

**1. Background**

Parking enforcement is a matter for the District council and so the allocation of increased parking officer time to Portishead has been discussed with North Somerset Council.

Ideally, Portishead Town Council would like a guarantee of parking enforcement officer time dedicated to Portishead and the opportunity to set the priorities for enforcement and education to deal with local problems. An amount of £30,000 being included in the 2020-21 budget for this service.

**2. Parking Officer Considerations**

Parking enforcement is a difficult and sometimes dangerous job with officers unfortunately experiencing verbal and physical abuse. It is therefore difficult to recruit and retain officers and they need specific training and occupational support. NSC officers working in teams to support each other and with a team leader to help staff. They also generally rotate between locations (to avoid becoming personal targets) and in some locations it is also necessary for them to work in pairs.

Accordingly, increasing parking officer provision is not as straight forward as just employing an additional person for Portishead. Any officer would need to be part of the NSC team and infrastructure, receive occupational support and undergo training to be City and Guilds qualified to be able to issue Penalty Charge Notices (PCNs). Training can take around 6 weeks and the full recruitment process even longer.

NSC when fully staffed has a team of 12 traffic wardens plus 2 supervisors covering the whole of North Somerset. The team works in early and late shift patterns and any officer would need to be part of that team based in Weston-Super-Mare. All staff are paid a salary and travel expenses there is no performance or revenue related pay.

Currently, Portishead has the third largest allocation of time after Weston and Clevedon (that has parking charges). In 2019 4,188 Portishead street visits were made, 2,864 parking contraventions were noted and 528 PCN's were issued (c10 per week).

**3. Parking Officer Proposal**

Although ideally Portishead may want a dedicated full-time officer, with training, team support, travel, shift working, sick and holiday considerations this is not practical. Accordingly, it is proposed that PTC contribute towards the cost of an additional Full Time Equivalent Civil Enforcement Officer (CEO) for the Weston team and receive an equivalent increase in street time in Portishead. Different CEOs visiting Portishead on a rotating basis would also limit personal abuse and would bring a freshness to the task each week.

As part of this arrangement a Service Level Agreement (SLA) will be put in place with NSC to cover:

- Portishead additional visit time being a fair allocation of 1 FTE active working time (for a 37 hour a week contract it is envisaged that this would provide around 30 additional hours of street time in Portishead, after training and travel time)

- Monthly reporting of visits, infringements and PCN's
- Portishead ability to direct attention to specific parking priorities and problems
- Involvement of an officer in local education initiatives and campaigns
- Transparency of employment cost and PCN income within the funding arrangement
- Annual review of the arrangement

#### **4. Parking Officer Recommendation**

The Town Council is asked to resolve that PTC formally requests to NSC to provide a proposal and budget for the recruitment and training of an additional CEO to be managed and employed as part of the Weston team. This proposal to include a draft terms for a Service Level Agreement.