer than permitted	£50
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	£70
45	Parked on a taxi rank	£70
47	Parked on a restricted bus stop or stand	£70
48	Stopped in a restricted area outside a school	£70
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	£70

**Fig 6.2 Contravention descriptions—off-street**

Contravention Code	Contravention description—off-street	Penalty Charge
80	Parked for longer than permitted	£50
81	Parked in a restricted area in a car park	£70
82	Parked after the expiry of paid for time	£50
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	£50
86	Not parked correctly within the markings of a bay or space	£50
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	£70

7. Penalty Charge Notices (PCNs)

Following the introduction of the Traffic Management Act 2004 PCNs can now be issued at two levels depending on the severity of the contravention being committed.

However, there is a nationwide appeals process for motorists who feel they have valid mitigation for parking in contravention.

The following statistics show how many PCNs have been issued across the Borough this year, how many have been appealed and of those how many have been successful.

Every appeal is exceptional and has no bearing on the outcome of any other cases. Appeals are only judged in accordance with the mitigation submitted as part of the legal process.

Fig 7.1 Appeals Received out of Total PCNs Issued

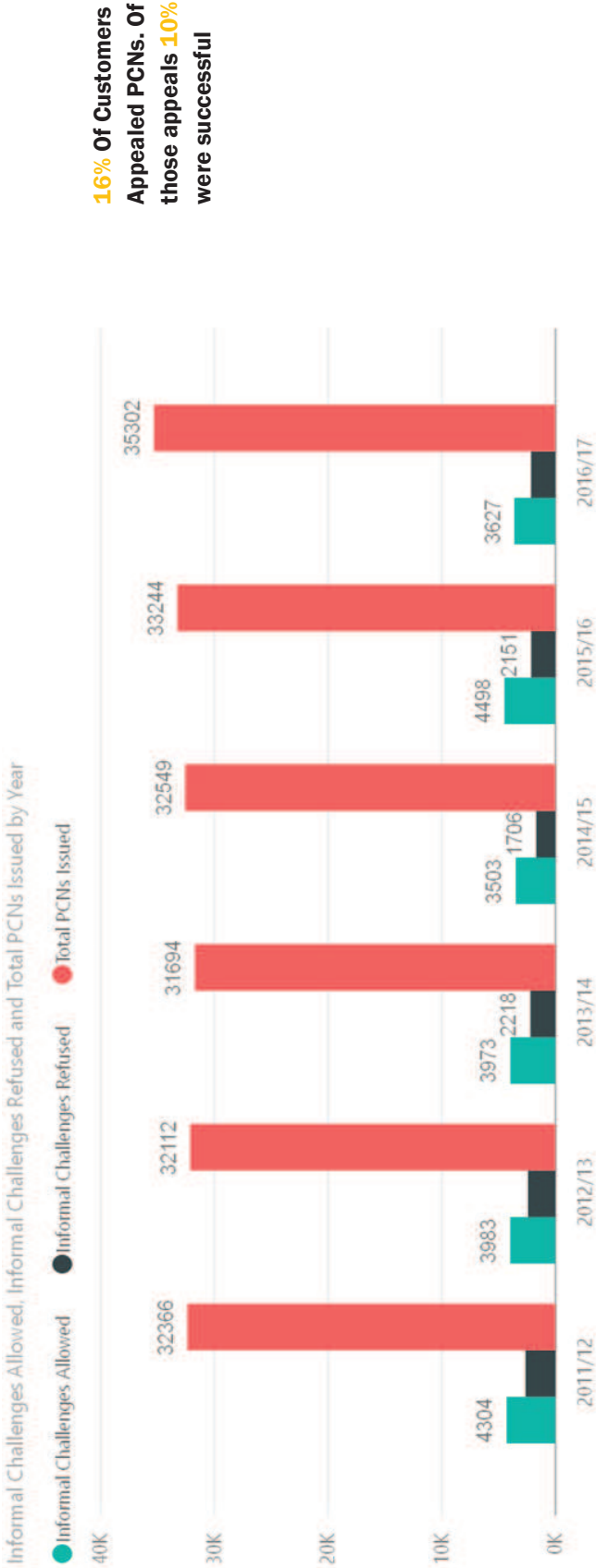




Fig 7.2 PCNs Issued, Paid and Appealed

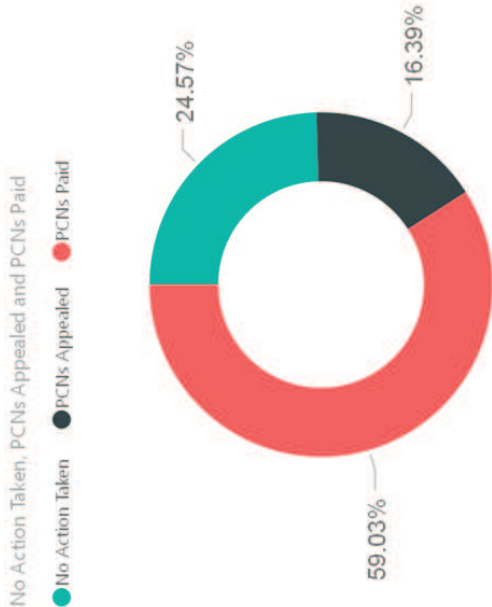
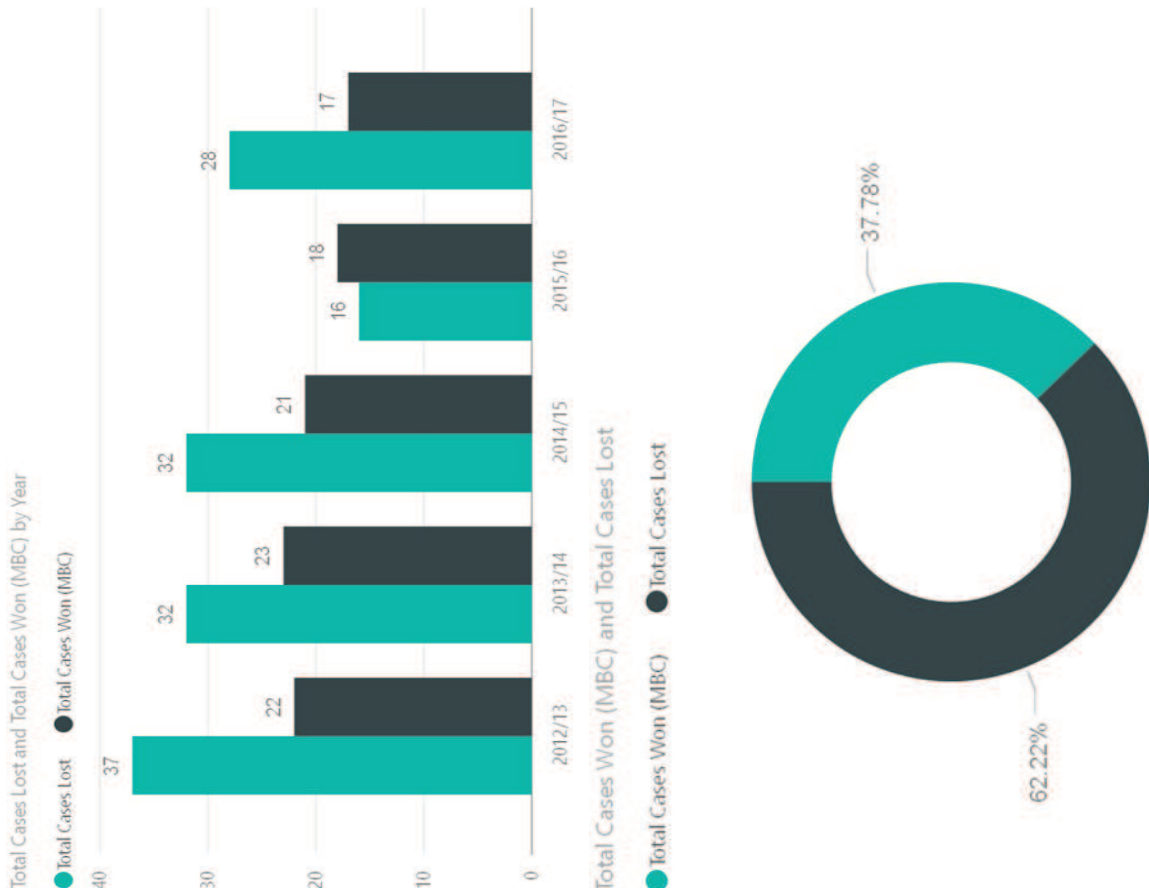


Fig 7.5 Traffic Penalty Tribunal (TPT) Summary

Cases appealed through the nationwide legal process can be referred to the Traffic Penalty Tribunal in instances where the Local Authority and the Appellant fail to reach an agreed outcome.

Fig 6.4 shows all cases escalated to TPT over the past financial year and their subsequent outcomes.

Fig 7.6 Traffic Penalty Tribunal (TPT) Case Breakdown



## 8. Car Parks (Off-Street Parking)

Maidstone Borough Council operate seven short-stay car parks and ten long-stay car parks.

All car parks are pay and display with Season Tickets being available for all long-stay car parks and additionally Mote Road short-stay car park.

Unlike income generated on-street by civil parking enforcement, any available pay and display surplus is reinvested into Maidstone Borough Council and used to defray the costs of core council services.

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This year saw the introduction of several new car parks in Maidstone located at Cobtree and Mote Park.

The revenue generated from the car parks contributes to the maintenance of these award winning parks and will also help fund future projects to make the park a more enjoyable place for everyone.

**Less than 30% of all enforcement takes place in off-street car parks.**

### 9. Cashless Parking

Maidstone operate a cashless alternative to pay for parking, allowing users to pay via telephone, SMS or using a smartphone app.

The PhoneandPay service is operated by Bemrose Mobile and continues to see steady growth.

We hope that service use continues to increase and we monitor PhoneandPay performance to further improve the quality of service offered to the public.

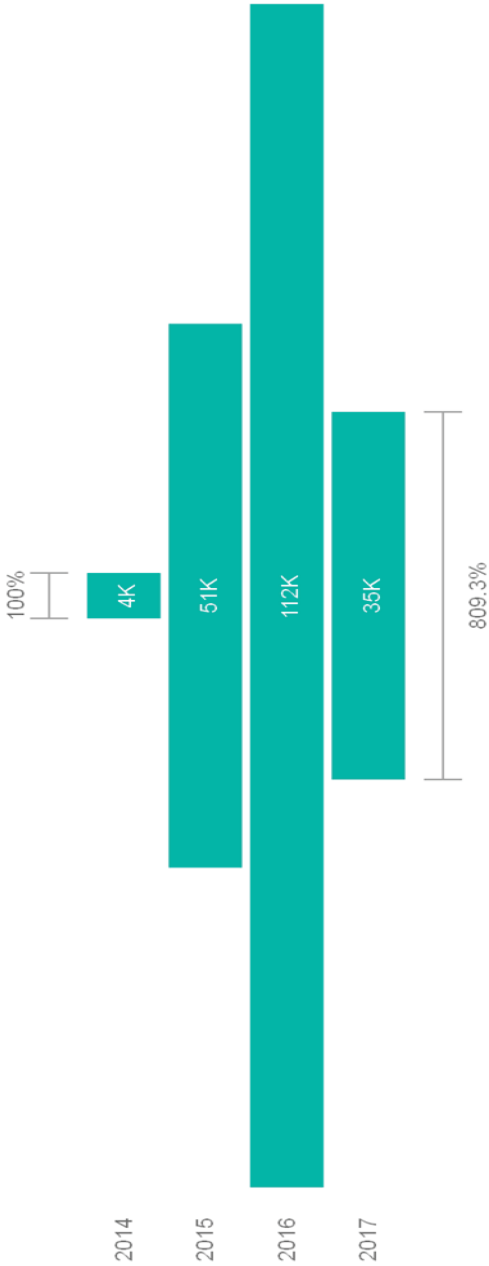
Fig 9.1 shows the level of growth from when the service went live in 2014 until now.

Important to note is that data for 2014 is only reflective of October-December 2014, similarly 2017's data only shows January–March in accordance with the end of financial year.

Data for both 2015 and 2016 cover January–December for both years.

Fig 9.1 Annual Cashless Parking Growth

Transactions by Year



10. Resident Parking Scheme

Due to the huge increase on vehicle ownership in the past two decades as well as the effects of commuter parking on local residents situated close to Maidstone Town Centre we operate a Resident Parking Scheme.

The scheme aims to reduce the effects of antisocial and commuter parking on residents as well as maintaining the free flow of traffic on the public highway.

Maidstone use runs of bays, as opposed to individual marked bays; individual bays must adhere to sizing restrictions which would reduce the amount of available on-street parking.

Fig 10.1 Permits Issued by Zone

Year	Zone	Permits
2016/17	O1	2
2016/17	B1	119
2016/17	L1	22
2016/17	ST1	20
2016/17	N1	631
2016/17	N2	1485
2016/17	N3	883
2016/17	N4	193
2016/17	N5	229
2016/17	S1	714
2016/17	S2	504
2016/17	S3	542
2016/17	S4	250
2016/17	W1	484
2016/17	W2	874
2016/17	W3	166
2016/17	W4	73

Fig 10.2 Breakdown of Permits by Zone 2016/17



11. Disabled Parking

Due to the pedestrian zone and commercial concessions in Maidstone Town Centre to help boost the local economy, there are limited on-street disabled bays.

All on-street disabled bays are regularly patrolled to ensure they are not being misused and improve availability for valid blue badge holders.

Maidstone Borough Council allow blue badge holders to park free of charge in all Council-operated car parks.

Fig 11.1.1 PCNs issued for no valid blue badge

Year	PCNs On-Street	PCNs Off-Street
2010/11	625	355
2011/12	1034	362
2012/13	982	314
2013/14	990	240
2014/15	1181	225
2015/16	1375	235
2016/17	1661	375

## 12. Park and Ride

Maidstone's Park and Ride service provides an alternative to car park-parking for motorists commuting into Maidstone.

Maidstone operated 3 services from sites located at Willington Street, London Road and Sittingbourne Road.

Due to operational costs, Maidstone Borough Council were unable to renew the lease for the Sittingbourne Road site; subsequently, the service ceased operation in February 2016.

Despite this, the contract was extended by a year to allow a full review of the service to:

- Identify potential improvements in efficiency
- Identify areas for Service Improvement
- Improve long-term viability of the service

Maidstone Borough Council will be liaising with local residents and businesses, working together to help design an attractive and efficient service.

### 13. Parking Finance

Maldstone Borough Council is required under section 55 of the Road Traffic Regulations Act 1984 to keep an account of income and expenditure relating to on-street parking places; as well as income from and expenditure relating to our functions as enforcement authority. This includes all income and expenditure related to the issue of and income from Penalty Charge Notices in respect of off-street parking places, but not income from ordinary car park charges nor any other expenditure in car parks.

Section 55(4) outlines the purposes for which any surplus in the parking account can be used. It also provides for the making good of any deficit in the parking account from the general fund, and for surpluses to be used to repay the general fund for any charges to that fund in the previous four years, or may be carried forward.

**Fig 13.1 On-Street Parking Revenue**

On-Street		Full Yr Budget	Yr End Actual	Variance
RC10	On street parking	-£77,440	-£198,804	£121,364
RC11	Residents parking	-£17,310	-£74,799	£57,489
RC22	Off street parking enforcement	-£91,980	-£64,842	-£27,138
RC24	Mote park enforcement	£23,940	£21,918	£2,022
		<b>-£162,790</b>	<b>-£316,527</b>	<b>£153,737</b>

Local authorities may under the powers of section 35 of the Road Traffic Regulations Act 1984, impose charges for parking in car parks provided under section 32 or 33(4) of that Act; and under sections 45 and 46 of the 1984 Act, charge for parking at on-street parking places.

**Fig 13.2 Off-Street Parking Revenue**

Off-Street		Full Yr Budget	Yr End Actual	Variance
RC20	P&D car parks	-£1,132,440	-£1,518,674	£386,234
RC21	Non paying car parks	£19,540	£18,129	£1,411
RC23	Mote park P&D	-£143,120	-£81,365	-£61,755
RC25	Sandling Road car park	£0	£82	-£82
SL10	Parking Services section (misc)	-£970	£1	-£971
		<b>-£1,256,990</b>	<b>-£1,581,827</b>	<b>£324,837</b>

**Fig 13.3 Transport Revenue**

Transport		Full Yr Budget	Yr End Actual	Variance
RE10	Park & Ride	£243,660	£241,775	£1,885
RE11	Socially Desirable Busses	£65,310	£61,185	£4,125
		<b>£308,970</b>	<b>£302,960</b>	<b>£6,010</b>



## Strategic Planning, Sustainability & Transportation Committee

13 June 2017

### Maidstone Borough Council Planning Service Performance Statistics, 2016/17

<b>Final Decision-Maker</b>	Strategic Planning, Sustainability and Transportation Committee
<b>Lead Head of Service</b>	Rob Jarman, Head of Planning & Development
<b>Lead Officer; Report Author</b>	Tay Arnold, Business Manager; Cheryl Parks, Project Manager, Local Plan
<b>Classification</b>	Public
<b>Wards affected</b>	All wards

#### This report makes the following recommendations to the final decision-maker:

1. This report is provided for information only.

#### This report relates to the following corporate priorities:

- Keeping Maidstone Borough an attractive place for all
- Securing a successful economy for Maidstone Borough

Planning is a customer-facing service that generates both costs to the Council, and also income. Consideration of development applications helps to shape the future of the borough, including ensuring suitable design and quantum to meet future needs. By monitoring performance it is possible to work towards the most efficient and cost-effective running of the service, and to ensure the perception of the service by external audiences is positive.

#### Timetable

<b>Meeting</b>	<b>Date</b>
Strategic Planning, Sustainability and Transportation Committee	11 July 2017

# Maidstone Borough Council Planning Service Performance Statistics, 2016/17

## 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report has been written to support the provision of data and statistics for key delivery areas within the planning service. A significant number of detailed indicators are monitored and reported regularly.
- 1.2 The data presented in this report illustrates high work volumes across the department and strong performance, well in excess of nationally set targets. Where there are areas of performance that could be improved, these have been identified as priorities for the next year and should see steady improvement as a result.
- 1.3 The report also highlights areas of particular risk to the service. A quarterly update of the key performance data will be brought to Strategic Planning, Sustainability and Transportation Committee informing members on current planning performance.

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## 2. INTRODUCTION AND BACKGROUND

- 2.1 Performance management and data provision for the planning service sits as a responsibility with the Business Manager, Tay Arnold.
- 2.2 Data collected for the service covers a number of different work areas from validation in the Planning Support team, through to determination of applications in Development Management. It also covers areas including S106, pre-application advice and enforcement. The data is measured against internal targets and performance indicators as well as nationally set targets.

Application type	Time to determine	Current Target (2 years to 09/2016); measured 2017	New target (2 years 10/15 – 09/17); measured 2018
Major	13 weeks	50%	60%
Non Major	8 weeks	65%	70%

**Table 1: Targets for determining applications**

- 2.3 There are also quality based targets which are measured through appeals performance data. For both 'Major Development' and 'Non-major Development' the benchmark is no more than 10% of appeals allowed as a

% of decisions made. In both cases this will be next be assessed in 2018, using data from the designated assessment period during 2016/17.

- 2.4 Where these targets are not met, the Local Planning Authority can be placed in special measures by the Government. When it is anticipated that the determination target is not going to be met an Extension of Time (EOT) can be agreed with the applicant. When an application has not been determined after 6 months the applicant can request a planning application fee refund where there has been no EOT.

#### Quarter Four and YTD 2016/17 data

- 2.5 This report provides information on a number of unit areas to highlight the performance of the department in quarter 4, and across the full year 2016/17. Supporting information and graphical representations are included in the Appendices to this report.
- 2.6 Across the department during 2016/17, income generation from planning advice and application fees totalled £1,481,422 compared to £1,495,349 for 2015/16.

#### Pre-application advice

- 2.7 Pre-application advice is a chargeable service. It affords officers an opportunity to shape development at an early stage and as well as allowing applicants the opportunity to explore options and understand local policy constraints.
- 2.8 The volume of pre-applications received increased during quarter 4 of 2016/17, but this is set against a lower than expected number in quarter 3. Across the full year, numbers are very comparable to those seen in the previous full year. (See Appendix 1, Figure 1.1) An area of particular increase in quarter 4 was for Major applications (Figure 1.2).
- 2.9 In purely financial terms this is of benefit because of the greater likelihood of the pre-app taking the form of a meeting, which generates a higher fee. There are also benefits for both parties in being able to discuss and negotiate elements of design and material use for example. Developers can ensure they are up-to-date on policy requirements which may assist the subsequent application process to run more smoothly, and most importantly officers can gain greater certainty of delivery of development which is an important component of five-year supply calculations and also supports the government drive for housebuilding.
- 2.10 The income from pre-application advice fees received during both 2015/16 and 2016/17 is shown in the table below, and illustrates the value of major pre-applications.

Year	Major pre-app fees	Non-major pre-app fees	Total pre-app fees
2015/16	£66,365	£43,465	£109,830
2016/17	£86,399	£49,910	£136,309

**Table 2: Pre-application fees (gross) breakdown (excluding PPAs) sourced from Uniform**

2.11 A particular area of focus has been the turnaround time on pre-application advice responses by officers. 2016/17 saw steadily improving performance in this area both in comparison to 2015/16 and also across the business year. This will be a priority area in 2017/18 for further improvement in the service provided.

#### Planning applications and determination information

2.12 The volume of applications received has shown a year-on-year increase for the last four years. This can be illustrated by the chart at Figure 2.2 in Appendix 2.

2.13 The determination of applications within time is a nationally measured indicator, and Local Planning Authorities who miss the targets can be placed into special measures by DCLG. The targets, set out in paragraph 2.3 above were exceeded for all application types and in all quarters. (See Appendix 2, Figure 2.3). Of the 1,688 determined applications in 2016/17, 1,571 (93%) were determined within time.

2.14 There will always be a discrepancy in the numbers of applications received and those determined, which is explained by the time required to determine these, and also because a small number are withdrawn or returned and subsequently never determined.

#### Planning appeals

2.15 Maidstone has been seeing high levels of appeals in recent years, especially when comparing numbers with other Kent Planning Authorities. Table 3, below, illustrates the numbers of appeals by Local Authority, as well as the success rate for the whole of 2015/16. Sevenoaks was the only other Authority to deal with a similar quantum, however as a Green Belt Authority it is not directly comparable to Maidstone. A more comparable Authority would be Ashford, which saw only half the number of appeals compared to Maidstone.

Authority	2015/16	
	Total	% success
Shepway	7	85.71
Gravesham	23	91.30
Dartford	25	44.00
Thanet	28	64.29
Dover	30	83.33
Ashford	35	40.00

Canterbury	35	65.71
Tun Wells	40	67.50
Ton & Mall	48	43.75
Medway	49	75.51
Swale	51	45.10
Maidstone	75	78.67
Sevenoaks	79	78.48

**Table 3: Appeals Comparisons 2015/16 (Source DCLG / PINS)**

2.16 Appendix 3, Figure 3.1 illustrates the appeals data. Overall in 2016/17 of the 91 appeals heard, 67 (74%) were dismissed.

2.17 Appeals are resource intensive and can be costly, so the high number dealt with has a big impact on the ability to meet other performance targets. The overall performance in this regard is good, especially considering the high volumes.

2.18 It is difficult to predict the actual costs of appeals, and there are multiple elements of costs, including legal and specialist officer resources, costs awards, and so on.

#### Enforcement

2.19 The Planning Enforcement service is an integral component of the planning system. The Enforcement Team see high numbers of cases reported every year, but after investigation many of these result in no further action being taken because it is found that no breach has taken place. When considering the enforcement protocol officers must be certain that any action proposed to be taken is both proportionate and in the public interest.

2.20 In 2016/17 543 cases were lodged, compared to 459 in 2015/16. The average time taken to close a case down during 2016/17 was 33 days. Of the 543 cases lodged during 2016/17, 26 resulted in formal action being taken. This action can take the form of a number of different notices or applications for injunction and is illustrated in more detail in Appendix 4, Figure 4.1.

#### Heritage, Landscape and Design

2.21 In the full year 2016/17, the HLD Team received a total of 265 applications relating to Trees and Tree Preservation. Input into 162 listed building applications was also required. When consulted on major applications, against a local target of 80% to be dealt with in 28 days, the cumulative percentage for the year was 84.17%

#### S106 agreements

2.22 Data monitoring of S106 agreements sits jointly with both the Planning department and also with Mid-Kent Legal Services (MKLS).

2.23 Although much progress has been made with MKLS, the monitoring of S106 cases is still a work in progress. Discussions have been held between officers to enable further improvements to be made in this area and to allow for the data to be produced in a timelier manner. This is an identified priority area for 2017/18.

2.24 At 17 March 2017 MKLS officers had 52 open cases for Maidstone, of which 38 were directly related to S106, Unilateral Undertakings or Deeds of Variation. The breakdown of this total is as follows: S106 being dealt with in-house = 13; S106 being dealt with by external providers = 4; Unilateral Undertakings = 2; Deeds of Variation = 10; Supplementary Agreements = 1; Other S106 related matters (appeals, variations etc.) = 8. On this data, the average time to complete and close a S106 case was 293 days. Of these open cases, 15 had been open for greater than 6 months.

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### **3. AVAILABLE OPTIONS**

3.1 This report is provided for information only.

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### **4 PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS**

4.1 This report is provided for information only.

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### **5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK**

5.1 This Committee has been provided regular updates to Key Performance Indicators in a corporate context by the Policy and Information Team.

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### **6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION**

6.1 It is anticipated that quarterly data reporting will be presented at future meetings of this Committee.

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### **7. CROSS CUTTING ISSUES**

<b>Issue</b>	<b>Implications</b>	<b>Sign-off</b>
<b>Impact on Corporate Priorities</b>	Planning is a customer-facing service that generates both costs to the Council, and also income. Consideration of development	Rob Jarman, Head of Planning & Development

	applications helps to shape the future of the borough, including ensuring suitable design and quantum to meet future needs. By monitoring performance it is possible to work towards the most efficient and cost-effective running of the service, and to ensure the perception of the service by external audiences is positive.	
<b>Risk Management</b>	There is little risk as a direct result of this report. By monitoring performance regularly any potential risks can be identified early and mitigated / avoided.	Rob Jarman, Head of Planning & Development
<b>Financial</b>	The budget and actual figures for planning advice and application fees for 2016/17 were £1,455,530 and £1,481,420 respectively. The budget for the cost of appeals was £119,410 with a cost of £233,501 for the same period.	Mark Green, Section 151 Officer, and Finance Team
<b>Staffing</b>	Performance reporting is the responsibility of the Business Manager. For the duration of the Planning Review the work is being undertaken by Cheryl Parks.	Rob Jarman, Head of Planning & Development
<b>Legal</b>	A number of the performance indicators cut across both Planning and Legal, and will be worked on jointly to maximise efficiencies. Seeking legal advice and early intervention can mitigate against the risk of costly and resource intensive appeals.	Estelle Culligan, Acting Head of Mid Kent Legal Services
<b>Equality Impact Needs Assessment</b>	There are no issues in relation to this report.	Anna Collier, Policy & Information Manager
<b>Environmental/Sustainable Development</b>	There are no issues in relation to this report.	Rob Jarman, Head of Planning & Development
<b>Community Safety</b>	There are no issues in relation to this report.	Rob Jarman, Head of Planning & Development
<b>Human Rights Act</b>	There are no issues in relation to this report.	Rob Jarman, Head of Planning &

		Development
<b>Procurement</b>	There are no issues in relation to this report.	Rob Jarman, Head of Planning & Development & Mark Green, Section 151 Officer
<b>Asset Management</b>	There are no issues in relation to this report.	Rob Jarman, Head of Planning & Development

## 8. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendices 1 to 4: Performance data, 2016/17.

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## 9. BACKGROUND PAPERS

There are none.



## **Performance Statistics Quarter 4 and full year, 2016/17**

### **Appendix 1.**

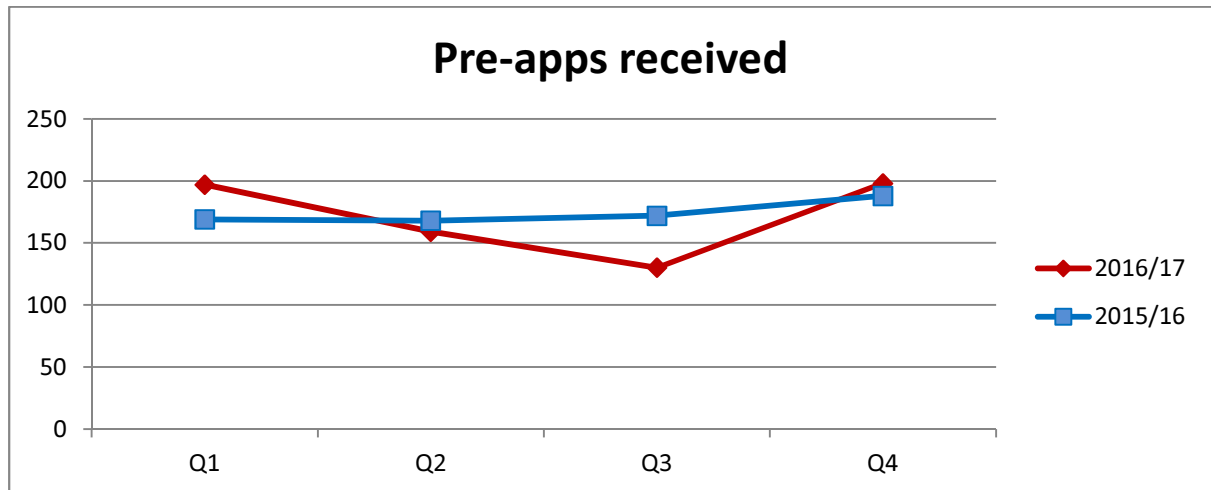


Figure 1.1: Numbers of pre-application advice requests by quarter.

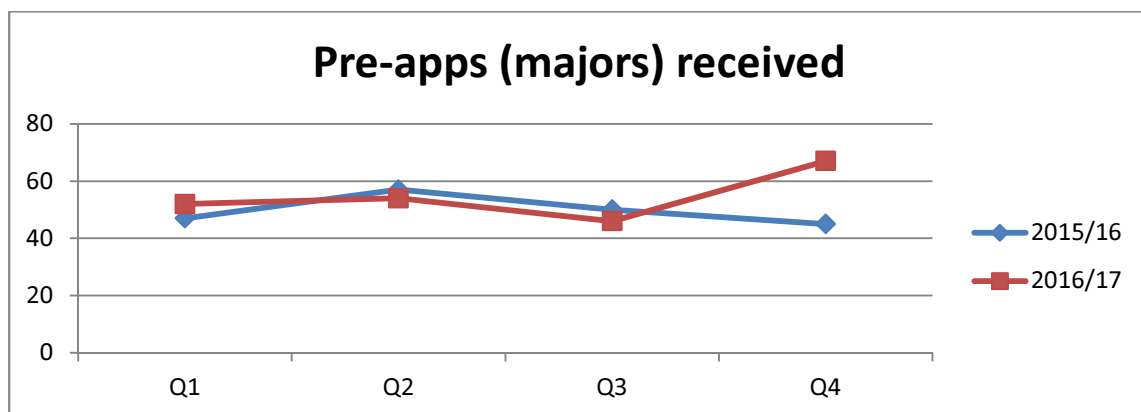


Figure1.2: Pre-application advice requests - Majors by quarter

## **Performance Statistics Quarter 4 and full year, 2016/17**

### **Appendix 2.**

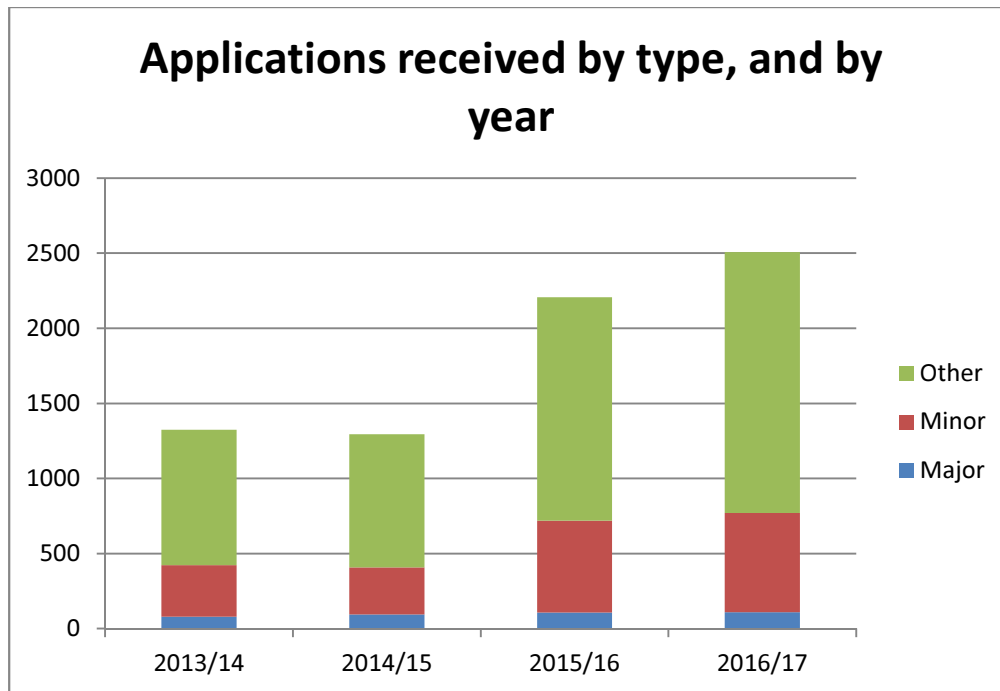


Figure 2.1 Number of applications **received** by type, and by year

Number of applications determined	2013/14	2014/15	2015/16	2016/17
Major	56	75	76	102
Minor	344	326	405	427
Other	810	943	1099	1188
<b>Total</b>	<b>1210</b>	<b>1344</b>	<b>1580</b>	<b>1717</b>

Figure 2.2: Number of applications **determined** by type, year by year comparison

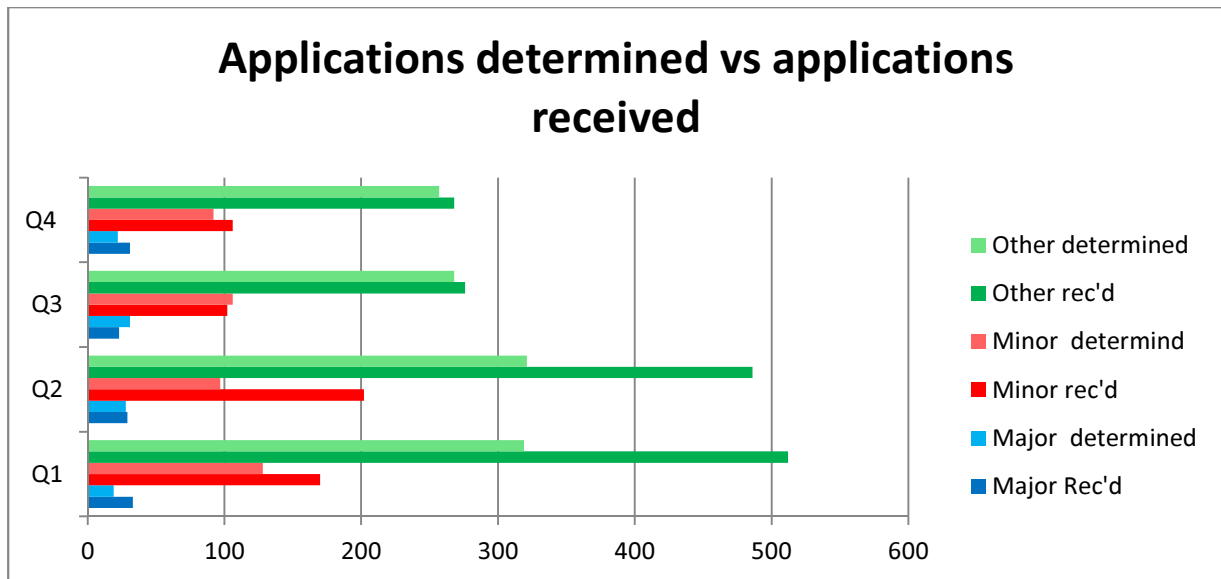


Figure 2.3: Comparison of applications received and applications determined

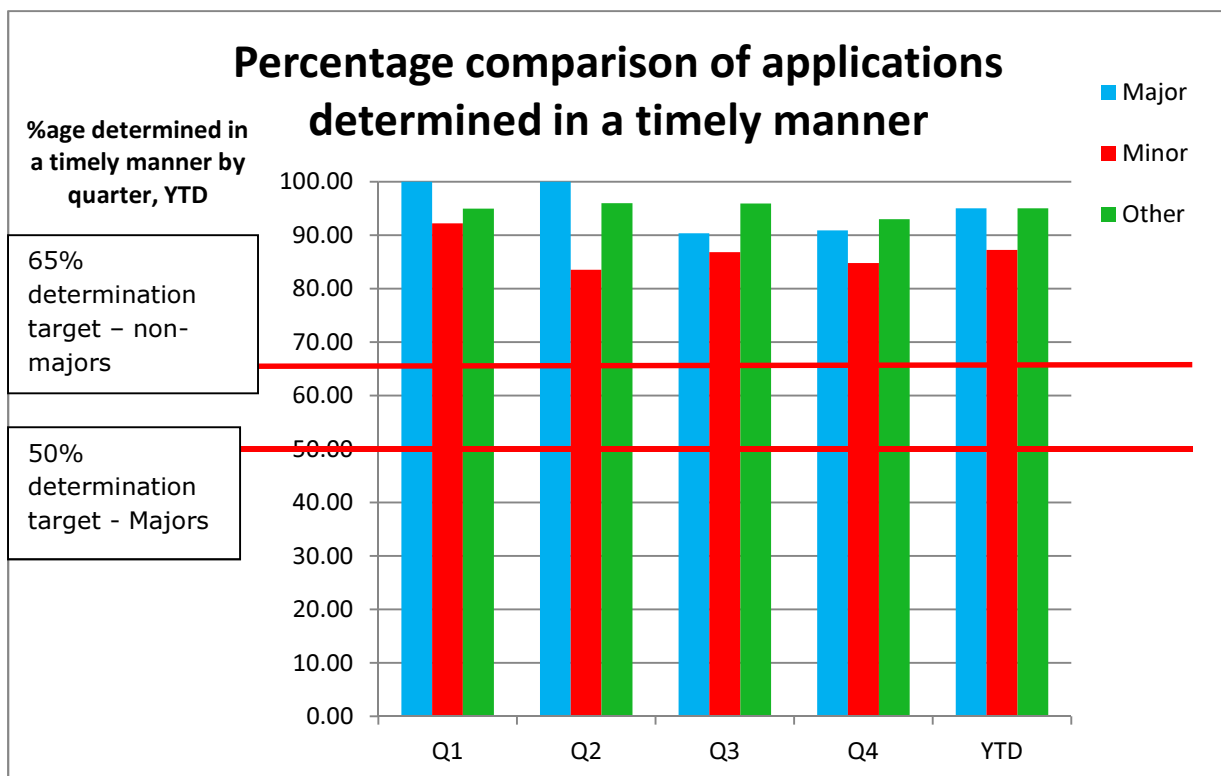


Figure 2.4: Percentage of applications determined within time

## **Performance Statistics Quarter 4 and full year, 2016/17**

### **Appendix 3.**

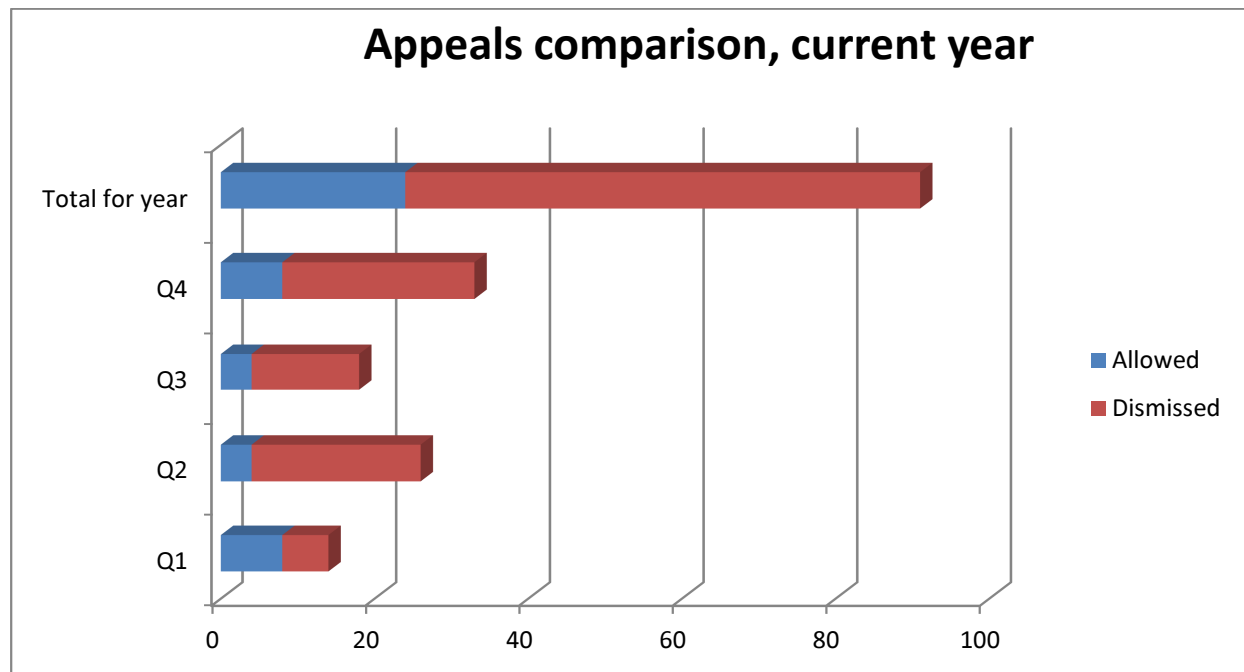


Figure 3.1: Comparison of appeals outcomes

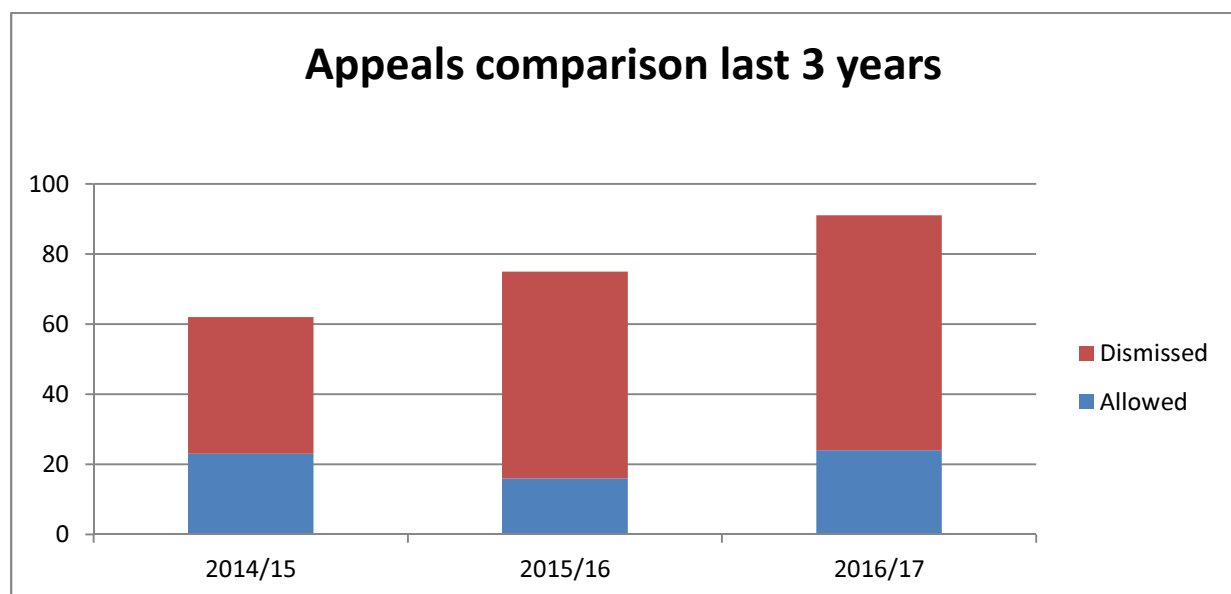


Figure 3.2 Historic appeals comparisons

## **Performance Statistics Quarter 4 and full year, 2016/17**

### **Appendix 4.**

Enforcement Action types:

Enforcement action:

- a. Number of enforcement notices issued
- b. Number of stop notices served (excluding temporary stop notices)
- c. Number of temporary stop notices served
- d. Number of planning contravention notices served
- e. Number of breach of condition notices served
- f. Number of enforcement injunctions granted by High Court or County Court
- g. Number of injunctive applications refused by High Court or County Court

Actions taken, by type, 2016/17:

Type (see key above)	a	b	c	d	e	f	g	Total
Number	5	1	2	7	11	0	0	26

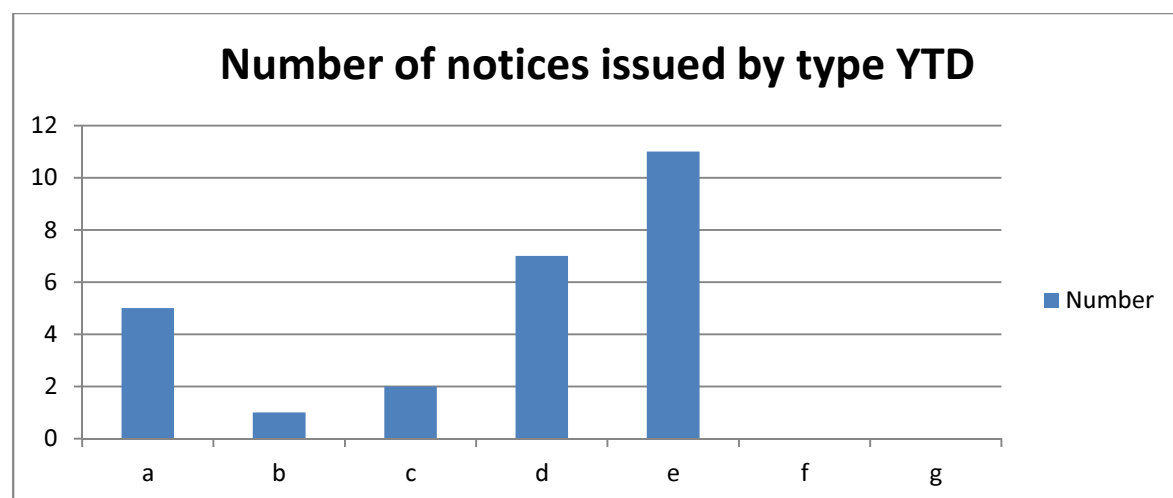


Figure 4.1: Enforcement actions taken by type

# Agenda Item 16

## Strategic Planning, Sustainability & Transportation Committee

**11 July 2017**

Is the final decision on the recommendations in this report to be made at this meeting?

**Yes**

### Brownfield Land Register Update

<b>Final Decision-Maker</b>	Strategic Planning, Sustainability and Transport Committee
<b>Lead Head of Service</b>	Rob Jarman, Head of Planning and Development
<b>Lead Officer and Report Author</b>	Stuart Watson, Planning Officer, Spatial Policy
<b>Classification</b>	Public
<b>Wards affected</b>	All

#### **This report makes the following recommendations to this Committee:**

That the Committee notes the statutory requirement for the Council to prepare and compile a Brownfield Land Register by 31 December 2017 and the steps being taken as set out in the report to ensure this deadline is met.

#### **This report relates to the following corporate priorities:**

- Keeping Maidstone Borough an attractive place for all –  
Development of a brownfield land register should help delivery of new homes on brownfield land.
- Securing a successful economy for Maidstone Borough –  
Development of a brownfield land register should help delivery of new homes on brownfield land.

#### **Timetable**

<b>Meeting</b>	<b>Date</b>
Strategic Planning, Sustainability and Transportation Committee	11 July 2017

# Brownfield Land Register Update

## 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report provides Councillors with an update on the issues, implications and timetable for the Council producing a Brownfield Land Register.
  - 1.2 Councillors are asked to note the Brownfield Land Register update.
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## 2. INTRODUCTION AND BACKGROUND

- 2.1 Local planning authorities are required to have a Brownfield Land Register (BLR) covering the area of its local plan. This requirement is set out in the Town and Country Planning (Brownfield Land Register) Regulations 2017 and the Town and Country Planning (Permission in Principle) Order 2017 requiring Local Authorities to prepare and maintain registers of brownfield land that is suitable for residential development. BLR's were first piloted in 2016 by 73 local authorities and the outcomes from these pilots have helped inform the registers' operation.

- 2.2 Annex 2 of the National Planning Policy Framework defines brownfield land as:

*Land which is or was occupied by a permanent structure, including the curtilage of the developed land (although it should not be assumed that the whole of the curtilage should be developed) and any associated fixed surface infrastructure. This excludes:*

- *land that is or has been occupied by agricultural or forestry buildings;*
- *land that has been developed for minerals extraction or waste disposal by landfill purposes where provision for restoration has been made through development control procedures;*
- *land in built-up areas such as private residential gardens, parks, recreation grounds and allotments; and*
- *land that was previously-developed, but where the remains of the permanent structure have blended into the landscape in the process of time.*

- 2.3 In June 2014 the Government made an announcement that they expected to see local development orders (LDO) being used to get permissions in place on over 90% of suitable brownfield land by 2020. The Government in June 2014 stated a commitment to implementing a package of measures to support authorities in delivering this goal.
- 2.4 LDO's provide planning permission for specific classes of development within a defined area, subject to certain conditions and limitations. LDO's aim to simplify the planning process, reduce costs and potential delays that can be associated with the planning application process.
- 2.5 The requirement to produce a BLR came into force in April 2017 and requires Local Authorities to have compiled a BLR by 31 December 2017.

The purpose of a BLR is to encourage development by providing consistent up-to-date, publicly available information on brownfield land that is suitable for housing development irrespective of its planning status.

- 2.6 The Department of Communities and Local Government (DCLG) has stated that it intends to publish guidance on the preparation of BLR by the Summer 2017. The guidance will aim to set out the expectations for the operation of a BLR and the requirements of the secondary legislation. Grant funding of £14,645 has been received from the DCLG to help with the burdens of and statutory obligation to produce a BLR and has been added to the Spatial Policy budget for 2017/18.
- 2.7 Local Authorities are required to include a consistent set of information in their BLR's. The information to be held on a BLR is set out within schedule 2 of the Town and Country Planning (Brownfield Land Register) Regulation 2017 and includes:
- the Local Authority reference for the land;
  - the name and address of the land;
  - a plan identifying the land;
  - location co-ordinates to identify a point on the land expressed as an east/west and north/south component;
  - the location co-ordinate reference system;
  - the name of the Local Authority;
  - the uniform resource identifier "URI" of the Local Authority followed by the relevant type of authority and name of the local authority;
  - the ownership status of the land;
  - where the land is "deliverable" a note to that effect;
  - the planning status of the land;
  - where the planning status is "permissioned", the date that such permission was granted or deemed to have been granted and the type of permission granted;
  - description of any proposed housing development or the minimum and maximum net number of dwellings, given as a range, which, in the authority's opinion, the land is capable of supporting;
  - where the development includes non-housing development, the scale of any such development and the use to which it is to be put;
  - the date that the land was first entered in the BLR and where applicable, the date that information about the land was last updated in the BLR;
- 2.8 To ensure that the 31 December 2017 deadline will be met, work has commenced on the Council's BLR. The work has been based on the requirements set out within the regulations and will be reviewed if necessary when the guidance is published.
- 2.9 The BLR is in two parts, Part 1 is a comprehensive list of all brownfield sites in a Local Authority area and that the Local Authority considers suitable for housing irrespective of their planning status. Sites in Part 1 of the BLR must meet the criteria:
- the land has an area of at least 0.25 hectares or is capable of supporting at least 5 dwellings;



- the land is suitable for residential development;
- the land is available for residential development;
- residential development of the land is achievable<sup>[1]</sup>

2.10 Part 2 of the BLR has the potential to add additional sites to the 5 and 20 year housing land supply and will give greater certainty on the future sources of brownfield land supply. Part 2 of the BLR is a subset of Part 1 and will include only those sites for which Permission in Principle (PiP) has been granted.

2.11 If a local authority considers that PiP should be granted for a site in Part 1 and the local authority has followed the relevant procedures including whether a site is available<sup>[2]</sup>, the site can be entered in Part 2 of the BLR. Sites entered onto Part 2 of the BLR and will automatically gain PiP.

2.12 Granting of PiP will settle the fundamental principles of development (use, location, amount of development) for the brownfield site. Development on a site with PiP cannot proceed until technical details consent has been obtained which will assess the detailed design, appropriate mitigation of impacts, ensure contributions to essential infrastructure has been secured and that the consent has been determined in accordance with the local development plan.

2.13 Local planning authorities will be able to enter sites suitable for housing-led development on Part 2 of the BLR only after they have followed the consultation and publicity requirements and other procedures set out in the regulations. And that the Local Authority remain of the opinion that PiP should be granted on sites in Part 2 of the BLR.

2.14 A site may not be included on Part 2 of the BLR where development of the site would:

- fall within schedule 1 of the Environmental Impact Assessment Regulations;
- has been screened as Environmental Impact Assessment development;
- or development would be prohibited under habitats protection legislation;

2.15 No fee will be payable for PiP granted through a BLR. There will however be a fee for an application for technical details consent for sites granted PiP through placement on Part 2 of the BLR.

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<sup>1</sup> "achievable" in relation to residential development of any land means that, in the opinion of the local planning authority, the development is likely to take place within 15 years of the entry date (The Town and Country Planning (Brownfield Land Register) Regulations 2017).

<sup>2</sup> "available for residential development" in relation to any land means— that there has been an expressed intention to sell or develop the land and at not more than 21 days before the entry date that there is no evidence indicating a change to that intention. The local authority must also be of the opinion that there is no issues relating to the ownership of the land or other legal impediments which might prevent residential development of the land taking place. (The Town and Country Planning (Brownfield Land Register) Regulations 2017).

2.16 Officers are currently in the process of compiling Part 1 of the BLR and intend to bring it to the September meeting of this committee.

Sources of sites for inclusion in Part 1 comprise:

- sites with extant planning permission;
- housing allocations within the adopted and emerging Local Plans;
- sites accepted within the Strategic Housing and Economic Development Land Availability Assessment 2016;
- potentially, expired consents where the principle of development considered is acceptable;

2.17 Officers will review whether any of the sites proposed for Part 1 of the BLR could also potentially be included in Part 2. If the outcome of this review is that there are sites available and considered suitable for inclusion in Part 2, these will be presented as part of the September report to this Committee prior to consultation.

2.18 Consultation requirements for Part 2 of the BLR are stipulated in the regulations and state any potential sites for Part 2 will involve a 21 day notification to any person, body or authority who would have been required to be consulted in relation to an application for planning permission for residential development of the land. A refined BLR Part 2 list will then be reported back to this committee.

2.19 Local authorities are required to update the information relating to each entry and review the sites on their BLR at least once a year. On review, any sites no longer meeting the BLR criteria must be removed from Part 1 and if applicable Part 2. During review of the sites the Local Authority may carry out any procedures they see fit to assess the current status of the sites and must take into account any representations received.

Yearly review of BLR Part 1 and Part 2 sites may involve:

- updating the status of existing sites in the BLR Part 1 and 2, by checking availability of expired permission sites and removing sites completed or no longer available;
- review of sources and identification of new sites to be included in Part 1 and Part 2;
- publication of a revised BLR Part 1;
- consultation on potential new sites for BLR Part 2;
- publication of a revised BLR Part 2;

2.20 Sites for housing development on the BLR Part 1 and Part 2 which are considered to be deliverable<sup>[3]</sup> can be counted towards the Council's 5 year and 20 year housing land supply.

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<sup>3</sup> To be considered deliverable, sites should be available now, offer a suitable location for development now, and be achievable with a realistic prospect that housing will be delivered on the site within five years and in particular that development of the site is viable. (National Planning Policy Framework 2012).

### 3. NEXT STEPS

- 3.1 The Brownfield Land Register Part 1 will be brought to committee in September for information and if any sites have been identified for Part 2, for agreement to consult on them.
- 4.2 The finalised Brownfield Land Register Part 1 and Part 2 will be published on the Council's website.
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### 4. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
<b>Impact on Corporate Priorities</b>	Identification and promotion of brownfield sites for housing to and will help towards the Council's vision for housing for all within the borough.	Mark Egerton, Planning Policy Manager
<b>Risk Management</b>	N/A	Mark Egerton, Planning Policy Manager
<b>Financial</b>	Grant funding of £14,645 has been provided by the government to cover the costs of setting up a BLR. There may be a potential loss in application fees on sites that have been placed in Part 2 of the BLR.	Mark Green, Section 151 Officer & Finance Team
<b>Staffing</b>	Production of the BLR can be accommodated within the existing staff structure	Mark Egerton, Planning Policy Manager
<b>Legal</b>	The preparation (and maintenance thereafter) of the brownfield land register will ensure the Council meets its statutory requirements under the Town and Country Planning (Brownfield Land Register) Regulations 2017 and the Town and Country Planning (Permission in Principle) Order 2017.  Further legal advice will be provided during the course of the compilation of the register.	Team Leader – Contracts and Commissioning MKLS
<b>Equality Impact Needs Assessment</b>	N/A	Anna Collier, Policy &

		Information Manager
<b>Environmental/Sustainable Development</b>	The brownfield land register will help facilitate the development of brownfield sites to deliver housing.	Mark Egerton, Planning Policy Manager
<b>Community Safety</b>	N/A	Mark Egerton, Planning Policy Manager
<b>Human Rights Act</b>	N/A	Mark Egerton, Planning Policy Manager
<b>Procurement</b>	N/A	Mark Egerton, Planning Policy Manager
<b>Asset Management</b>	N/A	Mark Egerton, Planning Policy Manager