

To: Councillor Brock (Chair)
Councillors Page, Barnett-Ward, Emberson,
Ennis, Hoskin, McElroy, McEwan, Mitchell,
O'Connell, Pearce, Robinson, Rowland,
Skeats, Terry and White

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25 March 2022

Your contact is: **Simon Hill - Committee Services (simon.hill@reading.gov.uk)**

NOTICE OF MEETING - POLICY COMMITTEE 4 APRIL 2022

A meeting of the Policy Committee will be held on Monday, 4 April 2022 at 6.30 pm in the Council Chamber, Civic Offices, Reading, RG1 2LU. The Agenda for the meeting is set out below.

1. CHAIR'S ANNOUNCEMENTS
2. DECLARATIONS OF INTEREST
3. MINUTES 5 - 14
4. PETITIONS AND QUESTIONS

To receive any petitions from the public and any questions from the public and Councillors.
5. DECISION BOOKS
6. CAVERSHAM COURT STABLES CAVERSHAM 15 - 22

This report seeks approval for the disposal of Caversham Court Stables on a 10-year lease, on the terms set out in the report.
7. CONTRACTS FOR GRANT FUNDED SERVICES FOR THOSE ROUGH SLEEPING / AT RISK OF ROUGH SLEEPING BOROUGH WIDE 23 - 28

This report outlines the proposed use of Rough Sleeping Initiative 2022-25 and Rough Sleeping Accommodation Programme 2021-2024 grant funding to relieve and prevent rough sleeping in Reading.

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8.	ANNUAL PARKING SERVICES REPORT 2020-2021	BOROUGH WIDE	29 - 114
	This report sets out the Annual Report on parking enforcement activities as required under the Traffic Management Act 2004.		

9.	STRATEGIC HR & PAYROLL SYSTEM - CONTRACT PROCUREMENT	BOROUGH WIDE	115 - 120
	This report seeks authority to procure and award a contract for the provision of a third-party hosted strategic HR & Payroll system.		

ITEMS FOR CONSIDERATION IN CLOSED SESSION

10. EXCLUSION OF THE PRESS AND PUBLIC

The following motion will be moved by the Chair:

“That, pursuant to Section 100A of the Local Government Act 1972 (as amended) members of the press and public be excluded during consideration of the following items on the agenda, as it is likely that there would be disclosure of exempt information as defined in the relevant Paragraphs of Part 1 of Schedule 12A (as amended) of that Act”

11. DECLARATIONS OF INTEREST FOR CLOSED SESSION ITEMS

12.	EDUCATION MANAGEMENT SYSTEM REPLACEMENT	BOROUGH WIDE	121 - 126
13.	CAVERSHAM COURT STABLES - ADDITIONAL INFORMATION	CAVERSHAM	127 - 152

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Present: Councillor Brock (Chair);

Councillors Page (Vice-Chair), Barnett-Ward, Emberson, Ennis, Hoskin, McElroy, McEwan, Mitchell, O'Connell, Pearce, Robinson, Rowland, Skeats, Terry and White

78. MINUTES

The Minutes of the meeting held on 14 February 2022 were agreed as a correct record and signed by the Chair.

79. QUESTIONS

Questions on the following matters were submitted by Councillors:

	<u>Questioner</u>	<u>Subject</u>	<u>Reply</u>
1.	Cllr McElroy	Smaller Vehicle Needed to Collect Waste from Narrow Roads	Cllr Barnett-Ward

(The full text of the question and response was made available on the Reading Borough Council website).

80. ALLOCATION OF THE COMMUNITY INFRASTRUCTURE LEVY 15% LOCAL CONTRIBUTION

The Executive Director of Economic Growth and Neighbourhood Services submitted a report on the proposed allocation of the 15% of collected Community Infrastructure Levy (CIL) which should be allocated to the local area in which development took place. The following documents were attached to the report:

- Appendix 1: Equality Impact Assessment
- Appendix 2: Summary of assessment for each nominated project
- Appendix 3: Project assessment forms for each nominated project

The report noted that allocations of 15% local CIL totalling £2.896m had already been made towards 43 projects and that progress of these would be reported to a future meeting of Policy Committee. The Council had continued to collect 15% local CIL funds as a result of development taking place; up to 31 March 2021 a total of £3.884m had been collected, with an additional £0.777m collected between 1 April and 31 December 2021. After taking account of the allocations already made this meant that there was a total of £1.765m available for allocation as at 31 December 2021. A consultation had been carried out between February and April 2021 on the priorities for use of these funds and the results had been reported to the Committee on 14 June 2021 (Minute 7 refers), with the highest ranked priority in the consultation being play areas and public open spaces.

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The report explained that it was proposed that infrastructure projects to receive 15% local CIL funds be selected from a list of nominations that had been made by ward councillors, members of the public and council officers. There had been 42 projects nominated in total which were set out in summary in Appendix 2 and in further detail in Appendix 3. Officers had reviewed the projects to provide further information including costing and delivery details wherever possible, and they had also been assessed for compliance with the CIL Regulations and against the five criteria from the CIL Spend Protocol which were: Deliverability, Financial considerations, Accordance with spending priorities outlined in consultation, Relationship with identified strategic priorities and Degree to which projects met infrastructure needs arising from or enabling development. The completed assessment forms were set out in Appendix 3.

The report recommended that, due to the number of projects that had been nominated, all 15% local CIL funds collected up to the end of December 2021 be allocated, as opposed to the funds collected up to the end of the previous financial year as would normally be the case under the CIL Spend Protocol. The proposed allocation of funds would total £1.623m. There were more nominations than could be funded, and the projects that were recommended were set out in the report (see Resolution 1 below). A number of the projects that were not recommended could be considered in the future for funding from 80% strategic CIL, including those that applied to the whole of Reading or to more than two wards, or that would provide a facility that would serve a wider catchment than the immediate neighbourhood.

The report explained that the proposed allocations would direct more than half of funds towards the three wards where the largest amount of development was taking place (Abbey, Whitley and Katesgrove), whilst still ensuring that other parts of the Borough would also receive funds. The recommended projects would also provide infrastructure across a range of different priorities to ensure that there were no delivery issues caused by capacity within specific service areas, whilst focusing on the top priority identified during the consultation with almost £1 million to be allocated towards play areas and open spaces. Information on the steps necessary for delivery of individual projects was set out in Appendix 3: in some cases there was some additional scoping work required, or a need for additional steps such as consultation or a planning application, but for other projects delivery could start almost immediately and the report sought authority for the relevant Assistant Directors to complete necessary procurement processes to deliver the programme of work.

Resolved -

- (1) That the following allocations of 15% local CIL collected up until 31st December 2022 be agreed, with a total allocation of £1.623m:**

£0.231m for improvements to Victoria Recreation Ground
£0.020m for new street lights in town centre streets lacking adequate lighting
£0.200m for Northcourt Avenue speed reduction
£0.200m for Waterloo Meadows playground
£0.100m for Robert Hewett Recreation Ground

£0.050m for traffic calming measures on Shaw Road and Boston Avenue

£0.003m for Sheeps Lane staggered barriers

£0.020m for Moriston Close playground

£0.200m for 20 is plenty zone on streets around Oxford Road

£0.075m for Palmer Park green gym equipment

£0.015m for Hexham Road Community Centre facelift

£0.033m for Lower Mount green space

£0.013m for improvements to Southcote Linear Park, Brunel Road

£0.008m for new bus shelter for Coronation Square westbound

£0.025m for lighting improvements at Coronation Square

£0.170m for improvements to South Whitley Park

£0.150m for Gateway area pedestrian crossings (Imperial Way and Basingstoke Road)

£0.110m for Lulworth Road communal area improvements

- (2) That the relevant Assistant Director(s) be authorised to complete necessary procurement processes to deliver the programme of work;
- (3) That the relevant officers be authorised to give spend approval in accordance with the funds approved at (1) above, and that the relevant officers in consultation with the Lead Members for Strategic Environment, Planning and Transport and Corporate and Consumer Services and the Assistant Director of Finance be authorised to approve any variation to the allocations above;
- (4) That a report be submitted to a future meeting of Policy Committee in respect of proposed funding arrangements for the schemes identified as being eligible for the 80% Strategic CIL.

81. CREMATOR PROCUREMENT PROJECT - DELEGATED AUTHORITY

The Executive Director of Economic Growth and Neighbourhood Services submitted a report seeking authority to enter a contract for the demolition and removal of two defunct cremators and the supply, installation, and maintenance of two new cremators for Reading Crematorium.

The report noted that between 2012 and March 2020 the Cremator supply and maintenance service had been provided by ATI. The contract had been for 10 years but the cremator equipment had begun to fail repeatedly in late 2019, and in early 2020 ATI had gone into liquidation. One of the cremators had failed completely at this time so independent maintenance contractors had been brought in. Many other local authorities and private sector crematoria had similarly experienced significant failure of their ATI equipment at the same time and concurrently the COVID-19 pandemic had had an impact on mortality rates. In May 2020 the Council had approved the purchase of a temporary cremator to ensure continuity of service and resilience and in October 2020 the second ATI cremator had failed completely. Since then a full cremation service had been provided using only the temporary cremator.

The report explained that in February 2021 discussions with providers had taken place to inform the future procurement strategy and specification of the new cremators. It had become apparent that the replacement of the ATI cremators would require significant work beyond simply decommissioning and replacing the original cremators, mainly because there was uncertainty about the quality and strength of the flooring beneath the cremators following the failure of the ATI equipment and the fact that new cremator designs were much larger than those supplied previously. A feasibility study had been completed and a specification produced for tender. The procurement exercise was for the decommissioning, supply, fit and maintenance of two new cremators and ancillary equipment, with all enabling works to the building to be undertaken under a different contract.

The report also noted that the implementation of two new cremators would result in an overall improvement to the carbon and environmental impacts of the service, as they were significantly more energy efficient and would fully abate emissions of mercury and NOx to the air. In addition to the proposal recommended, a range of other options had been considered, including electric cremators. Whilst these were not currently a viable option for the existing crematorium, they would be kept under review as the technology developed and considered as part of the Council's longer-term plans to meet future demand for burial and cremation.

Resolved -

- (1) That the update on the Cremator Replacement Project and options considered be noted;**
- (2) That spend approval be given for the Cremator Replacement Project;**
- (3) That the Deputy Chief Executive be authorised to enter a contract following completion of the procurement process, in consultation with the Lead Councillor for Corporate and Consumer Services, the Assistant Director of Legal and Democratic Services, the Assistant Director for Procurement and the Director of Finance.**

82. BERKSHIRE SENSORY CONSORTIUM SERVICES CONTRACT

The Deputy Chief Executive submitted a report seeking approval to enter into the Berkshire Sensory Consortium Services Joint Agreement Contract for the planning and commissioning of services to support children and young people with a SEND diagnosis at a regional level as required under the Children & Families Act 2014.

The report explained that the Council had historically provided this service through a jointly commissioned contract delivered by the Berkshire Sensory Services Consortium. The requirement for regional commissioning meant the local authority must be party to the subsequent contract, so whilst Brighter Futures for Children could manage the services on the Council's behalf, the Council itself had to sign the contract and it could

not be novated to Brighter Futures for Children as has been the case for the majority of contracts for Children's Services.

The report sought approval to enter into the Berkshire Sensory Consortium Services Joint Agreement Contract for an initial term of three years, from 2021 to 2024, and to authorise the Assistant Director of Procurement & Contracts in consultation with the Lead Councillor for Education to agree any subsequent extensions taking the contract up to five years in total. The report also requested authority to create a Shared Services Working Agreement between all Berkshire Unitary Authorities to regularise the current informal shared service arrangement.

Resolved -

- (1) That the award and completion of the Berkshire Sensory Services Consortium Joint Agreement and contract for 2021 to 2024 be agreed, and that the Assistant Director of Procurement & Contracts, in consultation with the Lead Councillor for Education, be authorised to activate extensions to 2026;**
- (2) That the Assistant Director of Procurement & Contracts, in consultation with the Lead Councillor for Corporate and Consumer Services, the Lead Councillor for Education and the Assistant Director of Legal & Democratic Services, be authorised to create a Shared Services Working Agreement between all Berkshire Unitary Authorities to regularise the current informal Berkshire Sensory Consortium shared service arrangement.**

83. INFORMATION MANAGEMENT STRATEGY

The Deputy Chief Executive submitted a report presenting the Council's Information Management Strategy and Action Plan to deliver better value from data and to ensure that the Council remained compliant with legal requirements for the processing of data. The Information Management Strategy was attached to the report at Appendix 1 and an Action Plan was attached at Appendix 2.

The report noted that across the Council information assets were used to achieve various objectives such as delivering services, formulating policy, managing projects or managing staff. Without an overarching Information Management Strategy, information systems were often not connected and possibly with duplications of data as they had evolved to respond to specific needs without being considered together as an asset. In addition, many services were now delivered in partnership or were commissioned from third parties; this required additional safeguards to ensure that information ownership was clear, the right people had appropriate access to the right information, and that it was handled correctly throughout its lifecycle. The Council was increasingly becoming an organisation driven by data insights and the Information Management Strategy would support the Connected Reading Digital Transformation Strategy and the Customer Experience Strategy.

The proposed Information Management Strategy, attached to the report at Appendix 1, set out the Council's approach to improving the way information was created, used, managed, shared and protected to achieve the Council's objectives and effective partnership working. The report summarised the benefits to residents, staff and the Council of managing information and data well. The associated Action Plan was attached to the report at Appendix 2 and it was intended that quarterly progress reports on delivery would be submitted to the Audit and Governance Committee. The measures suggested as the basis for reporting to Audit and Governance Committee were highlighted in the Action Plan appendix. An annual report would also be provided to Policy Committee on any changes required to the Strategy and progress against the action plan.

Resolved -

- (1) That the Information Management Strategy and Action Plan be endorsed;**
- (2) That updates on the progress of the Action Plan be presented to Audit and Governance Committee on a quarterly basis.**

84. QUARTER 3 PERFORMANCE AND BUDGET MONITORING

The Director of Finance submitted a report setting out the projected revenue and capital outturn positions for 2021/22 for both the General Fund and the Housing Revenue Accounts as at the end of December 2021 (Quarter 3), as well as performance against the measures of success published in the Council's Corporate Plan. The following documents were attached to the report:

- Appendix 1 - Financial Monitoring for Quarter 3
- Appendix 2 - Corporate Plan Measures for Quarter 3
- Appendix 3 - Corporate Plan Measures for Quarter 3 (Charts)
- Appendix 4 - Corporate Plan Projects for Quarter 3

The report explained that the forecast General Fund revenue outturn position as at the end of Quarter 3 was an overspend on service expenditure of £7.996m. This included net overspends of £3.148m within the Directorate of Adult Care and Health Services and £4.478m within the Directorate of Economic Growth and Neighbourhood Services, which included £4.223m of costs that were attributable to Covid-19. It had previously been agreed that the overspend on services be funded through a combination of Covid-19 support grant that was available for 2021/22 and £3.844m of corporate contingencies. The use of this combination of contingencies and one-off resources meant that an underspend of £0.274m was now projected for 2021/22 but such an approach was not sustainable in the medium to longer term and had been addressed as part of 2022/23 budget setting.

The report also stated that the Housing Revenue Account (HRA) was projecting an underspend of £2.310m as at the end of Quarter 3, the General Fund Capital Programme was forecast to underspend by £45.457m in 2021/22 and the HRA Capital Programme was forecast to underspend by £16.203m in 2021/22. £6.096m (30%) of savings had been delivered to date in the financial year, with a further £4.952m (25%) of savings on track

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to be delivered by March 2022. £5.638m (28%) of savings were currently categorised as non-deliverable with a further £3.522m (17%) categorised as at risk of delivery.

Resolved -

That it be noted that:

- a) The forecast General Fund revenue outturn position as at the end of Quarter 3 was an underspend of £0.274m;
- b) The Housing Revenue Account was forecast to underspend by £2.310m as at the end of December 2021;
- c) The General Fund Capital Programme was forecast to underspend by £45.457m;
- d) The HRA Capital Programme was forecast to underspend by £16.203m;
- e) £6.096m of 2021/22 savings had been delivered with a further £4.952m of savings on track to be delivered by March 2022. £5.638m of savings were currently categorised as non-deliverable with a further £3.522m categorised as at risk of delivery;
- f) The performance achieved against the Corporate Plan success measures was as set out in Appendices 2, 3 & 4.

85. BRIGHTER FUTURES FOR CHILDREN 2022/2023 BUSINESS PLAN

The Deputy Chief Executive submitted a report to the Committee, in its capacity as sole member of Brighter Futures for Children (BFfC), setting out for approval BFfC's 2022/23 Business Plan and contract sum, as required by the company's Articles of Association. The Business Plan was attached to the report at Appendix 1.

The covering report set out the key points of the Business Plan which was based around the vision of protecting and enhancing the lives of the children of Reading, helping families find long-term solutions to ensure children led happy, healthy and successful lives. Post pandemic, BFfC's focus was returning to prevention with four underpinning priorities: to work together and across local partnerships to manage the demand for services, maximise the impact and outcomes for children and families and use collective resources wisely; to deliver effective early help services which prevented the need for later, statutory involvement while contributing to increased resilience across the partnership to intervene at the earliest opportunity; to deliver a sustainable Children Social Care service through practice rooted in relational and 'earliest' statutory engagement with families; and to use its expertise to influence and support education settings to offer high quality teaching and learning for all within nurturing and accessible environments, including a relentless focus on those who required bespoke or specialised support.

In agreeing the Business Plan the Committee was asked to note that the Council had made provision for a contract sum of £48.251m which was an increase of approximately £815k from the 2021/22 contract sum and included £6.716m for leases and services provided by the Council via Service Level Agreements. In addition to the contract sum, Policy Committee had agreed at its meeting on 23 September 2021 (Minute 39 refers) to provide a total of £1.693m over three years to enable vulnerable and disadvantaged children and young people to 'catch up' and achieve long term positive outcomes post-covid. BFfC would provide monitoring of this additional funding with the quarterly budget monitoring reports that were submitted to the Committee.

The report explained that the Council had made provision of £1.5m for BFfC transformation funding within its MTFS Delivery Fund for 2021/22, and that for 2022/23 BFfC had submitted business cases totalling £1.26m for Delivery Funding. These were still subject to review and the report noted that transformation funding was separately provisioned within the Council budget, with agreement of additional funds having no impact on the overall Council budget as agreed by full Council on 23 February 2022.

Resolved -

That the Committee, in its capacity as sole member for BFfC:

- a) Note and agree the increase in the proposed contract sum for 2022/23 to £48.251m which included growth of £1.13m from the provisional contract sum included in the MTFP for FY21/22, for the reasons set out in the report;
- b) Note the Delivery Fund bids as set out in the report, which were in addition to the contract sum;
- c) Agree the Company's Business Plan as set out at Appendix 1 of the report;
- d) Note the arrangements for monitoring delivery of outcomes from the additional funding provided to BFfC by the Committee on 23 September 2021 as outlined in the report.

86. BRIGHTER FUTURES FOR CHILDREN LIMITED - RESERVED MATTERS

The Deputy Chief Executive submitted a report to the Committee, in its capacity as the sole member of Brighter Futures for Children Ltd (BFfC), setting out the outcome of the selection process for a new Executive Director of Finance and Resources for BFfC and seeking agreement to the proposed appointment.

The report explained that the Executive Director recruitment had focused on employing someone with significant finance experience and who was a qualified accountant. Following the interview process the BFfC Board had recommended that Kit Lam be appointed as the Executive Director for Finance and Resources.

Resolved -

That the recommended appointment of Kit Lam as a new Executive Director of Finance and Resources for BFfC be agreed.

87. EXCLUSION OF THE PRESS AND PUBLIC

Resolved -

That pursuant to Section 100A of the Local Government Act 1972 (as amended), members of the press and public be excluded during consideration of item 88 below as it was likely that there would be a disclosure of exempt information as defined in the relevant paragraphs specified in Part 1 of Schedule 12A to that Act.

88. READING TRANSPORT LIMITED - SHAREHOLDER UPDATE

The Chair and Chief Executive of Reading Transport Limited (RTL) attended the meeting to brief the Committee, in its role as shareholder of RTL, on current issues including government grant funding and Bus Service Improvement Plans.

Resolved -

That the position be noted.

(The meeting started at 6.30 pm and closed at 7.42 pm)

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READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ECONOMIC GROWTH AND NEIGHBORHOOD SERVICES

TO:	POLICY COMMITTEE		
DATE:	4 APRIL 2022		
TITLE:	CAVERSHAM COURT STABLES		
LEAD COUNCILLOR:	CLLR JASON BROCK	PORTFOLIO	LEADER OF THE COUNCIL
	CLLR RUTH MCEWAN		LEAD COUNCILLOR FOR CORPORATE AND CONSUMER SERVICES
SERVICE:	PROPERTY, ESTATES & VALUATION	WARDS:	CAVERSHAM
LEAD OFFICER:	CHARAN DHILLON	TEL:	07817 085309
JOB TITLE:	ASSISTANT DIRECTOR PROPERTY AND ASSEST MANAGEMENT	E-MAIL:	charan.dhillon@reading.gov.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 To seek Policy Committee approval for the disposal of Caversham Court Stables (the Property) on a 10-year lease, on the terms set out in this report.
- 1.2 The Property is shown edged red on the attached plan. (Appendix A)
- 1.3 The report includes the following Appendices of which appendices B - F are confidential items considered in closed session:

Appendix A - Site Plan

Appendix B - Confidential Summary information

Appendix C - Confidential Bid Application Summary Table

Appendix D - Confidential RABBLE Theatre Group Third Sector Bid

Appendix E - Confidential Culture Development Officer Comments

Appendix F - Confidential Valuer's Report - Section 123 Under Value Report

2. RECOMMENDED ACTION

- 2.1 That in the context of the information provided in the closed session Committee agrees to grant Rabble Theatre Group a 10-year lease at the Caversham Court Stables together with an option to purchase a 999-year leasehold interest.
- 2.3 In the event that the bid proposal or offer price is subsequently reduced or altered or the purchaser does not perform to an acceptable timescale the Executive Director of Economic Growth & Neighbourhood Services be given delegated authority in consultation with the Director of Finance, Leader of the Council, the Lead Councillor for Corporate and Consumer Services and the Assistant Director of Legal and Democratic Services to:
 - a) agree a revised bid proposal or offer price;

3. POLICY CONTEXT

- 3.1 At Cabinet on 14 February 2005, Minute 149 refers, the Head of Development was granted delegated authority for the disposal of land up to £500,000 or £50,000 per annum and that all land/property disposed of at below market value be reported through the Decision Book. All decisions would be subject to consultation with the Lead Councillor for Corporate Services (the Leader), the Lead Councillor with responsibility for the Property in question, and the Head of Finance and following consultation with relevant Ward Councillors.
- 3.2 Any disposal that is at less than market value requires a formal decision at Policy Committee.
- 3.3 The disposal to Rabble is at less than market value.

4. THE PROPOSAL

4.1 Current Position:

- 4.1.1 The Property which is edged on the enclosed location plan Appendix A is a Grade II listed building and is currently vacant and declared surplus.
- 4.1.2 In 2015/16, the Property was marketed for short-term commercial leases. The preferred letting, which was subject to planning, did not progress due to parking issues raised by the Planning Authority during the planning application process.
- 4.1.3 In February 2018, the Property was remarketed via appointed agents and marketing issues were raised with the presence of the gardener's office within the building complex being a market impediment, so a range of options were considered with the only viable option being to relocate to a new purpose-built office within the adjacent allotment.
- 4.1.4 The gardening service was a requirement of the capital and revenue lottery grant for the upgrade of Caversham Court Gardens.
- 4.1.5 A detailed design feasibility was carried out including costings, but issues were raised during the Listed Building application process that meant the proposed site building was not suitable and planning was not obtained.
- 4.1.6 As a condition of any lease the gardeners office will remain in situ either using the current separate welfare facilities or with a reconfigured layout at an estimated one-off cost to the Council of circa £10,000.
- 4.1.7 The Property was remarketed in 2021 on the open market and in accordance with the Third Sector Policy and a total of 9 offers have been received, three from the third sector and six from private individuals/developers. The offers included retaining the Property for office use as well as a change of use to educational and residential uses.
- 4.1.8 All offers were on the basis of a leasehold disposal, i.e. the Council retains the freehold and a landlord role to enable better control on enforcing future uses and obligations in the context of the listed gardens.

4.1.9 Further information on the bids is provided in the Confidential Summary Information Appendix B considered in closed session

4.1.10 A summary of the offers can be found in the Confidential Bid Application Summary Table Appendix C considered in closed session and the top commercial and Third Sector offers are summarised below:

Offer 1: Third Sector - Rabble Theatre Group

4.1.11 An unconditional, third sector offer to lease the Property for 10 years and an option to purchase on a 999-year leasehold basis on terms considered in closed session.

4.1.12 The offer is subject to survey.

4.1.13 Rabble submitted a detailed Business Plan and Third Sector Bid and undertook a range of building, financial and professional due diligence as part of their submission and their offer does not require the reconfiguration of the gardener's office.

4.1.14 Rabble's Third Sector bid is enclosed at Appendix D - Confidential RABBLE Theatre Group Third Sector Bid considered in closed session

4.1.15 The Rabble bid is supported by Cultural Services whose detailed comments are attached in the Confidential Culture Development Officer Comments Appendix E considered in closed session and favoured by the Council's Conservation and Urban Design Officer in the context of the proposed use of the listed building.

4.1.16 The offer from Rabble is not the highest financial offer and therefore does not represent Best Consideration in accordance with section 123 of the Local Government Act 1972.

Offer 2: Commercial Offer

4.1.17 A leasehold, unconditional, owner-occupier's offer being the highest commercial offer subject to surveys. The proposal is to keep the building as offices and potentially subdivide them into separate units.

4.1.18 This is an unconditional offer and represents Best Consideration in accordance with section 123 of the Local Government Act 1972.

4.2 Option Proposed

4.2.1 That the Council grants Rabble Theatre Group a lease of the Property for a period of 10 years with an option to purchase after 10 years on a 999-year basis on detailed terms set out in the Confidential Summary information Appendix B in considered in closed session.

4.2.2 Rabble will also work with the Council and partners, including grant organisations to deliver the key outputs of their business plan summarised in Appendices D and E and to support the Council's 'Made in Reading' identity, create opportunities through collaboration and support key elements of the Corporate Strategy (Healthy Environment, Thriving Communities and Inclusive Economy).

4.3 Other Options Considered

4.3.1 A freehold disposal was considered however due to the listed nature of the Property and its location within Caversham Court Gardens, it was felt more appropriate for the Council to retain freehold ownership and dispose on a leasehold basis.

4.3.2 The Council has no service requirement for the Property.

4.3.3 Proceed with a disposal to Offer 2 above, which secures the highest receipt and supports a business location but would not deliver the wider outputs and social and cultural benefits set out in Rabble's business plan.

5. CONTRIBUTION TO STRATEGIC AIMS

5.1 A disposal will bring an empty property back into beneficial use and occupation of the Property will ensure the conservation of a Grade II listed building.

5.2 From a cultural perspective, the proposal aims to deliver activities that encourage health and wellbeing, to support growth and infrastructure of the cultural sector and to engage with various communities.

5.3 Rabble's proposal supports Reading's Placemaking ambitions and contributes to the wider town narrative, by bringing to life place specific history and heritage. It also contributes to promoting Reading beyond its boundaries.

5.4 Rabble's proposal supports the RBC Corporate Plan as follows:

- Thriving Communities by ensuring that their workforce and participants reflect the diversity of Reading and by providing employment opportunities in the creative sector.
- Healthy Environments by adhering and contributing to RBC sustainability priorities.
- Inclusive Economy by creating employment opportunities for local people in the Creative sector, one of the fastest growing sectors of the economy in the UK.

6. ENVIRONMENTAL AND CLIMATE IMPLICATIONS

6.1 The decision being recommended could have a positive impact on the Council's ability to respond to the Climate Emergency and achieve a carbon neutral Reading by 2030, by way of energy performance improvements to the Property. Officers will encourage and support the leaseholder to ensure that their plans for the Property minimise energy use and carbon emissions in line with the Council's wider ambitions for a net zero carbon Reading by 2030.

7. COMMUNITY ENGAGEMENT AND INFORMATION

7.1 The Property was marketed through the Third Sector Policy Process and 2 offers received.

7.2 Rabble's proposal has potential to deliver against all three of the Cultural and Heritage Strategic Priorities of Enhancing our Made in Reading identity, Creating opportunities through collaboration and Celebrating Reading as well as Corporate Plan outputs linked to Healthy Environment, Thriving Communities and Inclusive Economy as detailed in Appendix E.

7.3 Rabble will work with a number of external and Grant funding organisations to deliver their aims and aspirations.

- 7.4 Rabble's inclusive approach to creating work means that they will create work with and for Reading's most deprived communities.

8. EQUALITY IMPACT ASSESSMENT

- 8.1 We have assessed that an Equality Impact Assessment is not relevant to the decision.

9. LEGAL IMPLICATIONS

Delegations

- 9.1 This delegation is exercised under Minute 149 agreed at Council on 25 May 2016.
- 9.2 Delegations under Minute 148 agreed by Cabinet on 14 February 2005 to the Head of Legal and Democratic Services will be exercised by the Assistant Director of Legal and Democratic Services.

Best Consideration

- 9.3 This disposal is covered by section 123(2) of the Local Government Act 1972 (S.123) whereby a council cannot dispose of its land for a consideration less than the best that can be reasonably obtained in the market (Best Consideration), except with the express consent of the Secretary of State. The overriding consideration when deciding what constitutes Best Consideration is the commercial value of the disposition to the local authority that is capable of being assessed by a valuer. In other words, Best Consideration is the best value that can be achieved on the open market for the disposal of the Property together with that which has commercial or monetary value to the local authority.
- 9.4 In relation to the commercial value of the disposal, the following principles have emerged from case law:
- What is reasonable in any case depends entirely on the facts of the transaction.
 - The duty to obtain the best price does not require the highest offer to be accepted, regardless of who makes it and when it is made. The court has recognised that there may be cases where trustees could properly refuse a higher price and proceed with a lower offer. Each case will depend on its facts.

Disposal at an undervalue

- 9.5 However, the government recognises that there may be circumstances where a local authority considers it is appropriate to dispose of land at an undervalue. The Secretary of State has issued general consents known as General Disposal Consent (England) 2003 (General Consents) relating to disposals falling within certain criteria. The criteria require that the Council considers the purpose for which the land is to be disposed is likely to contribute to the achievement of any one or more of the following objects in respect of the whole or any part of its area, or of all or any persons resident or present in its area:
- (a) (i) the promotion or improvement of economic wellbeing;
 - (ii) the promotion or improvement of social well-being;
 - (iii) the promotion or improvement of environmental well-being; and
 - (b) the difference between the unrestricted value of the land to be disposed of and the consideration for the disposal does not exceed £2,000,000.
- 9.6 This however cannot justify local authorities disposing of land on the sole ground that non-monetary consideration is being provided. Even where a specific proposal to dispose of land for less than the Best Consideration falls within the terms of the General Consents, the Council should comply with usual and prudent commercial practices, including obtaining the view of a professionally qualified valuation expert

as to the likely amount of the undervalue. A section 123 disposal at under value report is enclosed at Appendix E and it confirms the amount of the under value. The under value does not exceed £2,000,000 in keeping with the criteria under the General Consents.

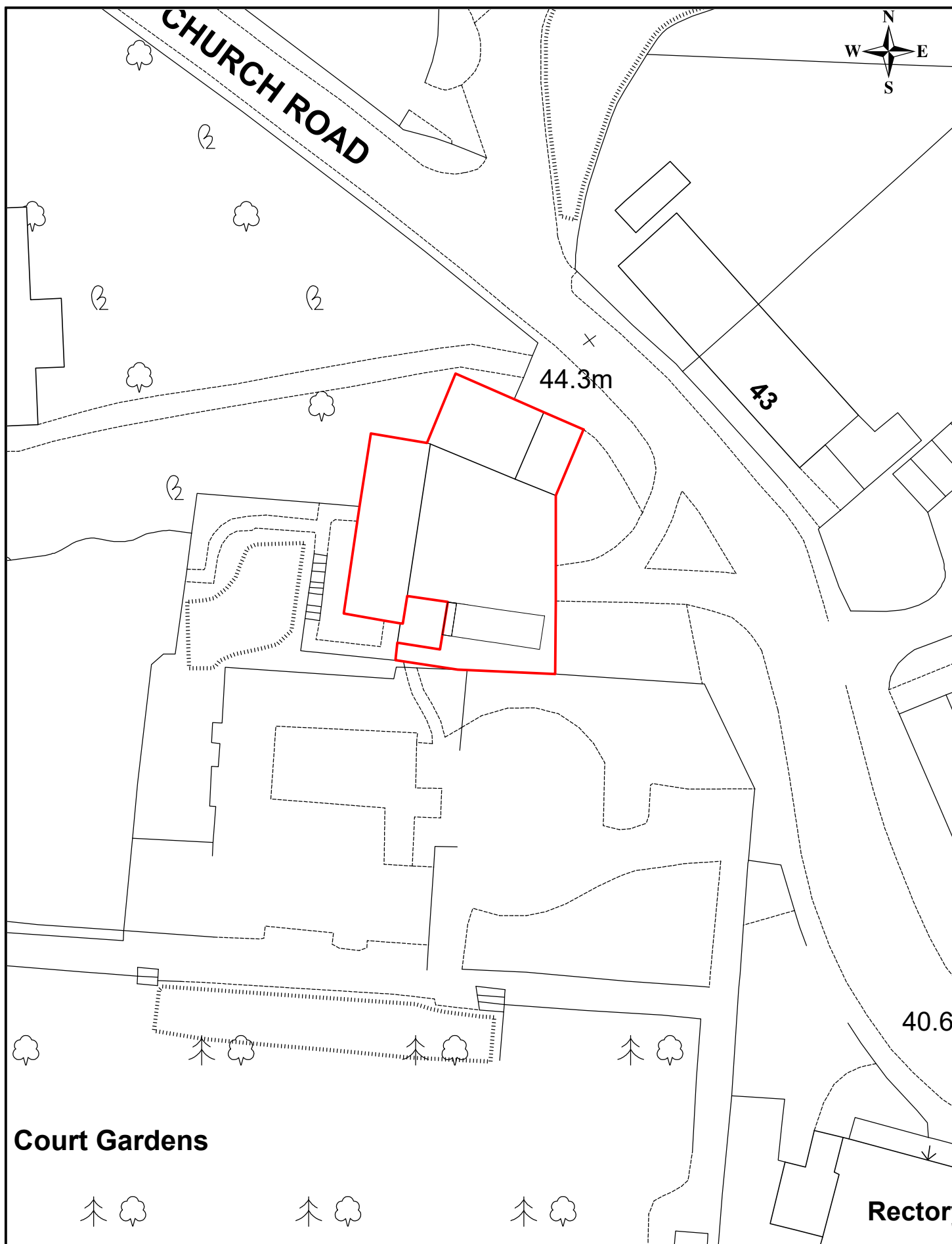
- 9.7 The offer from Rabble does not represent Best Consideration per the requirements of S.123. However, the Council can dispose of the Property to Rabble under the General Consents if it considers that in doing so, the disposal will help secure the promotion or improvement of the economic, social or environmental well-being of its area. In this instance, Rabble's proposals will meet these criteria as set out in 9.5 above
- 9.8 The Council is prepared to grant a leasehold interest in the Property to Rabble for a term of 10 years on the offer detailed in sections 4.1.11 to 4.1.15 and proposals set out in section 4.2. In entering in to the lease, the Council must ensure that: (a) the terms of the proposed lease do not impose any onerous obligations on the Council; (b) that the Council's short, medium and long term interests in the Property are not prejudiced in any way by entering in to the lease; (c) all building, construction, maintenance and repairing obligations are carefully considered to ensure that the obligations under the relevant documentation can be observed and performed by Rabble throughout the term of the lease; and (d) the option to purchase a 999-year term (virtual freehold) at the end of the lease term gives the Council sufficient flexibility to deal with the Property in its best interest.
- 9.9 So in this case, although the transaction is confirmed to be at an undervalue it is still within the Council's powers to accept it because it can consider the financial value of the social, cultural and environmental benefits to be gained including any revenue savings. It would also fall within the General Consents as a disposal for the economic, social or environmental well-being of the area which is the regeneration of the Property by creating a heritage, arts and community co-working hub.
- 9.10 A Confidential Section 123 Under Value Report is enclosed at Appendix F considered in closed session
- 9.11 On the basis of the above and the comments in the rest of the report, Legal supports the recommendations.
- 9.12 The Council's Assistant Director of Legal and Democratic Services will be instructed to prepare the necessary legal documentation.

10. FINANCIAL IMPLICATIONS

- 10.1 The offer from Rabble will not maximise the potential capital receipt so is an Undervalue situation but will provide a partially compensating revenue stream with the option of a premium payment in year 10. This will cause a small pressure on the MTFS position for the council.
- 10.1 Each potential purchaser brings some risk and although Rabble's bid is not the top capital value offer financially, it provides the best social return supporting the local economic, community and social wellbeing opportunities.

11. BACKGROUND PAPERS

- 11.1 None.



Title: Caversham Court Environmental Centre, Church Road, Caversham, Reading, RG4 7AD

File:
Produced by Valuation Section

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REPORT BY EXECUTIVE DIRECTOR OF ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

TO:	POLICY COMMITTEE		
DATE:	4 APRIL 2022		
TITLE:	CONTRACTS FOR GRANT FUNDED SERVICES FOR THOSE ROUGH SLEEPING / AT RISK OF ROUGH SLEEPING		
LEAD COUNCILLOR:	CLLR ELLIE EMBERSON	PORTFOLIO:	HOUSING
SERVICE:	HOUSING AND COMMUNITIES	WARDS:	BOROUGHWIDE
LEAD OFFICER:	VERENA HUTCHESON	TEL:	0118 937 4136
JOB TITLE:	HOMELESSNESS AND HOUSING PATHWAYS MANAGER	E-MAIL:	verena.hutcheson@reading.gov.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report outlines the Rough Sleeping Initiative (RSI) 2022-25 and Rough Sleeping Accommodation Programme (RSAP) 2021-2024 grant funding RBC has applied for from the Department for Levelling Up, Communities and Housing (DLUHC) to relieve and prevent rough sleeping in Reading. With confirmed RSAP grant funding and RSI 2022-25 grant funding being subject to DLUHC approval and award, this report seeks delegated authority to procure and award contracts utilising RSI 2022-25 and RSAP grant funds and seeks authorisation to enter into new contract arrangements from 1 October 2022.

2. RECOMMENDED ACTION

- 2.1 That Policy Committee notes:
- (a) the application to the DLUHC for Rough Sleeping Initiative (RSI) 2022-25 funding in the maximum sum of £1.8m to commission (a) Housing First¹ and (b) tailored support from the streets into settled accommodation including navigators, outreach/in-reach & out of hours tenancy sustainment; and
 - (b) the DLUHC award of funding in the sum of £220k from the Rough Sleeping Accommodation Programme (RSAP) 2021-24 to deliver “Move-on Homes”
- 2.2 That, subject to the successful outcome of the application outlined in 2.1(a) above, the Assistant Director of Housing and Communities, in consultation with the Lead Councillor for Housing, be authorised to:
- (i) enter into a grant agreement with DLUHC for it to provide Rough Sleeping Initiative (RSI) 2022-25 funding of a maximum sum of £1.8m; and
 - (ii) procure the necessary contracts to implement the RSI 2022-25 funding conditions and enter into contracts with the successful tenderers in respect of the services referred to 2.1(a) above.

¹ Housing First is a housing and support approach which: gives people who have experienced homelessness and chronic health and social care needs a stable home from which to rebuild their lives; provides intensive, person-centred, holistic support that is open-ended and places no conditions on individuals; however, they should desire to have a tenancy.

- | |
|---|
| <p>2.3 That the Assistant Director of Housing and Communities, in consultation with the Lead Councillor for Housing, be authorised to procure the necessary contracts to implement RSAP 2021-24 funding conditions and enter into contracts with the successful tenderers in respect of services to deliver “Move-on Homes” referred to in 2.1(b) above.</p> |
|---|

3. POLICY CONTEXT

- 3.1** In 2018, the Government published their national Rough Sleeping Strategy and Action Plan aiming to halve rough sleeping by 2022 and eliminate it by 2027. In 2019, Reading’s Rough Sleeping Strategy 2019 - 2024 was published to support this aim with key priorities being (1) Early intervention and prevention; (2) Recovery and community intervention; (3) Rapid intervention; (4) United support and enforcement action in Reading and (5) Provision of information and alternative ways to give.
- 3.2** At Spending Review in autumn 2021, the Government committed over £2bn to tackle homelessness and rough sleeping over the next three years, with multi-year funding intended to enable local partners to better plan services and maximise efficiencies. Committed funds include the opportunity for local authorities to apply for three years grant funding from the Rough Sleeping Initiative (RSI) 2022-25, allowing for a more strategic approach to commissioning services for those sleeping rough in contrast to the year-on-year funding of previous rounds. Local authorities are being asked to apply to fund interventions across four key objectives in responding to rough sleeping: prevention, intervention, recovery and systems support.

4. THE PROPOSAL

4.1 Current Position:

- 4.1.1** The Council has applied for DLUHC grant funding of a maximum sum of £1.8m to fund Housing First and tailored off the streets support under RSI 2022-25. Allocation announcements are due from DLUHC in April 2022. This three-year funding award from RSI 2022-25 provides the opportunity for longer contracts than has been possible through previous iterations of RSI.
- 4.1.2** Grant funds have been applied for and awarded to the value of £220k under DLUHC’s Rough Sleeping Accommodation Programme (RSAP) 2021-24 to deliver “Move-on Homes”. Funds will support couples with multiple needs to move on from supported housing into settled accommodation with intensive tenancy sustainment support.
- 4.1.3** The full application to DLUHC for RSI 2022-25 grant also includes funds of circa £1m for (a) extending existing interventions until new contract start dates in October 2022 to ensure smooth implementation and that no vulnerable people are disadvantaged; (b) increasing FTE internal operational and strategic capacity and (c) seasonal demand/surge funding for emergency accommodation.

4.2 Options Proposed

- 4.2.1** It is proposed that, subject to grant funds being allocated and awarded by DLUHC to Reading under RSI 2022-25, RBC undertake an open tender exercise and award 30-month contracts of a maximum sum of £1.8m to the successful tenderer(s) for Housing First and tailored off the street support functions with contract start dates of 1 October 2022.

4.2.3 It is proposed that, RBC undertake an open tender exercise and award a 24-month contract, with an overall contract value of £220k, to the successful tenderer for support to couples in “Move-on Homes” with a contract start date of 1 October 2022.

4.2.2 Specific lots are to be determined, however the procurement exercise will likely include the following lots: (i) Housing First accommodation and support; (ii) tailored support from the streets into settled accommodation including navigators, outreach/in-reach & out of hours tenancy sustainment and (iii) a move-on offer for couples that creates a pathway out of supported housing into settled accommodation.

4.3 Other Options Considered

4.3.1 Withdraw Reading’s application to the DLUHC or not utilise any DLUHC funds awarded under RSI 2022-25 and RSAP 2021-24, which would likely result in an increase in rough sleeping numbers over the next three years, with vulnerable individuals living on the streets without support or accommodation.

4.3.2 Delivery of services in-house; however, RBC do not have the capacity or expertise to deliver these specialist services and recognises that external agencies do, with RBC adopting a partnership approach to homelessness for some time.

5. CONTRIBUTION TO STRATEGIC AIMS

5.1 The report’s recommendations contribute to the Council’s Corporate Plan theme of Thriving Communities by:

- Tackling inequality in our society, to ensure everyone has an equal chance to thrive whatever their economic, social, cultural, ethnic or religious background
- Building relationships and strengthening the capacity and resilience of the voluntary and community sector
- Prioritising the needs of the most marginalised groups and the most vulnerable adults in our communities
- Tackling the effects of the pandemic, such as increased unemployment, long term health problems, mental health issues and social isolation where rough sleeping/risk of rough sleeping is the ultimate symptom of these effects

5.2 These recommendations also contribute to TEAM Reading values by supporting the Council’s ambition to considerably reduce rough sleeping to as close to zero as possible by 2027 and making a positive difference to the lives of people with complex multiple needs including drug/alcohol misuse, offending histories and mental ill-health.

6. ENVIRONMENTAL AND CLIMATE IMPLICATIONS

6.1 There are no environmental or climate implications arising from the report’s recommended decision and therefore no mitigations are required e.g. service user resilience to future climate change will not be impacted and there are no identified implications for the environment and biodiversity.

7. COMMUNITY ENGAGEMENT AND INFORMATION

7.1 Funding applications to both RSI 2022-25 and RSAP 2021-24 have been co-produced with DLUHC, as informed by significant on the street intelligence and ongoing needs analysis of those sleeping rough/at risk of sleeping rough. Reading has several existing interventions to support and accommodate this cohort, having learnt from best practice and knowledge of ‘what works’ in Reading and other boroughs.

- 7.2 As part of RSI 2022-25 application, RBC were required to undertake and submit a self-assessment to assess strengths and gaps, specific cohort needs and how Reading plans to shape services and outcomes for rough sleeping groups over the next three years.
- 7.3 To inform this self-assessment and support compilation of priorities for proposed interventions for RSI 2022-25, Homeless Link provided an independently facilitated workshop with commissioned, statutory, VCS and faith sector partners. All of Reading's Homelessness Partnership (HoP) partners were invited to give their views. This was followed up by an on-line survey which asked sector partners to prioritise the themes they had identified in the workshop.

8. EQUALITY IMPACT ASSESSMENT

- 8.1 Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to:
- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 8.2 An Equality Impact Assessment (EIA) is not relevant to this decision and it has been determined that the decision will not/could not have a differential impact on: racial groups; gender; people with disabilities; people of a particular sexual orientation; people due to their age; people due to their religious belief.

9. LEGAL IMPLICATIONS

- 9.1 The Council will need to enter into the DLUHC's grant agreement and comply with the conditions for the grant.
- 9.2 Service providers delivering the Rough Sleeping Initiative (RSI)/Rough Sleeping Accommodation Programme (RSAP) will need to be procured in accordance with the Council's tendering processes and Standing Orders and contracts entered into with the successful tenderers.

10. FINANCIAL IMPLICATIONS

- 10.1 For RSI 2022-25 the maximum total contract value is £1.8m with up to £350k in 2022/23, up to £760k in 2023/24 and up to £690k in 2024/25.
- 10.2 For RSAP, the total contract value is £220k, with £55k in 2022/23, £110k in 2023/24 and £55k in 2024/25.
- 10.3 Grant funding to cover the contracts above would be awarded under s.31 of the Local Government Act 2003 meaning that spend will be restricted to the activities laid out in the bid application. There are no other direct financial implications, the grant received would be ringfenced to meet the contract costs. Should there be delays in contract implementation or underspend that requires grant carry-over into the next financial year, written permission would be requested by RBC from DLUHC. If this permission was not granted, and their decision was not to allow the repurposing or carry-over of funds that resulted in a surplus, clawback provisions may be enacted by DLUHC.

10.4 **Value for Money (VFM):** Efficiencies will be maximised by procuring RSI 2022-25 and RSAP contracts concurrently with a start date of 1 October 2022. The alternative would be to deliver RSAP on a separate procurement timeline, thus requiring additional line management costs/risk of there being no interested parties. Staff costings for both grant applications have been benchmarked against existing provision and known market salaries, provider on-costs, overheads and inflationary projections over the next three years to ensure VFM as well as competitive tender interest.

10.4 **Risk Assessment:** No key financial risks have been identified with this proposal.

11. BACKGROUND PAPERS

11.1 None.

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READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

TO:	POLICY COMMITTEE		
DATE:	4 APRIL 2022		
TITLE:	ANNUAL PARKING SERVICES REPORT 2020 - 2021		
LEAD COUNCILLOR:	COUNCILLOR T PAGE	PORTFOLIO:	STRATEGIC ENVIRONMENT, PLANNING & TRANSPORT
SERVICE:	PARKING SERVICES	WARDS:	BOROUGHWIDE
LEAD OFFICER:	ELIZABETH ROBERTSON	TEL:	01189 373767
JOB TITLE:	CIVIL ENFORCEMENT MANAGER	E-MAIL:	Elizabeth.robertson@reading.gov.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The Traffic Management Act 2004 states that each local authority with Civil Parking Enforcement should publish an Annual Report about their enforcement activities covering financial and statistical data.
- 1.2. **Appendix 1** Parking Services Annual Report 2020 - 2021
- 1.3. **Appendix 2** Climate Impact Assessment (CIA) Parking Annual Report

2. RECOMMENDED ACTION

- 2.1 That members note the contents of this report and that the annual reports for 2015-2020 are available on the Council's website.
- 2.2 That Members note the annual report for 2020-2021 is intended to be published in April 2022

3. POLICY CONTEXT

- 3.1. The Council is a Civil Enforcement Authority under the Traffic Management Act 2004 and is therefore required to produce an annual report.
- 3.2. Reading Borough Council took up statutory powers under the Road Traffic Act 1991 (as amended) in 2000 to become a Special Parking Area (SPA) taking over parking enforcement from the Police. In April 2008, every Local Authority with SPA powers became a Civil Enforcement Area (CEA) under the Traffic Management Act 2004 (TMA). One of the requirements of the TMA is that each Local Authority submit an Annual Parking Report to the Department for Transport (DfT) each year. The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions sets out the minimum information to be included in the Annual Parking Report.

- 3.3. The Statutory Guidance requires that as a minimum the Local Authority must include financial details relating to total income and expenditure on the parking account and statistical information relating to the number of Penalty Charge Notices (PCNs) issued, paid, cancelled, and challenged.
- 3.4. The Traffic Management Act 2004 and Transport Act 2000 (for bus lane Penalties) sets out the appeals process that recipients of Penalty Charge Notices must follow if they believe they have grounds for the ticket to be cancelled. There are 3 sequential stages to this process as set out below:
 - 3.4.1. An Informal Challenge to the Council
 - 3.4.2. A formal representation to the Council upon receipt of the Notice to Owner
 - 3.4.3. An appeal to the Traffic Penalty Tribunal if representation to the Council is unsuccessful.
- 3.5. The appeals process for bus lane Penalties is the same except there is no informal challenge to the Council, as the first notification is the “Notice to Owner” notice.
- 3.6. A legal requirement of both relevant Acts is for the Council to provide an address where these can be sent. The Council provides two dedicated addresses for motorists to correspond with (one for parking penalties and one for bus lane penalties) and has a secure online facility for direct representation to be made against the penalties.
- 3.7. A principal element of the process is the requirement for the registered keeper of the vehicle (i.e., the person named on the vehicle registration document or the registered hirer) to communicate directly with the Council. This means that a third party can only act on the registered keeper’s behalf if legally authorised to do so. Therefore, there are extremely limited circumstances in which an MP or Councillor can act for someone else.

4. THE PROPOSAL

- 4.1. The annual report for 2020-2021 includes the Statutory Guidance requirements and includes information for Residents Parking Permits, Bus Lane Enforcement, Blue Badge Issues and Enforcement, Car Parks, Pay and Display and Freedom of Information requests
- 4.2. The annual report for 2020-2021 is intended to be published in April 2022 and is available through the Council’s website at:
<https://www.reading.gov.uk/council/policies-finance-and-legal-information/freedom-of-information-foi/>

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1. By putting the Annual Report onto the website, supports visitors and residents by giving access to information regarding the service area.
- 5.2. To promote equality, social inclusion, and a safe and healthy environment for all.
- 5.3. Engaging in the digital transformation by making information accessible by digital methods. Ensuring collaboration with all.

6. ENVIRONMENTAL AND CLIMATE IMPLICATIONS

- 6.1. There are no environmental or climate implications arising from the decision of this report because it is an information report about the Council’s enforcement activities covering 2020-2021.

- 6.2. The report summarises action on issues like Red Route and Bus Lane enforcement, both of which are important to enabling efficient public transport movements which support our climate and environmental policy objectives.

7. COMMUNITY ENGAGEMENT AND INFORMATION

- 7.1. The Annual Parking Report will have wider accessibility by being published on the Council's website.

8. EQUALITY IMPACT ASSESSMENT

- 8.1. An Equality Impact Assessment (EIA) is not relevant to this report

9. LEGAL IMPLICATIONS

- 9.1. The local Authority is required to produce an Annual Parking Report under the Traffic Management Act 2004.
- 9.2 Publishing the report online facilitates efficient access to parking data often requested under the Freedom of Information Act 2000.

10. FINANCIAL IMPLICATIONS

- 10.1 None

11. BACKGROUND PAPERS

- 11.1 None

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PARKING SERVICES ANNUAL REPORT

2020/2021



Reading
Borough Council
Working better with you

Foreword - Councillor Page

Welcome to Reading Borough Council's Parking Services Annual Report. The report summarises the parking and traffic enforcement responsibilities conducted by the Council in 2020/2021 during the peak of the pandemic. The figures and financial data reported reflect this extraordinary period.

The Covid pandemic has affected all areas over the past two years and changed the way many people go about their day-to-day lives. The impact of lockdowns on people's ability to travel, along with the Government's guidance on avoiding the use of public transport, as well as working from home, has had a significant impact on travel behaviour including parking. The further reluctance of people to meet in large groups or in congested areas means we are still seeing changed patterns of behaviour to what we saw pre-pandemic. It is perhaps the start of a 'new normal'.

Parking is an essential service, and our Parking Services Team has continued to run a smooth and effective service throughout the pandemic. We have also worked to support colleagues and partners providing critical and essential services. In particular we were proud to support the NHS through providing parking in our Queens Road car park for staff at the Royal Berkshire Hospital, as well as providing an area of our Park & Ride site at MereOak as a COVID testing site.

A well-managed parking service is also essential to support healthy local neighbourhoods and our town centre for residents, motorists, businesses, and visitors. This is now even more critical as we look to encourage people to return to these areas and support the local economy.

Alongside the pandemic a number of other challenges have not gone away including congestion, climate change, air quality issues and an increasing population, both in and around Reading as new housing developments come forward. The Council must plan to ensure that, for all of these reasons, travelling into and within Reading is sustainable now and in the future. Our Parking Strategy must work alongside Reading's other plans for promoting sustainable and active travel and our wider partnership work through the Reading Climate Emergency Strategy.

The Council's Parking Services team is responsible for ensuring that drivers comply with parking regulations in Reading and for day-to-day management of the Council's off-street car parks. This requires a wide range of responsibilities including maintaining partnerships for the provision of Park & Ride, maintenance of the car parks and payment machines, issuing parking permits to residents and workers, and compliance management. In instances where vehicles are parked in contravention of regulations, the Council has legal obligations to take appropriate action which inevitably leads to the issuing of penalties and the management of collection and appeals.

The Council is committed to being transparent about our Parking Services and enforcement activity and this report provides an extensive record of activities during the 2020/2021 financial year. We will also outline how the service is managed to aim to develop an understanding and acceptance of why enforcement activity takes place.

Cllr Tony Page

Lead Member for Strategic Environment, Planning & Transport, and Deputy Leader of the Council

Chapter 1 - Content

The Secretary of State's 'Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions' states that local authorities should produce annual reports about their enforcement activities. It is considered good practice to publish a report which provides the public with information about the way enforcement is undertaken and provides reassurance that enforcement is being undertaken properly. The view of the Secretary of State is that transparency about the civil enforcement of parking regulations enables the public to understand and accept the enforcement of parking contraventions.

This Annual Report provides a record of activities during the 2020/2021 financial year and explains how the service is managed and aims to develop an understanding and acceptance of such enforcement activity.

The 2020/2021 is structured as follows:

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• Appendix A - Parking Penalty Charge Notices	44 - 77
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Chapter 2 - Policy Context

Reading Borough Council introduced Parking Enforcement in 2000, when responsibility for enforcement of parking contraventions passed from Thames Valley Police to the Local Authority. The current legislation that allows for Reading to enforce parking and waiting restrictions is under The Traffic Management Act 2004. This also permitted local authorities to enforce restrictions by other methods which are now known as 'Civil Parking Enforcement.' Parking offences are classified as civil offences rather than criminal offences under Civil Parking Enforcement.

Reading Borough Council has an integrated Parking Service, which manages both on-street and off-street activities. The Council introduced Civil Parking Enforcement under Part 6 of the Traffic Management Act 2004 from 31st March 2008.

The current guiding transport policy document is its Local Transport Plan (LTP) 2011- 2026. The Local Transport Plan includes a 15-year strategy document and a rolling 3-year implementation programme. The LTP programme is reviewed annually to ensure the aims and objectives are being delivered. The statement below summarises the vision for transport in Reading:

“Transport in Reading will better connect people to the places that they want to go: easily, swiftly, safely, sustainably and in comfort. We will meet the challenges of a dynamic, low-carbon future to promote prosperity for Reading.

Whichever way you choose to travel, by foot or bicycle, motorcycle, bus, rail, car, or boat whether to work or education, to leisure or the services you need, our transport system will help you get there.”

The Council is currently preparing a new LTP to set the strategy for 2020-36, statutory public consultation was undertaken during summer 2020, however due to changing travel behaviours as a result of the Covid pandemic further monitoring is being undertaken before the strategy is finalised.

Although it is not possible to specifically measure the contribution of Civil Parking Enforcement on all the objectives, as there are a wide range of other factors that influence them, it is clear that well considered, and implemented enforcement will support this vision.

Chapter 3 - Parking Enforcement

Enforcement is conducted both on- and off-street by Reading Borough Council Parking Services through Civil Enforcement Officers employed through a contractor. Each officer receives specific training resulting in qualification which is:

- WAMITAB Level 2 Award for Parking Enforcement Officers (QCF) (Ofqual qualification number: 601/1781/3)

Civil Enforcement Officers are salaried and are not part of any incentive scheme. Their only enforcement requirement is to ensure that any Penalty Charge Notice is issued correctly and that all the supporting evidence (including photographs) is gathered and recorded.

The Traffic Management Act introduced regulations that allow for enforcement through an approved camera device in areas that are difficult or sensitive. In the autumn of 2012, the Council introduced an enforcement vehicle; it is used to enforce contraventions of waiting restrictions such as school zigzag markings, bus stop clearways and red routes. Enforcement with an approved device is not used where permits or exemptions (such as resident's permits or Blue Badges) may be in use. The primary objective of the camera enforcement system is to ensure the safe and efficient operation of the road network by deterring motorists from breaking road traffic restrictions and detecting those that do.

The Parking Services team at Reading Borough Council have completed/working towards their WAMITAB Level 3 Award in Notice Processing (QCF) (Ofqual qualification number: 601/1941/X). This qualification recognises the importance of back-office staff, having the required skills, knowledge and detail when dealing with challenges, representation, and appeals.

The Reading Borough Council Parking Services team have a duty to consider all aspects of a case. The Secretary of States guidance states that even when a clear contravention has occurred, the Council has discretionary power to cancel a Penalty Charge Notice, and this duty is adhered too - *“under general principles of public law, authorities have a duty to act fairly and proportionately and are encouraged to exercise discretion sensibly and reasonably and with due regard to the public interest.”* This exercise of discretion is approached objectively and without regard to any financial interest (in the penalty or decisions) that may have been taken at an earlier stage. However, discretion can be used to cancel or enforce a Penalty Charge Notice and some motorists who challenge their Penalty Charge Notice may not always receive the decision that they were looking for.

Penalty Charge Notices (PCNs)

Penalty Charge Notices are issued when people contravene the parking code. Penalty Charge Notice tickets can be categorised as higher or lower depending on the seriousness of the contravention. Higher level tickets for more serious breaches are £70 (e.g., parking on yellow lines) and lower-level tickets for less serious breaches are £50 (e.g., parking with an expired permit or pay & display ticket).

Road markings (such as yellow lines, loading bays, bus stops and residents zones) indicate that some sort of restriction applies, and signs nearby will always explain the parking restrictions. If these restrictions are breached, a contravention has occurred, and a Penalty Charge Notice will be issued.



In the Council's public car parks Penalty Charge Notices may be issued if you fail to pay the correct amount at a pay and display ticket machine or for parking in a space for longer than you are permitted to. Also, if your car is reported to be causing a safety hazard, a source of congestion or an obstruction the Police may remove it. Drivers are responsible for making sure that their vehicles are parked correctly and not causing any obstructions. If vehicles are parked correctly, they should not be issued with a Penalty Charge Notice.

Traffic Management Act 2004 Statutory Process - Direct Issue Process

The following process applies where the Civil Enforcement Officer has directly issued the Penalty Charge Notice to the vehicle or handed it to the driver. Please see section below for information about the process involved when the Penalty Charge Notice is sent by post.

Please refer to Chapter 5 for information about challenges, representations and appeals.

- After 14 days of the date of issue of the Penalty Charge Notice
 - The right to pay the discounted sum (£35/£25) after 14 days is lost. The 14 days starts with the date on which the Penalty Charge Notice was issued.
- After 28 days of the date of issue of the Penalty Charge Notice
 - If the charge is not paid 28 days from the date the Penalty Charge Notice was issued a Notice to Owner will be sent to the registered keeper of the vehicle.
 - At this point you can either pay the full charge within 28 days (£70/£50) or make representation to Reading Borough Council.

- Failure to act on the Notice to Owner may result in a Charge Certificate being issued.
- After 28 days of the date of issue of the Notice to Owner
 - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£105/£75). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- After 14 days of the date of issue of the Charge Certificate
 - If the Charge Certificate is not paid within 14 days, the debt may be registered at the Traffic Enforcement Centre and a registration fee of £8.00 will be added to the charge (£113/£83). An Order for Recovery will be sent to the registered keeper of the vehicle.
 - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a witness statement.
- After 21 days after the Debt Registration
 - If the charge has not been paid or a witness statement has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated enforcement agent will be requested to recover the debt from you. The enforcement agent will charge you for this.

Traffic Management Act 2004 Statutory Process - Postal Issue Process

The following process applies where the Penalty Charge Notice has been issued by post. This occurs in circumstances where the Civil Enforcement Officer was prevented from issuing the Penalty Charge Notice at the time, or the vehicle drove away before affixing it to the vehicle/handing it to the driver. A Penalty Charge Notice may also be issued by post from an approved device i.e. a camera recording.

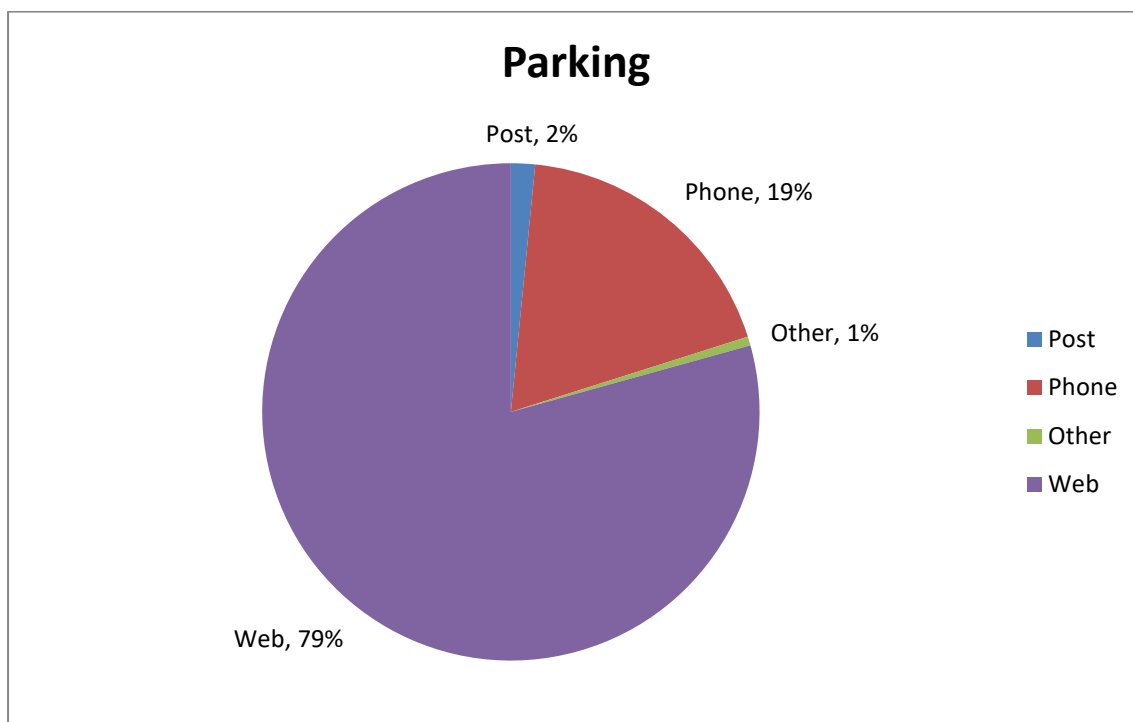
Please refer to Chapter 5 for information about challenges, representations and appeals.

- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:
 - Pay the discount within 14 days (£35/£25) or 21 days if the contravention was detected by an approved device.
 - If the discount is not paid in the 14/21 days, pay the full charge within 28 days (£70/£50).
 - Make representation to Reading Borough Council.
- After 28 days of the date of issue of the Penalty Charge Notice
 - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£105/£75). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- After 14 days of the date of issue of the Charge Certificate
 - If the Charge Certificate is not paid within 14 days, the debt may be registered at the Traffic Enforcement Centre and a registration fee of £8.00 will be added to the charge (£113/£83). An Order for Recovery will be sent to the registered keeper of the vehicle.
 - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a witness statement.
- After 21 days after the Debt Registration
 - If the charge has not been paid or a witness statement has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated Enforcement Agent (Formerly known as bailiffs) will be requested to recover the debt from you. The Enforcement Agent will charge you for this.

Paying a Penalty Charge Notice

Penalty Charge Notices can be paid either online, by post or by phone. Once payment has been made, the driver/owner/hirer has accepted liability for the penalty charge and can no longer make a challenge/representation against the Penalty Charge Notice. Reading Borough Council's interpretation of the relevant legislation (which is supported by the House of Commons Transport Committee) is that the recipient of a Penalty Charge Notice can pay the penalty or challenge the Penalty Charge Notice - it is not possible to do both.

The graph below shows the percentage of the different methods of payment used.



The table below shows the number of Penalty Charge Notices issued for 2020/2021. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.

Penalty Charge Notice Issued	2020 / 2021	Percentage	2019 / 2020	Percentage
Total Penalty Charge Notices Issued	34,541		53,468	
Number of higher-level Penalty Charge Notices issued	22,443	65%	35,437	66%
Number of lower-level Penalty Charge Notices	10,962	32%	17,298	32%
Number of Penalty Charge Notices with no charge level e.g., warning notice	1,037	3%	733	1%
Number of Penalty Charge Notices paid	23,454	68%	40,485	76%
Number of Penalty Charge Notices paid at discount	19,356	56%	33,699	63%
Number of Applications registered at TEC	5,642	16%	7,024	13%
Number of Penalty Charge Notices against which a formal or informal representation was made	5,918	17%	9,976	19%
Number of Penalty Charge Notices cancelled as a result of a formal or informal representation	1,679	5%	1,737	3%
Number of Penalty Charge Notices written off for other reasons	1,745	5%	2,217	4%

Approved Device PCNs

The Council introduced an approved device (enforcement vehicle) for parking contraventions in 2012. From the 6th April 2015 a change in legislation has limited the use that Council may use approved devices for parking enforcement. The enforcement vehicle can only be used to enforce the following contraventions: school keep clear markings, bus stops/stands, red routes, and bus lanes.

The total Parking PCNs issued from the approved device was 3,467. Please see Chapter 4 for Bus Lane Enforcement.

Contravention	Approved Device PCNs
School Keep Clear markings	245
Bus Stops/Stands	80
Red Route	3,142
TOTAL	3,467

The table below shows the streets with highest number of approved device PCNs issued:

STREETS WITH HIGHEST NUMBER OF APPROVED DEVICE PCNs ISSUED	
Location	Total Approved Device PCNs Issued
OXFORD ROAD	1,823
WOKINGHAM ROAD	436
WILSON ROAD	146
NORCOT ROAD	130
LONDON ROAD	127
SCHOOL ROAD	80
RECREATION ROAD	71
FRIAR STREET	57
KINGS ROAD	52
BLAGRAVE STREET	36

Red Route Enforcement



From the 7th March 2018 the Council introduced its first red route in Reading, along the 'Purple 17' bus route. It was introduced first along the East of Borough starting on the Kings Road, at its junction with the IDR, following the A329 corridor east, through Cemetery Junction and along the Wokingham Road. It ends near to the Three Tuns crossroads, on the borough boundary.

The second part of the red route was introduced on the West of the Borough starting on the Oxford Road, at its junction with Alfred Street heading along all the Oxford Road, onto Norcot Road, School Road and ending at Park Lane (at the junction with Mayfair).

A Red route is a 'no stopping' restriction which has been successfully used on major bus routes in London for many years. It helps keep key public transport moving, minimises delays for bus passengers and improves safety for pedestrians and cyclists by preventing dangerous or illegal parking.

The new Red Route restriction means where double red lines are marked, vehicles cannot stop at any time - Monday to Sunday - including for short periods of loading or unloading. Only disabled blue badge holders, Hackney Carriages (black cabs) and private hire vehicles licensed by Reading Borough Council are permitted to stop to allow for boarding and alighting. Emergency service vehicles will, of course, be permitted to stop on the Red Route

Enforcement is carried out by the Civil Enforcement Officers (direct issue) and the Council's enforcement (approved device) vehicle.

Contravention	Approved Device PCNs	Direct Issue PCNs	Total
Red Route	3,005	687	3,692

Report Illegally Parked vehicles

The Council introduced an online facility for members of the public to report illegally parked vehicles and the number of requests received is shown below:

Period	Enforcement Requests Received	PCNs Issued
2017-2018	1,064	169
2018-2019	2,059	288
2019-2020	2,345	435
2020-2021	2,213	165

The Council is unable to issue any Penalty Charge Notices (PCNs) to vehicles that may be obstructing the highway e.g. blocking a driveway. This can be reported to the Police on the non-emergency number 101.

The table below shows the streets with highest number of PCNs issued:

STREETS WITH HIGHEST PENALTY CHARGE NOTICES (PCN) ISSUED	
LOCATION	TOTAL PCN ISSUED
OXFORD ROAD	1513
SACKVILLE STREET	634
ZINZAN STREET	584
KINGS ROAD	550
CHEAPSIDE	523
HOWARD STREET	439
WAYLEN STREET	384
WYKEHAM ROAD	353
BEDFORD ROAD	329
GRANGE AVENUE	328

The table below shows the Car Parks with the number of PCNs issued:

PENALTY CHARGE NOTICES (PCN) ISSUED IN THE CAR PARKS	
CAR PARK	Total PCNs Issued
KINGS MEADOW CAR PARK (NAPIER)	304
CHESTER STREET CAR PARK (CAV)	295
Civic 'B' Car Park	252
Cattle Market Car Park	130
HILLS MEADOW CAR PARK (GEORGE STREET)	118
Thames Side Promenade Car Park	112
KENSINGTON ROAD CAR PARK	47
RECREATION ROAD CAR PARK	38
MALL CAR PARK	5
QUEENS ROAD CAR PARK	3
DUNSTALL CLOSE CAR PARK	2

The table below shows the PCNs issued by month, compared with the last year (note this excludes warning notices)

Please note that we stopped enforcement for 6 weeks as per government guidance because of Covid-19 pandemic. This is shown in April and May figures.

Month	2020-2021	2019-2020
April	0	4,007
May	819	4,671
June	2,998	4,794
July	2,830	4,768
August	3,130	4,196
September	3,579	4,605
October	3,994	5,165
November	3,611	4,774
December	3,827	4,263
January	2,898	4,736
February	3,417	4,293
March	3,438	2,792

A full breakdown of the notices issued by ward, street and contravention code is provided in Appendix A.

Further Information

Further information can be found on the Council's website: www.reading.gov.uk or www.PATROL-uk.info

The form to report illegally parked vehicles can be found on the Council's website: <https://www.reading.gov.uk/transport/parking/>

Chapter 4 - Bus Lane Enforcement

Reading Borough Council has more bus lanes per mile of road than anywhere else in the UK and a greater proportion of people travel by bus than in most other cities and towns in the UK. Reading Borough Council and its partners want to make public transport reliable and punctual. Bus lanes, when operating properly, help improve journey times, punctuality and reliability which may help make public transport a more attractive option and in turn relieve congestion.



When bus lanes are misused, they are less effective, hence the need for effective enforcement. When people ignore bus lanes, they can cause delays to public transport and increase the risk of accidents as other road users are unlikely to be aware of their presence.

In October 2005, powers were introduced under the Transport Act 2000 that made it possible for Reading Borough Council to enforce the regulations governing the use of bus lanes in the Borough. The Police may still take action against persons driving in bus lanes or ignoring road signs, however, Reading Borough Council's enforcement by approved device cameras has substantially increased the likelihood of those abusing bus lanes being caught out.

The penalty for being caught in a bus lane is a £60 Penalty Charge Notice. Cameras record vehicles using bus lanes and penalties are issued based on this information. Enforcement officers check the recordings to determine whether a contravention of the rules has taken place or if there may be other circumstances e.g., to avoid an accident. It is possible to make a representation against the Penalty Charge Notice within 28 days of it being issued.

Appendix B provides a breakdown of information per bus lane.

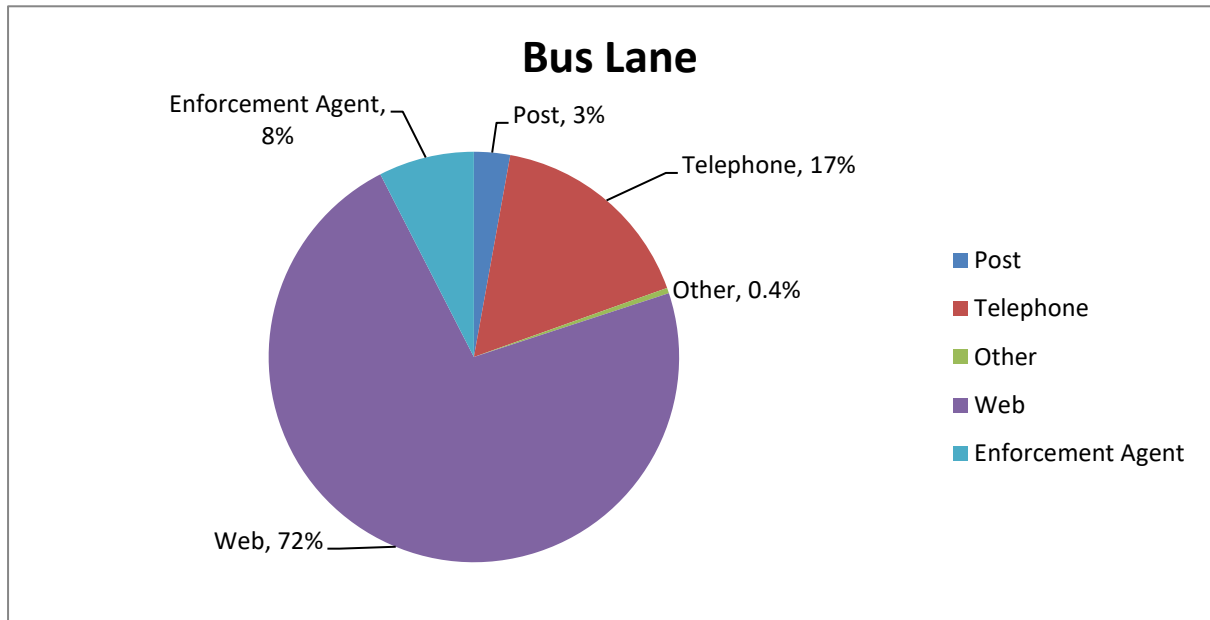
Transport Act 2000 Statutory Process

Please refer to Chapter 5 for information about challenges, representations and appeals.

- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:
 - Pay the discount within 14 days (£30).
 - If the discount is not paid in the 14 days, pay the full charge within 28 days (£60).
 - Make representation to Reading Borough Council.
- After 28 days of the date of issue of the Penalty Charge Notice
 - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£90). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- After 14 days of the date of issue of the Charge Certificate
 - If the Charge Certificate is not paid within 14 days, the debt will be registered at the Traffic Enforcement Centre and a registration fee of £8.00 will be added to the charge (£98). An Order for Recovery will be sent to the registered keeper of the vehicle.
 - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a statutory declaration.
- After 21 days after the Debt Registration
 - If the charge has not been paid or a statutory declaration has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated Enforcement Agent (Formerly known as bailiffs) will be requested to recover the debt from you. The Enforcement Agent will charge you for this.

Paying a Penalty Charge Notice

Penalty Charge Notices can be paid either online, by post or by phone. The graph below shows the percentage of the different methods of payment used for Penalty Charge Notices relating to bus lanes.



The table below shows the number of Penalty Charge Notices issued for entering bus lanes in 2020/2021. A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.

Penalty Charge Notice Issued	2020 /2021	Percentage of Total Issued	2019 / 2020	Percentage of Total Issued
Total Penalty Charge Notices Issued	44,489		81,116	
Number of Penalty Charge Notices paid	35,714	80%	64,251	79%
Number of Penalty Charge Notices paid at discount	30,966	70%	56,464	70%
Number of Penalty Charge Notices against which a formal representation was made	7,403	17%	14,401	18%
Number of Penalty Charge Notices cancelled as a result of a formal representation	1,201	3%	2,136	3%
Number of Penalty Charge Notices written off for other reasons	741	2%	2,496	3%

Appendix B provides a breakdown of the PCNs issued per bus lane and a comparison with the previous year's issue.

Further Information

Further information can be found on the Council's website: www.reading.gov.uk or www.PATROL-uk.info

Chapter 5 - Challenges, Representations and Appeals

If a driver is issued a Parking Penalty Charge Notice, which they feel is unwarranted; they have the right to challenge the Penalty Charge Notice. This is done in 3 stages. The first stage is an informal challenge to Reading Borough Council which is followed up by the second stage which is a formal representation to the Council. If the representation to the Council is unsuccessful, the third stage is an appeal to the Traffic Penalty Tribunal. It should be noted that for Penalty Charge Notice issued by post (either parking or bus lane related) there is no informal challenge.

The Reading Borough Council Parking Services team will deal with each case on its own merits and will take into account the evidence recorded by the Civil Enforcement Officer and the information provided for a case. There are statutory time limits for dealing with representations and appeals, whereas guidance is provided for informal challenges. In all cases the Reading Borough Council Parking Services aim to deal with challenges, representation and appeals in an efficient, effective, and impartial way.

Stage 1 - Making an Informal Challenge

Reading Borough Council Parking Services have a legal obligation to consider all informal challenges received. If an informal challenge is made within 14 days of the Penalty Charge Notice being issued, the discount period will be put on hold until the Council can deal with the challenge. A letter from the driver explaining the reasons why they feel they have grounds for an appeal should be made as soon as possible to the address given on the Penalty Charge Notice. The letter can be submitted by writing to the Council using surface mail or making a challenge by way of a secure website. A letter will be replied to if the challenge is upheld, and the Penalty Charge Notice will be cancelled. If the challenge is not upheld, provided the challenge was made within 14 days of the Penalty Charge Notice being issued, a further 14 days to pay the Penalty Charge Notice at a discounted rate will be granted.

Stage 2 - Representations

A representation (under the Traffic Management Act 2004) can only be made upon receipt of a Notice to Owner, in cases where the PCN has been affixed to the vehicle or handed to the driver. The Notice to Owner will be sent to the registered keeper of the vehicle 28 days after the issue of the Penalty Charge Notice. Should a Penalty Charge Notice have already been paid the case is considered closed and no representation or appeal may be made. Once a Notice to Owner has been issued, the vehicle owner has 28 days to make a representation. The Council has a legal obligation to consider all representations received and must reply within 56 days of receiving the representation, if the Council does not reply in this time period, the Penalty Charge Notice is automatically cancelled.

Should a representation be unsuccessful the owner will be liable to pay the Penalty Charge Notice at the full rate. If the Council rejects the representation, an appeal may then be made to the Traffic Penalty Tribunal. Where a Penalty Charge Notice has been issued by post the registered keeper has 28 days to make a

representation to the Council. If those representations are made within the discount period, the Council will generally hold the discount and if the decision is made to reject the Penalty Charge Notice, this will be re-offered again. However, should an appeal be made to the Tribunal, the full charge would then apply, even if it is within the re-offered discount period. This process is set down by the Traffic Management Act 2004 (and accompanying regulations) for parking contraventions. The process is the same for bus lane contraventions issued under the Transport Act 2000, however, there is no informal challenge or time limit set for the Council to reply to a representation. These are the only ways to query a Penalty Charge Notice.

Complaints about the parking scheme itself should be made in writing to Reading Borough Council. General enquiries concerning parking issues may be made by telephone, however, Reading Borough Council cannot accept challenges or representations made by email or telephone.

The table below shows items of correspondence received in relation to informal challenges, parking, and bus lane representations for 2020/2021¹.

2020/2021	Informal Challenges	Incoming Parking Representations	Incoming Bus Lane Representations	Total
April	91	131	685	907
May	5	42	194	241
June	314	120	374	808
July	364	95	732	1,191
August	339	97	485	921
September	374	124	981	1,479
October	431	185	922	1,538
November	434	209	871	1,514
December	401	156	531	1,088
January	268	239	625	1,132
February	252	258	456	966
March	304	351	547	1,202
Total	3,577	2,007	7,403	12,987

¹ Please note that this data is that recorded on 1st October 2021. This data includes PCNs that have made multiple challenges and/or representations

The table below shows informal challenges and representations received compared to last year.

	Informal Challenges	Incoming Parking Representations	Incoming Bus Lane Representations	Total
Total 2019/2020	6,504	2,717	14,401	23,622
Total 2020/2021	3,577	2,007	7,403	12,987

The table below shows the other correspondence received and answered.

Under the relevant legislation the Council is not required to answer any correspondence once the representation period has ended i.e., when the Charge Certificate has been issued.

	Post Charge Certificate	Post Order for Recovery	Post Warrant	Paid*	Other	Total
Parking PCNs	434	65	44	35	0	578
Bus Lane PCNs	1,386	140	157	90	491	2,264
TOTAL	1,820	205	201	125	491	2,842

* The Council is issued guidance that makes it clear that a PCN is deemed 'paid' as soon as the payment arrives at any payment office belonging to the enforcement authority that issued the PCN. The enforcement authority should promptly close the case. Any correspondence received when a case has been paid will be responded too, but priority is always given to open cases.

Stage 3 - Appeal to the Traffic Penalty Tribunal

The Traffic Penalty Tribunal is a body independent of the Council. Adjudicators are people with at least five years legal experience who consider the evidence for appeals against Penalty Charge Notices issued by Local Authorities. Their decision is final and binding on both parties.

Should a Representation to the Council be unsuccessful a Notice of Appeal will be sent to the registered keeper which includes details of how to appeal online. A Traffic Penalty Tribunal appeal can only be made should a representation to the Council already have been rejected. When they receive a 'Notice of Appeal', the Traffic Penalty Tribunal staff will make some basic checks and if everything is in order it will be registered as a formal appeal. The registered keeper will receive acknowledgement of this and a date as to when the appeal is due to be decided. The Council will also be notified that the appeal has been lodged and will be given a date for which to submit their evidence to the Adjudicator. In the case of a personal appeal being asked for, the Traffic Penalty Tribunal staff will schedule it for the next appropriate hearing at the registered keepers preferred location and give 21 days' notice of the precise date, time, and venue.

The table below shows how many appeals were dealt with by the adjudicators².

2020/2021	Parking Penalty Charge Notices	Percentage of Total PCNs Issued	Percentage of Appeals Received	Bus Lane PCN	Percentage of Total PCNs Issued	Percentage of Appeals Received
Total PCNs Issued	34,541			44,489		
Total Received	49	0.14%		105	0.24%	
Dismissed by Adjudicator	14	0.04%	29%	24	0.05%	23%
Allowed by Adjudicator	14	0.04%	29%	42	0.09%	40%
Not Contested	9	0.03%	18%	30	0.07%	29%
Consent Order	2	0.01%	4%	2	0.00%	2%
Withdrawn	1	0.003%	2%	1	0.002%	1%
Not Registered	9	0.026%	18%	6	0%	6%
Awaiting decision inc. other	0	0.0%	0%	0	0%	0%

² Please note that this data is constantly changing, and the data provided is that recorded on 1st October 2021.

Consent Order means the Council and Appellant have reached an agreement over the appeal.

The table below shows the number of appeals received compared to previous years:

	Parking PCN	Percentage of Total PCNs Issued	Bus Lane PCN	Percentage of Total PCNs Issued
Total Appeals Received 2015/2016	131	0.37%	264	0.27%
Total Appeals Received 2016/2017	135	0.36%	296	0.36%
Total Appeals Received 2017/2018	120	0.30%	304	0.32%
Total Appeals Received 2018/2019	94	0.19%	207	0.29%
Total Appeals Received 2019/2020	98	0.20%	183	0.26%
Total Appeals Received 2020/2021	49	0.14%	105	0.24%

The Council reviews all adjudicator decisions and through the feedback from them will try to ensure that unnecessary appeals are not registered. A fresh review of the case is made when an appeal is registered, regardless of the decision made at representation stage.

The annual report from the Traffic Penalty Tribunal on their service was not available at the time of this report. The Tribunal has moved their service to an online portal. This allows appellants to register, upload their evidence and track their appeal through the online service. Appellants can still choose to have their appeal decided by post, telephone or personal hearing and most choose the post or telephone option. The Council can upload their evidence, send messages to the Tribunal/Appellant which has improved the efficiency and the Adjudicators can decide on appeals quickly.

Further Information

Further information can be found on the Council's website: www.reading.gov.uk or www.PATROL-uk.info

The Traffic Penalty Tribunal's website: www.trafficpenaltytribunal.gov.uk

Chapter 6 - Enforcement Agents

If a PCN remains unpaid after the Council has issued their notices (Please see Chapter 3 and 4), a Warrant may be issued to the Enforcement Agents (formerly bailiffs) to recover the debt. The regulations and fees that the Enforcement Agents work under changed in April 2014.

Parliament introduced new legislative arrangements for Enforcement Agents in April 2014, when the relevant provisions of the Tribunals, Courts and Enforcement Act 2007 were brought into force. One of the changes that came into operation was a new, simplified, regime for fees payable to Enforcement Agents, at each stage in the recovery process, as set out in the Taking Control of Goods (Fees) Regulations 2014.

Regulations 4 and 5 allow the Enforcement Agents to recover the fees from the debtor and specify each stage of the process. Schedule 1 specifies the relevant fees, which are, as follows:

Stage	Fee	Information
Compliance Stage	£75	Notifying the debtor in writing, on receipt of the warrant, of the liability.
Enforcement Stage	£235	For attending the premises, if no payment is made within 7 clear days of the compliance stage notice. The Enforcement Agents can make a number of visits but only one charge is applied.
Sale/Disposal Stage	£110	For preparing to remove goods, removing goods, sale of goods

There may be additional charges if goods are removed such as storage, auction costs etc.

If there are multiple warrants issued, the compliance fee is charged per warrant, but the enforcement and sale/disposal fee is normally only added onto the first warrant. There are exceptions to this and for further information please see below.

The Council expects Enforcement Agents, acting in respect of debts it (the Council) has registered, to handle enquiries or complaints about the fees those agents have charged. The Taking Control (Fees) Regulations 2014 provides for any disputes about the fees to be settled by a Court.

The table below shows the warrants issued to the Enforcement Agents in the past 5 years for Parking PCNs³.

PARKING	Total Warrants Issued	Successful Collection	Outstanding Warrants	Closed Warrants (unable to trace/execute)
2016-2017	4,539	26%	0%	74%
2017-2018	4,816	26%	0%	73%
2018-2019	5,168	27%	0%	72%
2019-2020	5,601	26%	2%	72%
2020-2021*	4,940	23%	29%	48%

The table below shows the warrants issued to the Enforcement Agents in the past 5 years for Bus Lane PCNs⁴.

BUS LANE	Total Warrants Issued	Successful Collection	Outstanding Warrants	Closed Warrants (unable to trace/execute)
2016-2017	6,632	31%	0%	69%
2017-2018	8,357	33%	0%	67%
2018-2019	7,643	38%	0%	61%
2019-2020	7,334	40%	1%	59%
2020-2021*	5,629	38%	18%	44%

Further Information

Further information can be found on the Civil Enforcement Association website <http://www.civea.co.uk/>

³ Please note that this data is constantly changing, and the data provided is that recorded on 1st November 2021.

⁴ The data provided is that recorded on 1st November 2021.

* Warrants are valid for 1 year from issue

Chapter 7 - Permits



Permit Parking Zones came to Reading in the mid 1970's with the intention to enable residents to park in streets that would have otherwise been occupied by shoppers or commuters parking in the town centre. As levels of car ownership and traffic patterns have developed, the zones have spread away from central Reading to other parts of the town affected by parking problems.

In 2011/2012, the parking permit service and the zoning system was updated with zones becoming larger and a better split between the number of permits being issued and the number of on-street parking spaces being made available. Changes to the permit scheme are made so it is vital people continue to check the signs and lines where they park

There are currently three main types of permits available, resident, visitor, and business, however, temporary permits and other discretionary permits are also available.

The permit must be displayed in its registered vehicle at all times when the vehicle is parked in a permit bay. The permit should be displayed on the windscreen and be readable so that the information contained on it is legible. The information on the permit will contain, the vehicles registration, the permit zone, the expiry date, and the make of the vehicle.

A new online system was introduced on the 01 November 2017, which allows residents to manage their permit applications online. The table below shows the number of permits issued.

Permit Type	Total Issued 2020/2021	Percentage issued 2020/2021	1st Resident Permit/Free Visitor Permits	2nd Resident Permit/Charged Visitor Permits
Business	27	0.1%	N/A	N/A
Resident	10,609	32%	8,615	1,994
Visitor	13,952	43%	12,073	1,879
Temporary	2,341	7%	N/A	N/A
Discretionary	5,812	18%	N/A	N/A
GRAND TOTAL	32,741			

All other permit types are issued at the discretion of the Council. The Council must be satisfied that the same conditions apply for discretionary permits and there is no automatic right of renewal.

Resident Permits

Resident Parking Permits are provided in controlled parking areas for residents of Reading. Following an extensive consultation, parking zones were simplified and re-organised providing a longer and more flexible parking solution. Permits will run for 12 months from the date of issue, and it is up to the user to renew a permit before it expires.

A maximum of two permits are available to be issued per household. To comply as a household the house or flat must; lie within a Permit Parking Zone, be registered for Council Tax, have appropriate planning permission, and not have a planning condition that prohibits the issue of permits. The first permit per household is £40 and the second is £150. It is down to the discretion of the homeowner as to what name goes on which permit. When first applying for a permit, proof of residence and proof of car ownership will be required to be sent with the application. Once a permit has been granted, it can be renewed the following year online without the need for re-applying or supplying evidence.

Business Permits

Business Parking Permits are available to businesses that operate within a permit parking zone. The criteria to be eligible for a Business Parking Permit are the staff and operators may not reside in the permit zone, the premises must have no associated off-street parking, and the staff for whom the permits are intended for should require regular and frequent use of their vehicles during the working day.

Businesses are eligible to apply for one permit per business with any further requests to be made as a discretionary application. When applying for a permit, the business must provide proof of address and proof of vehicle ownership. Business permit applications must be made by post.

Visitor Permits

Both residents and businesses within permit parking areas can offer visitor permits. All households in permit' parking zones are entitled to visitor permits. Visitor permits are scratch cards each for half days. They are issued in books of 20 permits. The first two books are free and a further five books are available at a cost of £25 per book. Proof of residence is required when applying for visitor permits. Businesses are able to purchase up to 100 visitor permits, Community Agencies are able to purchase an unlimited number of visitor permit. Like with the Residents' visitor permits Business visitor permits are scratch cards for half a day and are also issued in books of 20 at £25 per book. Once the books have been granted, they can be renewed the following year, online without the need for re-applying or supplying evidence. Visitor Books cannot be renewed, if more than a year has passed since they were originally issued.

Temporary permits can be obtained through our online service and are issued as a “Print at Home” permit. Temporary permits are normally issued to residents who have just moved into the permit zone or have changed their vehicle. Temporary permits are issued for 8-weeks to allow time to submit full proofs. Temporary permit cover is not extended after the 8-week period as it is felt this is enough time to have obtained the full proofs required.

Discretionary Parking Permits

Reading Borough Council has recognised that there are those who, from time to time, may have business within the permit zones which, the Council may decide at its discretion as the Highway Authority to be legitimate reason to grant a permit. Other such permits that the Council issues include Medical Practitioners, Healthcare Professional, Carer, Charity, Tradesperson, Teacher, Nanny and Other Resident/Business/Visitor Discretionary.

New Resident Permit Scheme Areas

Any new Resident Permit Parking schemes are only introduced with the support of the residents in the area. They are considered on an area basis, not street-by-street, to reduce the amount of displaced parking in nearby streets.

The Traffic Management Sub-Committee reports on requests for new Resident Permit Parking schemes. The scheme designs are built with Council Officer recommendations and public consultation feedback.

The following extensions to permit zones were introduced from 2020:

Zone	Spaces added	Month
10R	68	August 2020
13R	15	August 2020
14R	590	August 2020
Total	673	

Further Information

Further information can be found on the Council’s website: www.reading.gov.uk

The table below shows the total permits issued by type⁵

Permit Type	Total issued in 2020 / 2021	Percentage	Total issued in 2019/2020
Business	27	0.1%	27
Business Discretionary	18	0.1%	22
Carer	161	0.5%	111
Charity (free and charged)	20	0.1%	24
Doctor	33	0.1%	34
Health Care Professional	385	1.3%	307
Landlord - Annual	19	0.1%	11
Nanny	2	0.0%	2
Non-UK Registered Vehicle Permits	1	0.0%	3
Resident - First Permits	8,615	28.4%	8,312
Resident - Second Permit	1,994	6.6%	2,028
Resident Discretionary	506	1.7%	509
Teacher	108	0.4%	99
Temporary Permits	2,279	7.5%	2,996
Tradesperson - Annual	131	0.4%	109
Tradesperson - Daily	1,571	5.2%	943
Visitor Books - Charged	1,879	6.2%	2,796
Visitor Books - Free	12,073	39.8%	13,393
Visitor Business	47	0.2%	76
Visitor Charity	6	0.0%	30
Visitor Discretionary (free and charged)	463	1.5%	549
Total	30,338		32,381

⁵ Please note that this data is that recorded on 2nd April 2021.

The table below shows the permits zones and the number of permits on issue⁶

Permit Zone	Approx. Spaces on street	Total Permits	Capacity
01R	631	615	97%
02R	926	661	71%
03R	551	508	92%
04R	99	49	49%
05R	561	497	89%
06R	954	865	91%
07R	1,664	1,414	85%
08R	787	689	88%
09R	509	413	81%
10R	1,422	1,268	89%
11R	374	337	90%
12R	1,238	1,085	88%
13R	1,094	1,036	95%
14R	1,227	1,324	108%
15R	430	211	49%
B2	32	23	72%
C4	18	4	22%
W1	20	8	40%
Z1	25	17	68%
Total	12,562	11,024	88%

⁶ Please note that this is constantly changing, and the data provided is that recorded on 2nd April 2021.

Chapter 8 - Blue Badges

Blue Badges provide a vital lifeline to over 2.5 million people every year allowing disabled people to access employment, shops, and other services. Blue Badge fraud is a growing issue across the country. Abuse of the scheme means that priority spaces are unable to be used by those who need them most.



It is therefore vital that Reading Borough Council put measures in place to try and reduce the number of incidences of Blue Badge fraud.

Since the 1st January 2012, the Department for Transport (DfT) has introduced a new Blue Badge Improvement Service (BBIS) scheme which is intended to tackle this problem. The scheme comprises of a central nationwide database and a new assessment process to ensure badges only go to those who need them. The scheme will be managed nationally by Northgate Public Services.

The new Blue Badges nationally use security style inks and techniques making them almost impossible to reproduce, tamper with or amend. It is now an offence for anyone who is not the actual badge holder to use the Blue Badge, or to park in an on-street Blue Badge parking bay without displaying a badge.

If you suspect someone of committing Blue Badge fraud you can report to the Corporate Investigations Team in confidence (details in further information).

The Department for Transport has issued a booklet called 'The Blue Badge Scheme: Rights and Responsibilities in England.' This booklet explains to the holder of a Blue badge their responsibilities, places where they can and cannot park, and further travel advice. This also includes information on how to display the badge, where parking is for free and where time limits do/do not apply.

The table below shows the Blue Badges issued in 2020/2021 and total on issue as of 31st March 2020, compared with previous year.

Blue Badge Allocation	Issued in 2020/2021	On issue as of 31st March 2021	Issued in 2019/2020	On issue as of 31st March 2020
Total number of valid Blue Badges	1,676	5538	2,079	4,688
Total number of Blue Badges on issue to organisations	14	38	10	36

National Fraud Initiative

The purpose the National Fraud Initiative is to recover those Blue Badges which should have been returned following a death. Reading Borough Council is part of this initiative. Following the national redesign of Blue Badges, it should make it easier for Local Authorities to both cross check and identify fraudulent badges.

The Civil Enforcement Officers have been working with the Council's Corporate Investigations team over the last couple of years and have been able to check the validity of the badges on display. Any badges that are invalid are referred to the Corporate Investigations team for further inspection. The numbers are heavily reduced, due to the impacts of Covid and that the Courts were only dealing with serious offences until Sept 2020.

Period	Number of Badges checked	Number of Badges referred
October 2017 - March 2018	113	10
April 2018 - March 2019	205	41
April 2019 - March 2020	163	52
April 2020 - March 2021	3	3

Between March 2020 and April 2021, the Corporate Investigations Team has the following updates on cases referred⁷:

Current Status	Number of Cases 2020-2021	Number of Cases 2019-2020
Closed - Cases successfully prosecuted	2	10
Closed - Criminal Caution Given	0	1
Closed - Formal Blue Badge Warning Letter Given	0	6
Closed - Blue Badges seized and destroyed	1	7
Open - Cases awaiting Criminal Charges	0	7
Open - Cases awaiting Magistrates hearing date	0	7
Open - Cases under review	0	3
Closed - Cases with insufficient evidence to interview or not sufficient to lay charges	2	14

⁷ current status as at 4th November 2021

Total	3	55
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Further Information

You can report suspected blue badge fraud in confidence by the following methods

Telephone	0118 937 2143
Email	antifraud@reading.gov.uk
Report via web pages	https://www.reading.gov.uk/council/feedback/report-fraud/

Further information on how to obtain a Blue Badge can be found on the Council's website: www.reading.gov.uk

Chapter 9 - Signs and Lines Maintenance

Reading Borough Council's Streetcare Services team deals with the maintenance of existing signs and lines. The Neighbourhood Officers (previously known as Highway Inspectors) carry out safety inspections and defects in lines or missing signs will be identified and any associated works ordered. The frequency of inspections varies depending on the road classification. Monthly inspections are carried out for A-class road, quarterly inspections for B- and C-class roads and unclassified roads annually.

Any other defects identified through observations or checks made by the Civil Enforcement Officers, Ward Councillors and members of the public are also actioned as appropriate.

In addition to signs and lines, the Neighbourhood Officers as part of their safety inspections will identify defects to direction signage, carriageways/footways/cycleways and gullies and order repair works, as necessary. The Officers also undertake Night Scouts monthly to identify street lighting faults and order repair works.

There is also an annual resurfacing programme usually carried out during the summer which often affects lines. These will be replaced as soon as possible after surfacing work has been completed.

Snow will cover lines particularly on local residential roads where gritting does not take place. The parking restrictions remain in operation as set out in the appropriate Traffic Regulation Order.

On the principal roads and the main bus routes gritting is undertaken in accordance with the Winter Service Plan but the channel lines where road markings are will often remain covered until a thaw takes place.

A Penalty Charge Notice will only be issued where the Civil Enforcement Officer has checked that the lines and signs are in an acceptable condition. A motorist's attention should be drawn to the restriction when parking. The Council is unable to maintain the lines and signs in a perfect condition at all times, and it is recognised by the Traffic Penalty Tribunal that the lines and signs will over a period of time be subject to wear and tear.

Regulation 18 of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 states that: *'Where an order relating to any road has been made, the order making authority shall take such steps as are necessary to secure a) ... the placing on or near the road of such traffic signs in such positions as the order making authority may consider requisite for securing that adequate information as to the effect of the order is made available to persons using the road'*. The Council complies with this Order and will ensure that restrictions are clearly marked for motorists.

Chapter 10 - Car Parks

The current parking strategy is a core element of the Local Transport Plan. The parking strategy essentially aims to encourage short stay demand for central Reading whilst limiting the amount long stay/commuter parking around the town centre. A key feature of the strategy is pricing of central Reading parking to reflect peak demand on the roads and promote sustainable alternatives such as the long stay parking provided by park and ride.



Reading Borough Council now manages their own off-street car parks (since October 2018) and is seeking to improve and enhance the customer experience. We have already introduced improved payment options, automatic number plate recognition, an additional exit lane at Queens Road multi-story and carried out a deep clean. We will continue to invest in improving the customer experience whilst offering value for money.

Reading Borough Council reviews the tariff structure on an annual basis. Season tickets are available for Broad Street Mall, Queens Road, Cattle Market, Recreation, Dunstall Close and Chester Street car parks. Season tickets are available annually, 3 monthly and 1 monthly (except Dunstall Close and Chester Street which only offers annual permits).

The table below shows the spaces available in each car park.

Car Park	Spaces	Disabled Spaces	Total Spaces
Broad Street Mall	723	19	742
Queens Road	678	8	686
Hills Meadow	312	10	322
Civic B Car Park	176	4	180
Kings Meadow	77	1	78
Cattle Market	90	4	94
Chester Street, Caversham	83	3	86
Recreation Road, Tilehurst	82	4	86
Dunstall Close, Tilehurst	48	3	51
Total	2,269	56	2,325

Further Information

Further information can be found on the Council's website: www.reading.gov.uk

Chapter 11 - Pay and Display

Reading Borough Council introduced on-street pay and display in October 2010, this offered alternative short-term parking for the Town Centre. The bays are located across the town centre and around the Hospital/University area. The bays provide more flexible parking options for visitors.



There are now over 1,000 spaces spread across Reading:

Area	Number of Spaces
Town Centre Area	716
Hospital/University Area	460

The pay and display bays accept cash and cashless parking through telephone payment system (via the RingGo system). Below shows the divide between different payment methods

Payment Option	Percentage
Cash	52%
Pay By Phone	48%

Pay and display bays are an effective parking management tool that increases the turnover in spaces around the Town Centre and other local community facilities.

In line with the Department for Transport under 'The Blue Badge Scheme: Rights and Responsibilities in England,' holders of the blue badges can park for free and without time limit in the pay and display bays. However, in the shared use bays it is only for free and without limit during the hours a pay and display ticket is required, outside of the hours a parking permit is required. (See Chapter 8 for further information)

Further Information

Further information can be found on the Council's website: www.reading.gov.uk

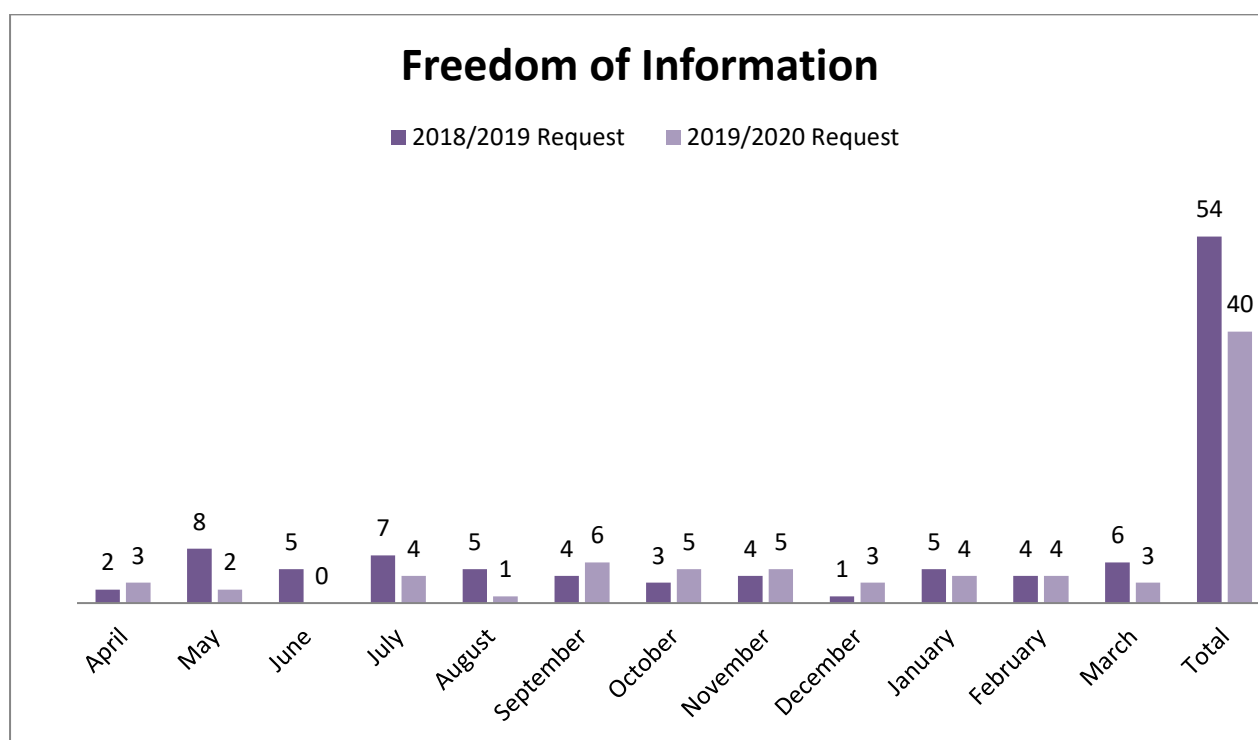
Information about RingGo can be found on their website:

<https://www.myringgo.co.uk/>

Chapter 12 - Freedom of Information

The Freedom of Information Act came into effect in January 2005. This requires Reading Borough Council to provide information which is held available to the general public. The Freedom of Information Act requires that Reading Borough Council respond to requests within 20 working days. Reading Borough Council is only required to respond with information that is held - it does not require the Council to analyse the information.

The graph below shows the number of Freedom of Information requests on monthly basis received by the Reading Borough Council Parking Services team between 2019 and 2021. In 2020/2021, a total of 40 Freedom of Information requests were received by the Reading Borough Council Parking Services team.



The Reading Borough Council Parking Services team often receive the majority of Freedom of Information requests from motorists that have received a Penalty Charge Notice. Such requests are seeking to obtain information about Penalty Charge Notices issued in the same location. Whilst the team seek to respond to requests within 20 working days, there are some instances where the request has been too broad e.g., no date range, specific types of challenges, Penalty Charge Notices issued to non-Reading based motorists. Therefore, if a manual search of each Penalty Charge Notice is required, this can take between 30 seconds to 2 minutes to investigate. As Reading Borough Council hold thousands of records for the majority of requests made, it would exceed the 18-hour time limit for such a request making it exempt. The table below shows some of the most common Freedom of Information requests received.

Freedom of Information Request	Information
Penalty Charge Notices issued by location	See Chapter 3 for an overview. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.
Bus lane Penalty Charge Notices issued	See Chapter 4 for an overview. A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.
Penalty Charge Notices paid/cancelled	See Chapters 3 and 4.
Challenges Received	See Chapter 5.
Appeals	See Chapter 5.
Income/expenditure for parking and/or bus lanes and permit scheme	See Chapter 13.
Copy of parking Traffic Regulation Orders	Copies of the relevant parking Traffic Regulation Orders are made available by writing to Reading Borough Council Network Management or Legal Services.
Copy of bus lane Traffic Regulation Orders	Each of these documents are available to the public. Information on each of these is now available at https://www.reading.gov.uk/council/policies-finance-and-legal-information/freedom-of-information-foi/
Copy of Secretary of State approval for bus lane cameras	
Copy of Department for Transport Approval for bus lane signs	
Reading Borough Council's policy on discretion	Reading Borough Council's policy on the exercise of discretion is to deal with each case on its own merits.

Chapter 13 - Financial Information

The Statutory Guidance states that for good governance, enforcement authorities need to forecast revenue in advance. Raising revenue should not be the objective of Civil Parking Enforcement, nor may the authority set targets for revenue, or the number of Penalty Charge Notices issued.

The purpose of penalty charges is to deter motorists from contravening parking restrictions. Payments received (whether for on street or off-street enforcement) must only be used in accordance with Section 55 (as amended) of the Road Traffic Regulation Act 1984. This Act limits the purposes to which a Local Authority may apply any surplus resulting from income derived from on-street parking spaces. This was however, amended by the Traffic Management Act and restrictions on Councils that do not require further off-street parking were relaxed to permit any surplus to be used for general transport measures and other purposes on which the Local Authority lawfully incurs expenditure.

Reading Borough Council has seen compliance with the parking and bus lane restrictions increase over the years.

In accordance with the Data Transparency Code, it should be noted that the surplus received has been used to fund measures including concessionary bus passes on the Readibus service; and on other measures as defined in accordance with s55 of the Road Traffic Regulation Act as set out in the table below. In 2020/2021 this totalled £136,996. The surplus in 20/21 is clearly much lower than previous years due to the pandemic but we have still reinvested that surplus into other Transportation schemes.

	£
Supported bus services	45,167
Discretionary concessionary fares	159,779
Adult Social Care in house transport	452,857
Road safety schemes & CCTV	392,354
Structural Maintenance (principal roads)	1,301,767
Structural Maintenance (Other roads)	304,469
Expenditure on Bridges	698,834
Street Lighting	301,707
Road Safety	23,902
Total	3,680,836

The table below shows the financial information for Reading Borough Council for 2020/2021. A comparison can be made with last year's financial information.

	Total Expenditure 2020/2021	Total Income 2020/2021	Net Surplus (Cost) 2020/2021	Total Expenditure 2019/2020	Total Income 2019/2020	Net Surplus (Cost) 2019/2020
Parking PCNs	£2,157,343	£1,056,714	(£1,100,629)	£1,417,974	£1,966,719	£548,745
Bus Lane PCNs	£1,281,910	£1,408,765	£126,855	£969,696	£2,610,146	£1,640,450
Resident Parking Permit	£188,556	£844,017	£655,461	£199,456	£782,914	£583,458
Car Parks	£1,465,169	£1,200,650	(£264,519)	£1,103,802	£4,296,873	£3,193,071
Pay and Display	£165,006	£884,834	£719,828	£168,872	£1,768,202	£1,599,330

Chapter 14 - Key Contacts and More Information

The process described in this report about challenging a PCN is set down by the Traffic Management Act 2004 or Transport Act 2000 (and accompanying regulations) and is the only way to query a Penalty Charge Notice. Complaints about the parking scheme itself should be made in writing to Reading Borough Council.

General enquiries concerning parking issues may be made by telephone, however Reading Borough Council cannot accept challenges or representations made by email or telephone.

There are specific postal addresses provided for motorists to query a Parking Penalty Charge Notice and a Bus Lane Penalty Charge Notice. These separate postal addresses ensure challenges/representations are assigned to the case file quickly and are dealt with promptly.

To Challenge a Parking Penalty Charge Notice the address is:

Reading Borough Council
Parking Services
PO BOX 3011
Reading
RG1 9RY

To Challenge a Bus Lane Penalty Charge Notice the address is:

Reading Borough Council BL
Parking Services
PO BOX 3012
Reading
RG1 9RZ

To view or pay your Penalty Charge Notice (both parking and bus lane):

<https://www.reading.gov.uk/transport/penalty-charge-notices/>

There is also a separate telephone number for parking/bus lane enquiries which is 0343 357 1177, this also allows motorists to pay their Penalty Charge Notice.

Report illegally parked vehicles: <https://www.reading.gov.uk/transport/parking/>

Report Blue Badge Fraud:

Telephone 0118 937 2143

Email antifraud@reading.gov.uk

Report via web pages <https://www.reading.gov.uk/council/feedback/report-fraud/>

Other Useful Contacts

Traffic Penalty Tribunal:

Website: <http://www.trafficpenaltytribunal.gov.uk/>

Appendix A - Parking Penalty Charge Notices - by Ward

PENALTY CHARGE NOTICES ISSUED BY WARD			
WARD	ON-STREET	OFF-STREET	TOTAL
ABBEY	14,460	806	15,266
BATTLE	4,871	47	4,918
CAVERSHAM	1,220	413	1,633
CHURCH	113	0	113
KATESGROVE	2,846	0	2,846
KENTWOOD	249	0	249
MAPLEDURHAM	0	0	0
MINSTER	560	0	560
NORCOT	1106	0	1106
PARK	4,300	0	4,300
PEPPARD	23	0	23
REDLANDS	3,094	0	3,094
SOUTHCOTE	24	0	24
THAMES	32	0	32
TILEHURST	247	40	287
WHITLEY	90	0	90

Appendix A - Parking Penalty Charge Notices - By Street

Note:

“On Street” means a ticket issued on the Public Highway

“Off Street” means a ticket issued in a Council owned Car Park

“Postal Issue - Approved Device” means a ticket issued from the enforcement vehicle, whereby the PCN is posted to the DVLA registered keeper.

Please note total PCN includes bus lane PCN issued also

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
A327	0	0	0	0
A329	0	0	0	0
A329 KINGS ROAD	8	0	0	8
A33	2	2	0	0
A4	0	0	0	0
A4074	0	0	0	0
A4155	0	0	0	0
ABATTOIRS ROAD	1	0	0	1
ABBEY SQUARE	19	19	0	0
ABBEY STREET	127	127	0	0
ABBOTS WALK	4	4	0	0
ABBOTSLEIGH GARDENS	0	0	0	0
ABBOTSMEAD PLACE	0	0	0	0
ACACIA ROAD	0	0	0	0
ACRE ROAD	0	0	0	0
ADDINGTON ROAD	216	212	0	4
ADDISON ROAD	70	70	0	0
ADELAIDE ROAD	41	41	0	0
ALAN PLACE	0	0	0	0
ALANDALE CLOSE	0	0	0	0
ALBANY GARDENS	0	0	0	0
ALBANY ROAD	161	161	0	0
ALBERT ROAD	0	0	0	0
ALBURY CLOSE	0	0	0	0
ALDWORTH CLOSE	0	0	0	0
ALEXANDER COURT (BAKER STREET)	0	0	0	0
ALEXANDRA ROAD	87	87	0	0
ALFORD CLOSE	0	0	0	0
ALFRED STREET	75	66	0	9
ALL HALLOWS ROAD	3	3	0	0
ALLCROFT ROAD	42	42	0	0
ALMA STREET	64	61	0	3
ALPHINGTON ROAD	0	0	0	0
ALPINE STREET	109	109	0	0
AMBLECOTE ROAD	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
AMBROOK ROAD	0	0	0	0
AMBROSE PLACE	0	0	0	0
AMERSHAM ROAD	0	0	0	0
AMETHYST LANE	0	0	0	0
AMHERST ROAD	41	41	0	0
AMITY ROAD	162	162	0	0
AMITY STREET	31	31	0	0
ANDOVER CLOSE	0	0	0	0
ANGLE FIELD ROAD	0	0	0	0
ANGLEFIELD ROAD	0	0	0	0
ANGLERS WAY	1	1	0	0
ANSON WALK	0	0	0	0
ANSTEY ROAD	62	62	0	0
APPLEBY END	0	0	0	0
APPLEFORD ROAD	1	1	0	0
ARCHWAY ROAD	0	0	0	0
ARDLER ROAD	49	49	0	0
ARGYLE ROAD	31	31	0	0
ARGYLE STREET	126	126	0	0
ARKWRIGHT ROAD	12	12	0	0
ARMADALE COURT	0	0	0	0
ARMOUR HILL	0	0	0	0
ARMOUR ROAD	0	0	0	0
ARTHUR PLACE	0	0	0	0
ASH ROAD	0	0	0	0
ASHAMPSTEAD ROAD	2	2	0	0
ASHBURTON ROAD	0	0	0	0
ASHBY COURT	0	0	0	0
ASHDENE GARDENS	0	0	0	0
ASHMERE TERRACE	0	0	0	0
ASHMORE ROAD	0	0	0	0
AUCKLAND ROAD	65	65	0	0
AUDLEY STREET	165	165	0	0
AUGUST END	2	2	0	0
AUTUMN CLOSE	0	0	0	0
AVEBURY SQUARE	8	8	0	0
AVELEY WALK	0	0	0	0
AVON PLACE	7	7	0	0
AXBRIDGE ROAD	0	0	0	0
B3345	0	0	0	0
BADGERS RISE	0	0	0	0
BAKER STREET	172	172	0	0
BALMORE PARK	0	0	0	0
BAMBURGH CLOSE	0	0	0	0
BARCLOSE AVENUE	0	0	0	0
BARN CLOSE	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
BARNARD CLOSE	0	0	0	0
BARNSDALE ROAD	0	0	0	0
BARNWOOD CLOSE	59	59	0	0
BARON COURT	0	0	0	0
BARRY PLACE	1	1	0	0
BASINGSTOKE ROAD	72	72	0	0
BATES HILL	0	0	0	0
BATH ROAD	1	1	0	0
BATTLE PLACE	1	1	0	0
BATTLE SQUARE	7	7	0	0
BATTLE STREET	191	191	0	0
BATTLE STREET CAR PARK	0	0	0	0
BECK COURT	0	0	0	0
BEDE WALK	0	0	0	0
BEDFORD ROAD	329	329	0	0
BEECH ROAD	0	0	0	0
BEECHAM ROAD	97	97	0	0
BEECHWOOD AVENUE	0	0	0	0
BELL COURT	0	0	0	0
BELLE AVENUE	3	3	0	0
BELLE VUE ROAD	16	16	0	0
BELLINGHAM WALK	0	0	0	0
BELMONT ROAD	247	246	0	1
BEMBRIDGE PLACE	10	10	0	0
BENNET ROAD	2	2	0	0
BENSON CLOSE	0	0	0	0
BERESFORD ROAD	50	50	0	0
BERKELEY AVENUE	62	62	0	0
BERKSHIRE DRIVE	0	0	0	0
BERRYLANDS ROAD	0	0	0	0
BETAM ROAD	12	12	0	0
BEVAN CLOSE	0	0	0	0
BEVERLEY ROAD	0	0	0	0
BEXLEY COURT	0	0	0	0
BIGBURY GARDENS	0	0	0	0
BIRCH AVENUE	0	0	0	0
BIRDHILL AVENUE	1	1	0	0
BISHOPS ROAD	86	86	0	0
BLACKWATER CLOSE	0	0	0	0
BLAENAVON	0	0	0	0
BLAGDON ROAD	0	0	0	0
BLAGRAVE FARM LANE	0	0	0	0
BLAGRAVE LANE	0	0	0	0
BLAGRAVE STREET	214	178	0	36
BLAKES COTTAGES	46	46	0	0
BLANDFORD ROAD	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
BLENHEIM GARDENS	123	123	0	0
BLENHEIM ROAD (CAVERSHAM)	4	4	0	0
BLENHEIM ROAD (READING)	317	317	0	0
BLUNDELLS ROAD	13	13	0	0
BLYTH WALK	0	0	0	0
BODY ROAD	16	16	0	0
BOOT END	0	0	0	0
BOSTON AVENUE	1	1	0	0
BOULT STREET	1	1	0	0
BOULTON ROAD	13	13	0	0
BOULTS WALK	0	0	0	0
BOURNE AVENUE	10	10	0	0
BRACKENDALE WAY	1	1	0	0
BRACKSTONE CLOSE	2	2	0	0
BRAMBLE CRESCENT	0	0	0	0
BRAMBLINGS	0	0	0	0
BRAMSHAW ROAD	0	0	0	0
BRAY ROAD	0	0	0	0
BRAYFORD ROAD	1	1	0	0
BRENT GARDENS	0	0	0	0
BRIANTS AVENUE	18	18	0	0
BRIDGE STREET (CAVERSHAM)	1	1	0	0
BRIDGE STREET (READING)	12	12	0	0
BRIDGEWATER CLOSE	0	0	0	0
BRIGHAM ROAD	40	40	0	0
BRIGHTON ROAD	131	131	0	0
BRILL CLOSE	0	0	0	0
BRIMPTON ROAD	0	0	0	0
BRISBANE ROAD	1	1	0	0
BRITTEN ROAD	0	0	0	0
BRIXHAM ROAD	0	0	0	0
BROAD STREET	31	31	0	0
BROCK GARDENS	22	22	0	0
BROCKLEY CLOSE	0	0	0	0
BROOK LEA	0	0	0	0
BROOK STREET WEST	18	18	0	0
BROOKLYN DRIVE	0	0	0	0
BROOKSBY ROAD	0	0	0	0
BROOMFIELD ROAD	0	0	0	0
BROUGHTON CLOSE	0	0	0	0
BROWNLOW ROAD	7	7	0	0
BRUNEL ROAD	0	0	0	0
BRUNSWICK HILL	68	68	0	0
BRUNSWICK STREET	12	12	0	0
BUCKINGHAM DRIVE	0	0	0	0
BUCKLAND ROAD	2	2	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
BULMERSHE ROAD	30	30	0	0
BURFORD COURT (CAROLINE STREET)	0	0	0	0
BURGHFIELD ROAD	1	1	0	0
BUTE STREET	0	0	0	0
BUTTER MARKET	5	5	0	0
BYEFIELD ROAD	0	0	0	0
CADOGAN CLOSE	0	0	0	0
CADUGAN PLACE	2	2	0	0
CALDER CLOSE	0	0	0	0
CALETA CLOSE	0	0	0	0
CALLINGTON ROAD	0	0	0	0
CAMBRIDGE STREET	310	310	0	0
CAMELFORD CLOSE	0	0	0	0
CANAL WAY	8	8	0	0
CANFORD COURT	16	16	0	0
CANNON STREET	41	41	0	0
CANTERBURY ROAD	2	2	0	0
CARDIFF ROAD	118	118	0	0
CARDIGAN GARDENS	27	27	0	0
CARDIGAN ROAD	76	76	0	0
CARDINAL CLOSE	24	24	0	0
CAREY STREET	49	49	0	0
CARISBROOKE CLOSE	0	0	0	0
CARLISLE ROAD	4	4	0	0
CARLTON ROAD	0	0	0	0
CARNARVON ROAD	109	109	0	0
CAROLINE COURT	0	0	0	0
CAROLINE STREET	9	9	0	0
CAROUSEL COURT	0	0	0	0
CARRON CLOSE	0	0	0	0
CARSDALE CLOSE	1	1	0	0
CASTLE CRESCENT	47	47	0	0
CASTLE HILL	7	7	0	0
CASTLE STREET	435	435	0	0
CASTLE STREET SERVICE ROAD	12	12	0	0
CATHERINE STREET	245	245	0	0
CATTLE MARKET CAR PARK	130	0	130	0
CAVENDISH ROAD	0	0	0	0
CAVERSHAM BRIDGE (CAVERSHAM ROAD)	0	0	0	0
CAVERSHAM PARK DRIVE	0	0	0	0
CAVERSHAM PARK ROAD	0	0	0	0
CAVERSHAM ROAD	52	52	0	0
CAXTON CLOSE	0	0	0	0
CEDAR ROAD	0	0	0	0
CENTURION CLOSE	0	0	0	0
CHAGFORD ROAD	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
CHAIN STREET	0	0	0	0
CHAMPION ROAD	41	41	0	0
CHAPEL HILL	1	0	0	1
CHARLES EVANS WAY	0	0	0	0
CHARLES STREET	55	55	0	0
CHARNDON CLOSE	5	5	0	0
CHATHAM PLACE SERVICE ROAD	0	0	0	0
CHATHAM STREET	11	11	0	0
CHATSWORTH CLOSE	0	0	0	0
CHAZEY ROAD	0	0	0	0
CHEAPSIDE	524	523	0	1
CHEDDINGTON CLOSE	0	0	0	0
CHERITON COURT	0	0	0	0
CHERRY CLOSE	0	0	0	0
CHERRY GROVE	0	0	0	0
CHESTER STREET (CAVERSHAM)	31	31	0	0
CHESTER STREET (READING)	196	196	0	0
CHESTER STREET CAR PARK (CAV)	295	0	295	0
CHESTERMAN STREET	89	89	0	0
CHESTNUT AVENUE	0	0	0	0
CHESTNUT WALK	0	0	0	0
CHICHESTER ROAD	0	0	0	0
CHILTERN COURT	0	0	0	0
CHILTERN ROAD	1	1	0	0
CHOLMELEY PLACE	41	41	0	0
CHOLMELEY ROAD	147	147	0	0
CHOLMELEY TERRACE	44	44	0	0
CHRISTCHURCH GARDENS	1	1	0	0
CHRISTCHURCH ROAD	2	2	0	0
CHUDLEIGH GARDENS	0	0	0	0
CHURCH END LANE	6	0	0	6
CHURCH ROAD (CAVERSHAM)	14	14	0	0
CHURCH STREET (CAVERSHAM)	0	0	0	0
CHURCH STREET (READING)	10	10	0	0
CHURCH TERRACE	0	0	0	0
CINTRA AVENUE	46	46	0	0
CINTRA CLOSE	0	0	0	0
CIRCUIT LANE	5	5	0	0
CIRCUIT LANE (GARAGE AREA)	0	0	0	0
CITY ROAD	0	0	0	0
CIVIC 'B' CAR PARK	252	0	252	0
CIVIC CENTRE SERVICE ROAD	8	8	0	0
CLARENDON ROAD	61	61	0	0
CLENT ROAD	3	3	0	0
CLEVEDON ROAD	3	3	0	0
CLIFTON PARK ROAD	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
CLIFTON STREET	24	24	0	0
CLONMEL CLOSE	0	0	0	0
CLONMEL WALK	0	0	0	0
COALPORT WAY	0	0	0	0
COCKNEY HILL	0	0	0	0
COLDICUTT STREET	35	35	0	0
COLEY AVENUE	3	3	0	0
COLEY HILL	24	24	0	0
COLEY PARK ROAD	3	3	0	0
COLEY PLACE	29	29	0	0
COLEY STREET	0	0	0	0
COLLEGE ROAD	31	30	0	1
COLLIERS WAY	0	0	0	0
COLLIS STREET	10	10	0	0
COMBE ROAD	0	0	0	0
COMBE ROAD (GARAGE AREA)	0	0	0	0
COMMERCIAL ROAD	0	0	0	0
CONINGHAM ROAD	0	0	0	0
CONISBORO AVENUE	0	0	0	0
CONISTON DRIVE	0	0	0	0
CONNAUGHT CLOSE	7	7	0	0
CONNAUGHT ROAD	186	186	0	0
CONSTITUTION ROAD	37	35	0	2
COOPER CLOSE	0	0	0	0
COPENHAGEN CLOSE	0	0	0	0
COPSE AVENUE	0	0	0	0
CORBRIDGE ROAD	4	4	0	0
CORINNE CLOSE	1	1	0	0
CORONATION SQUARE	0	0	0	0
CORWEN ROAD	0	0	0	0
COVENTRY ROAD	28	28	0	0
COW LANE	0	0	0	0
COWPER WAY	0	0	0	0
CRADOCK ROAD	20	20	0	0
CRAIG AVENUE	48	48	0	0
CRANBOURNE GARDENS	0	0	0	0
CRANBURY ROAD	108	108	0	0
CRANE WHARF	7	7	0	0
CRAVEN ROAD	14	11	0	3
CREMYLL ROAD	3	3	0	0
CRESCENT ROAD	19	19	0	0
CRESSINGHAM ROAD	0	0	0	0
CROMWELL ROAD	25	25	0	0
CROSS STREET	11	11	0	0
CROSSLAND ROAD	23	23	0	0
CROWN PLACE	2	2	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
CROWN STREET	18	18	0	0
CULVER MEWS	0	0	0	0
CULVER ROAD	19	19	0	0
CUMBERLAND ROAD	90	90	0	0
CURZON STREET	217	217	0	0
DALE ROAD	4	4	0	0
DALTON CLOSE	0	0	0	0
DARELL ROAD	0	0	0	0
DARTINGTON CLOSE	0	0	0	0
DARWIN CLOSE	1	1	0	0
DAWLISH ROAD	0	0	0	0
DE BEAUVOIR ROAD	82	82	0	0
DE BOHUN ROAD	0	0	0	0
DE MONTFORT ROAD	22	22	0	0
DEACON WAY	5	5	0	0
DEANS FARM	0	0	0	0
DEANS GATE ROAD	69	69	0	0
DEE ROAD	0	0	0	0
DEEPDENE CLOSE	37	37	0	0
DENBEIGH PLACE	0	0	0	0
DENBURY GARDENS	0	0	0	0
DENBY WAY	0	0	0	0
DENMARK ROAD	43	43	0	0
DERBY ROAD	1	1	0	0
DERBY STREET	28	28	0	0
DERWENT AVENUE	0	0	0	0
DEVERON DRIVE	0	0	0	0
DEVONSHIRE PARK	0	0	0	0
DICKENS CLOSE	0	0	0	0
DON CLOSE	0	0	0	0
DONEGAL CLOSE	0	0	0	0
DONKIN HILL	0	0	0	0
DONNINGTON GARDENS	315	315	0	0
DONNINGTON ROAD	242	242	0	0
DORCHESTER COURT	0	0	0	0
DOROTHY STREET	15	15	0	0
DORSET STREET	9	9	0	0
DOUGLAS ROAD	0	0	0	0
DOVEDALE CLOSE	0	0	0	0
DOVER STREET	5	5	0	0
DOWNING ROAD	0	0	0	0
DOWNSHIRE SQUARE	13	13	0	0
DRAKE WAY	0	0	0	0
DRAYTON ROAD	5	5	0	0
DUKE STREET	4	4	0	0
DULNAN CLOSE	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
DULVERTON GARDENS	0	0	0	0
DUNCAN PLACE	5	5	0	0
DUNSFOLD ROAD	0	0	0	0
DUNSFOLD ROAD (SPUR)	0	0	0	0
DUNSTALL CLOSE	0	0	0	0
DUNSTALL CLOSE CAR PARK	2	0	2	0
DUNSTER CLOSE	0	0	0	0
DURHAM CLOSE	0	0	0	0
DUSSELDORF WAY	0	0	0	0
DWYER ROAD	0	0	0	0
EARLEY HILL ROAD	0	0	0	0
EARLEY PLACE	0	0	0	0
EAST STREET	50	50	0	0
EASTERN AVENUE	37	37	0	0
EASTGATE COURT	0	0	0	0
EATON PLACE	70	70	0	0
ECCLES CLOSE	0	0	0	0
EDENHAM CRESCENT	0	0	0	0
EDGAR MILWARD CLOSE	7	7	0	0
EDGEHILL STREET	52	52	0	0
EDINBURGH ROAD	72	72	0	0
ELDART CLOSE	0	0	0	0
ELDON PLACE	0	0	0	0
ELDON ROAD	4	4	0	0
ELDON SQUARE	56	56	0	0
ELDON STREET	7	7	0	0
ELDON TERRACE	44	44	0	0
ELGAR ROAD	163	163	0	0
ELGAR ROAD SOUTH	8	8	0	0
ELIOT CLOSE	0	0	0	0
ELIZABETH WALK	2	2	0	0
ELLIOTTS WAY	8	8	0	0
ELM LODGE AVENUE	20	20	0	0
ELM PARK	19	19	0	0
ELM PARK ROAD	212	211	0	1
ELM ROAD	1	1	0	0
ELMHURST ROAD	28	28	0	0
ELMLEIGH COURT	0	0	0	0
ELMSTONE DRIVE	0	0	0	0
ELSLEY ROAD	0	0	0	0
ELVASTON WAY	0	0	0	0
EMMBROOK COURT	0	0	0	0
ENNERDALE ROAD	11	11	0	0
EPPING CLOSE	4	4	0	0
EPSOM COURT	0	0	0	0
ERIC AVENUE	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
ERLEIGH ROAD	243	243	0	5
ESSEX STREET	123	123	0	0
EVESHAM ROAD	0	0	0	0
EXBOURNE ROAD	1	1	0	0
FAIRCROSS ROAD	0	0	0	0
FALKLAND ROAD	34	34	0	0
FALMOUTH ROAD	0	0	0	0
FARROWDENE ROAD	0	0	0	0
FATHERSON ROAD	56	56	0	0
FIELD ROAD	44	44	0	0
FIELD VIEW	0	0	0	0
FIFE COURT	0	0	0	0
FILEY ROAD	45	45	0	0
FIRCROFT CLOSE	0	0	0	0
FLORENCE WALK	0	0	0	0
FLORIAN GARDENS	0	0	0	0
FOBNEY STREET	196	196	0	0
FONTWELL DRIVE	0	0	0	0
FORBURY ROAD	8	4	0	4
FORBURY THE	228	224	0	4
FOREST DEAN	0	0	0	0
FOREST HILL	0	0	0	0
FORGE CLOSE	0	0	0	0
FOUNDRY STREET	0	0	0	0
FOXGLOVE GARDENS	2	2	0	0
FOXHAYS ROAD	0	0	0	0
FOXHILL ROAD	110	110	0	0
FRAMLINGHAM DRIVE	0	0	0	0
FRANCIS STREET	162	162	0	0
FRANKLIN STREET	46	46	0	0
FRESHWATER ROAD	15	15	0	0
FRIAR STREET	303	246	0	57
FRIARS WALK	0	0	0	0
FRILSHAM ROAD	9	9	0	0
FROGMORE WAY	0	0	0	0
FULMEAD ROAD	43	43	0	0
GAINSBOROUGH ROAD	1	1	0	0
GALSWORTHY DRIVE	5	5	0	0
GARNET HILL	21	21	0	0
GARNET STREET	22	22	0	0
GARRARD STREET	239	239	0	0
GARSTON CLOSE	0	0	0	0
GAS WORKS ROAD	0	0	0	0
GEOFFREYSON ROAD	0	0	0	0
GEORGE CLOSE	0	0	0	0
GEORGE STREET (CAVERSHAM)	4	4	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
GEORGE STREET (READING)	241	241	0	0
GILLETTE WAY	5	5	0	0
GLEBE ROAD	24	24	0	0
GLENBEIGH TERRACE	0	0	0	0
GLENNON CLOSE	0	0	0	0
GLENWOOD DRIVE	0	0	0	0
GLOUCESTER COURT	7	7	0	0
GLOUCESTER ROAD	45	45	0	0
GOLDSMID ROAD	35	35	0	0
GORDON PLACE	30	26	0	4
GOSBROOK ROAD	28	28	0	0
GOWER STREET	111	111	0	0
GRAFTON ROAD	0	0	0	0
GRANBY COURT	0	0	0	0
GRANBY GARDENS	137	137	0	0
GRANGE AVENUE	328	328	0	0
GRANVILLE ROAD	0	0	0	0
GRASMERE AVENUE	0	0	0	0
GRATTON ROAD	0	0	0	0
GRATWICKE ROAD	0	0	0	0
GREAT KNOLLYS STREET	241	241	0	0
GREEN ACRE MOUNT	0	0	0	0
GREEN PARK ROAD	0	0	0	0
GREEN PARK SERVICE ROAD	0	0	0	0
GREEN ROAD	17	17	0	0
GREENFIELDS ROAD	0	0	0	0
GREENWOOD ROAD	0	0	0	0
GREYFRIARS ROAD	256	256	0	0
GREYS COURT	0	0	0	0
GREYSTOKE ROAD	0	0	0	0
GROSVENOR ROAD	0	0	0	0
GROVE COTTAGES	0	0	0	0
GROVE HILL	1	1	0	0
GROVE ROAD	0	0	0	0
GROVE THE	26	26	0	0
GROVELAND PLACE	1	1	0	0
GROVELANDS ROAD	25	25	0	0
GUN STREET	21	5	0	16
GURNEY CLOSE	0	0	0	0
GURNEY DRIVE	0	0	0	0
HAGLEY ROAD	0	0	0	0
HALDANE ROAD	0	0	0	0
HALLS ROAD	0	0	0	0
HAMILTON ROAD	43	43	0	0
HAMPDEN ROAD	17	17	0	0
HARDWICK ROAD	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
HARDY CLOSE	0	0	0	0
HARLECH AVENUE	0	0	0	0
HARLEY ROAD	19	19	0	0
HARNESS CLOSE	0	0	0	0
HARROW COURT	17	17	0	0
HART STREET	29	29	0	0
HARTLAND ROAD	2	2	0	0
HARTSLOCK WAY	0	0	0	0
HATCHWAY	0	0	0	0
HATFORD ROAD	0	0	0	0
HATHERLEY ROAD	156	156	0	0
HAVERGATE WAY	0	0	0	0
HAWKCHURCH ROAD	0	0	0	0
HAWTHORNE ROAD	0	0	0	0
HAYWOOD COURT	1	1	0	0
HAYWOOD WAY	0	0	0	0
HAZEL CRESCENT	0	0	0	0
HEATH ROAD	2	2	0	0
HEATHERDEN CLOSE	0	0	0	0
HEATHWAY	0	0	0	0
HELMSDALE CLOSE	0	0	0	0
HEMDEAN HILL	9	9	0	0
HEMDEAN RISE	3	3	0	0
HEMDEAN ROAD	14	14	0	0
HENLEY ROAD	2	2	0	0
HENRIETTA STREET	0	0	0	0
HENRY STREET	109	109	0	0
HEROES WALK	0	0	0	0
HERON ISLAND	7	7	0	0
HERON ISLAND BRIDGE	0	0	0	0
HEWETT AVENUE	0	0	0	0
HEXHAM ROAD	0	0	0	0
HIGH STREET	16	5	0	11
HIGHBRIDGE CLOSE	1	1	0	0
HIGHBRIDGE WHARF	44	44	0	0
HIGHDOWN AVENUE	0	0	0	0
HIGHGROVE STREET	192	192	0	0
HIGHGROVE TERRACE	8	8	0	0
HIGHMEAD CLOSE	0	0	0	0
HIGHMOOR ROAD	0	0	0	0
HILCOT ROAD	22	22	0	0
HILDENS DRIVE	0	0	0	0
HILL STREET	63	63	0	0
HILLBROW	0	0	0	0
HILLS MEADOW CAR PARK (GEORGE STREET)	118	0	118	0
HILLTOP ROAD	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
HODSOLL ROAD	0	0	0	0
HOGARTH AVENUE	0	0	0	0
HOLBERTON ROAD	0	0	0	0
HOLLAND ROAD	0	0	0	0
HOLLYDALE CLOSE	0	0	0	0
HOLMES ROAD	2	2	0	0
HOLYBROOK CRESCENT	0	0	0	0
HOLYBROOK ROAD	0	0	0	0
HOLYROOD CLOSE	0	0	0	0
HOME FARM CLOSE	0	0	0	0
HONEY END LANE	0	0	0	0
HONITON ROAD	0	0	0	0
HORNSEA CLOSE	0	0	0	0
HOSIER STREET	274	273	0	1
HOWARD STREET	439	439	0	0
HURSLEY CLOSE	0	0	0	0
HURST WAY	0	0	0	0
HYPERION WAY	0	0	0	0
IAN MIKARDO WAY	0	0	0	0
IBSTONE AVENUE	0	0	0	0
IDR INNER RELIEF ROAD	0	0	0	0
ILCHESTER MEWS	0	0	0	0
ILIFFE CLOSE	28	28	0	0
ILKLEY ROAD	0	0	0	0
IMPERIAL WAY	0	0	0	0
INGLEWOOD COURT	0	0	0	0
INKPEN CLOSE	0	0	0	0
ISLAND ROAD	0	0	0	0
JAMES STREET	2	2	0	0
JANSON COURT	2	2	0	0
JEFFERSON CLOSE	0	0	0	0
JENKINS CLOSE	0	0	0	0
JESSE TERRACE	120	120	0	0
JOSEPHINE COURT	0	0	0	0
JUBILEE ROAD	0	0	0	0
JUBILEE SQUARE	22	22	0	0
JUNCTION ROAD	21	21	0	0
JUNIPER WAY	0	0	0	0
KATESGROVE LANE	68	68	0	0
KEARSLEY ROAD	0	0	0	0
KELSO MEWS	0	0	0	0
KENAVON DRIVE	46	46	0	0
KENDAL AVENUE	0	0	0	0
KENDRICK ROAD	90	90	0	0
KENNET SIDE	4	4	0	0
KENNET STREET	4	4	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
KENNET WALK	0	0	0	0
KENSINGTON ROAD	78	78	0	0
KENSINGTON ROAD CAR PARK	47	0	47	0
KENT ROAD	49	49	0	0
KENTWOOD CLOSE	0	0	0	0
KENTWOOD HILL	0	0	0	0
KESTON CLOSE	0	0	0	0
KESTREL WAY	0	0	0	0
KIDMORE END ROAD	6	6	0	0
KIDMORE ROAD	2	2	0	0
KILN ROAD	0	0	0	0
KILN VIEW ROAD	0	0	0	0
KING STREET	102	75	0	27
KINGFISHER PLACE	0	0	0	0
KINGS MEADOW CAR PARK (NAPIER)	304	0	304	0
KINGS MEADOW ROAD	50	50	0	0
KINGS ROAD	554	552	0	2
KINGS ROAD (CAVERSHAM)	70	70	0	0
KINGSBRIDGE ROAD	0	0	0	0
KINGSGATE PLACE (KINGSGATE STREET)	5	5	0	0
KINGSGATE STREET	28	28	0	0
KINGSTON GARDENS	0	0	0	0
KINGSWAY	4	4	0	0
KINSON ROAD	0	0	0	0
KINVER WALK	0	0	0	0
KNIGHTON CLOSE	0	0	0	0
KNIGHTS WAY	1	1	0	0
KNOWLE CLOSE	0	0	0	0
LAMBOURNE CLOSE	0	0	0	0
LAMERTON ROAD	0	0	0	0
LANCASTER CLOSE	9	9	0	0
LANCING CLOSE	0	0	0	0
LANDRAKE CRESCENT	0	0	0	0
LANGFORD CLOSE	0	0	0	0
LANSDOWNE ROAD	0	0	0	0
LARKSWOOD CLOSE	0	0	0	0
LAUD CLOSE	0	0	0	0
LAWRENCE ROAD	0	0	0	0
LEMART CLOSE	36	36	0	0
LENNOX ROAD	48	48	0	0
LEOPOLD ROAD (LEOPOLD WALK)	0	0	0	0
LESFORD ROAD	3	3	0	0
LETCOMBE STREET	2	2	0	0
LIBRE WALK	0	0	0	0
LIEBENROOD ROAD	0	0	0	0
LIMA COURT	23	23	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
LINCOLN ROAD	22	22	0	0
LINDEN ROAD	0	0	0	0
LINDISFARNE WAY	0	0	0	0
LINKS DRIVE	0	0	0	0
LITTLE JOHNS LANE	117	115	0	2
LITTLE STREET	13	13	0	0
LITTLECOTE DRIVE	0	0	0	0
LIVERPOOL ROAD	263	263	0	0
LIVERY CLOSE	0	0	0	0
LOCK PLACE	12	12	0	0
LOMOND AVENUE	0	0	0	0
LONDON ROAD	249	114	0	135
LONDON STREET	174	174	0	0
LONG BARN LANE	14	14	0	0
LONGRIDGE CLOSE	0	0	0	0
LONGSHIPS WAY	4	4	0	0
LONGWATER AVENUE	0	0	0	0
LORNE PLACE	0	0	0	0
LORNE STREET	58	58	0	0
LOVEROCK ROAD	2	2	0	0
LOWER ARMOUR ROAD	0	0	0	0
LOWER BROOK STREET	1	1	0	0
LOWER ELMSTONE DRIVE	0	0	0	0
LOWER FIELD ROAD	30	30	0	0
LOWER HENLEY ROAD	0	0	0	0
LOWER MEADOW ROAD	0	0	0	0
LOWER MOUNT	9	9	0	0
LOWFIELD ROAD	0	0	0	0
LULWORTH ROAD	0	0	0	0
LUSCINIA VIEW	14	14	0	0
LUSCOMBE CLOSE	0	0	0	0
LYDFORD ROAD	24	24	0	0
LYMINGTON GATE	0	0	0	0
LYNDHURST ROAD	3	3	0	0
LYNMOUTH ROAD	22	22	0	0
LYON SQUARE	0	0	0	0
LYTHAM CLOSE	0	0	0	0
MAITLAND ROAD	12	12	0	0
MAIWAND GARDENS	0	0	0	0
MAKER CLOSE	0	0	0	0
MALDON CLOSE	0	0	0	0
MALL CAR PARK	5	0	5	0
MALLARD ROW	0	0	0	0
MALTHOUSE LANE	73	73	0	0
MALTINGS PLACE	0	0	0	0
MALVERN COURT	29	29	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
MANAGUA CLOSE	0	0	0	0
MANCHESTER ROAD	149	149	0	0
MANDEVILLE CLOSE	0	0	0	0
MANOR FARM ROAD	2	2	0	0
MANSFIELD ROAD	33	33	0	0
MARCHWOOD AVENUE	0	0	0	0
MARKET PLACE	15	8	0	7
MARKET WAY	0	0	0	0
MARLBOROUGH AVENUE	2	2	0	0
MARLBOROUGH COURT	0	0	0	0
MARSACK STREET	1	1	0	0
MARSH COURT (WILTON ROAD)	0	0	0	0
MARSHLAND SQUARE	0	0	0	0
MASON COURT	0	0	0	0
MASON STREET	123	123	0	0
MATLOCK ROAD	0	0	0	0
MAYFAIR	0	0	0	0
MAYFIELD DRIVE	0	0	0	0
MEADOW ROAD	16	16	0	0
MEADOW WAY	0	0	0	0
MEADOWCROFT ROAD	0	0	0	0
MEADWAY THE	0	0	0	0
MEAVY GARDENS	0	0	0	0
MELFORD GREEN	0	0	0	0
MELROSE AVENUE	15	15	0	0
MERCHANTS PLACE	298	298	0	0
MERRIVALE GARDENS	0	0	0	0
MERTON ROAD NORTH	0	0	0	0
MERTON ROAD SOUTH	0	0	0	0
MICKLANDS ROAD	0	0	0	0
MIDWINTER CLOSE	0	0	0	0
MILFORD ROAD	35	35	0	0
MILL GREEN	7	7	0	0
MILL LANE	1	1	0	0
MILL ROAD	57	57	0	0
MILLINGTON CLOSE	0	0	0	0
MILMAN ROAD	61	61	0	0
MINSTER STREET	17	4	0	13
MINTON CLOSE	0	0	0	0
MITCHAM CLOSE	1	1	0	0
MODBURY GARDENS	0	0	0	0
MONKLEY COURT	0	0	0	0
MONKS WAY	0	0	0	0
MONTAGUE STREET (CAVERSHAM)	6	6	0	0
MONTAGUE STREET (READING)	17	17	0	0
MONTPELIER DRIVE	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
MORECAMBE AVENUE	0	0	0	0
MORELEIGH CLOSE	0	0	0	0
MORGAN ROAD	51	51	0	0
MORISTON CLOSE	0	0	0	0
MORPETH CLOSE	1	1	0	0
MORTIMER CLOSE	0	0	0	0
MOSS CLOSE	0	0	0	0
MOUNT PLEASANT	99	99	0	0
MOUNT PLEASANT GROVE	9	9	0	0
MOUNT STREET	95	95	0	0
MOUNT THE (CAVERSHAM)	0	0	0	0
MOUNT THE (READING)	5	5	0	0
MOWBRAY DRIVE	0	0	0	0
MUIRFIELD CLOSE	8	8	0	0
MUNDESLEY STREET	1	1	0	0
NAPIER ROAD	0	0	0	0
NEATH GARDENS	0	0	0	0
NELSON ROAD	4	4	0	0
NETLEY CLOSE	0	0	0	0
NEW BRIGHT STREET	0	0	0	0
NEW LANE HILL	0	0	0	0
NEW ROAD	22	22	0	0
NEWARK STREET	63	63	0	0
NEWCASTLE ROAD	0	0	0	0
NEWLANDS AVENUE	0	0	0	0
NEWLYN GARDENS	0	0	0	0
NEWPORT ROAD	33	33	0	0
NIRE ROAD	0	0	0	0
NORCOT ROAD	197	67	0	130
NORFOLK ROAD	64	64	0	0
NORMAN PLACE	0	0	0	0
NORMAN ROAD	0	0	0	0
NORRIS ROAD	100	100	0	0
NORTH STREET (CAVERSHAM)	20	20	0	0
NORTH STREET (READING)	2	2	0	0
NORTHBROOK ROAD	0	0	0	0
NORTHCOURT AVENUE	39	39	0	0
NORTHERN WAY	0	0	0	0
NORTHFIELD COTTAGES	0	0	0	0
NORTHFIELD ROAD	64	64	0	0
NORTHUMBERLAND AVENUE	3	3	0	0
NORTON ROAD	49	49	0	0
NORWOOD ROAD	35	35	0	0
OAK TREE COPSE	0	0	0	0
OAK TREE ROAD	4	4	0	0
OAK VIEW	2	2	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
OAKDALE CLOSE	0	0	0	0
OAKLANDS	3	3	0	0
OAKLEY ROAD	1	1	0	0
OGMORE CLOSE	0	0	0	0
OLD ELM DRIVE	0	0	0	0
ORCHARD COURT	0	0	0	0
ORCHARD GROVE	0	0	0	0
ORCHARD STREET	22	22	0	0
ORMSBY STREET	31	31	0	0
ORRIN CLOSE	0	0	0	0
ORTS ROAD	79	79	0	0
OSBORNE ROAD	0	0	0	0
OSTERLEY DRIVE	1	1	0	0
OVERDOWN ROAD	0	0	0	0
OVERLANDERS END	0	0	0	0
OXFORD ROAD	1875	1853	0	22
OXFORD STREET	98	98	0	0
PADDOCK ROAD	1	1	0	0
PALMER PARK AVENUE	45	45	0	0
PALMER PARK CAR PARK	0	0	0	0
PALMER PARK ENTRANCE	0	0	0	0
PANGBOURNE STREET	4	4	0	0
PARK GROVE	0	0	0	0
PARK HOUSE LANE	0	0	0	0
PARK LANE	8	2	0	6
PARK VIEW	0	0	0	0
PARKHOUSE LANE	0	0	0	0
PARKSIDE ROAD	1	1	0	0
PARTHIA CLOSE	1	1	0	0
PATRICK ROAD	35	35	0	0
PATRIOT PLACE	0	0	0	0
PEEL CLOSE	0	0	0	0
PEGS GREEN CLOSE	0	0	0	0
PELL STREET	50	50	0	0
PENDENNIS AVENUE	1	1	0	0
PENNYROYAL COURT	0	0	0	0
PENROATH AVENUE	0	0	0	0
PENTLAND CLOSE	0	0	0	0
PEPPARD ROAD	0	0	0	0
PEPPER LANE	3	3	0	0
PICTON WAY	0	0	0	0
PIERCES HILL	0	0	0	0
PIGGOTTS ROAD	14	14	0	0
PINETREE COURT	0	0	0	0
PITCROFT AVENUE	208	208	0	0
POLDARK PLACE	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
POOLE CLOSE	0	0	0	0
POPLAR GARDENS	0	0	0	0
PORTLAND GARDENS	0	0	0	0
PORTMAN ROAD	1	1	0	0
PORTMAN WAY	6	6	0	0
PORTMEIRION GARDENS	0	0	0	0
PORTWAY CLOSE	0	0	0	0
POTTERY ROAD	0	0	0	0
PRESTON ROAD	0	0	0	0
PRIEST HILL	15	15	0	0
PRINCE OF WALES AVENUE	88	88	0	0
PRINCES STREET	68	68	0	0
PRIORS COURT	0	0	0	0
PRIORY AVENUE	61	61	0	0
PROMENADE ROAD	8	8	0	0
PROSPECT MEWS	0	0	0	0
PROSPECT STREET (CAVERSHAM)	1	1	0	0
PROSPECT STREET (READING)	96	96	0	0
PUFFIN WAY	0	0	0	0
QUANTOCK AVENUE	0	0	0	0
QUEEN ANNES GATE	0	0	0	0
QUEEN STREET	0	0	0	0
QUEEN VICTORIA STREET	9	9	0	0
QUEENS COTTAGES	0	0	0	0
QUEENS ROAD (CAVERSHAM)	86	86	0	0
QUEENS ROAD (READING)	36	19	0	17
QUEENS ROAD CAR PARK	3	0	3	0
QUEENS ROAD SLIP ROAD	0	0	0	0
QUEENS WALK	0	0	0	0
QUEENSBOROUGH DRIVE	0	0	0	0
QUEENSWAY	1	0	0	1
RADSTOCK ROAD	170	170	0	0
RAGLAN COURT	0	0	0	0
RAGLEY MEWS	0	0	0	0
RANDOLPH ROAD	38	38	0	0
RECREATION ROAD	78	7	0	71
RECREATION ROAD CAR PARK	38	0	38	0
RECTORY ROAD	37	37	0	0
REDBERRY CLOSE	0	0	0	0
REDLANDS ROAD	200	200	0	0
REDLANE COURT	0	0	0	0
REDRUTH GARDENS	0	0	0	0
REGENT COURT	2	2	0	0
REGENT STREET	77	77	0	0
REGIS PARK ROAD	9	9	0	0
RELEIF ROAD (A33)	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
RESTWOLD CLOSE	0	0	0	0
RICHFIELD AVENUE	0	0	0	0
RICHMOND ROAD	85	85	0	0
RICHMOND ROAD CAVERSHAM	0	0	0	0
RILEY ROAD	0	0	0	0
RINGWOOD ROAD	1	1	0	0
RIVER ROAD	31	31	0	0
RIVERMEAD CAR PARK	0	0	0	0
RIVERSDALE COURT	0	0	0	0
ROCKBOURNE GARDENS	0	0	0	0
RODWAY ROAD	0	0	0	0
ROMANY CLOSE	0	0	0	0
ROMANY LANE	0	0	0	0
ROMSEY ROAD	0	0	0	0
ROSE KILN LANE	1	1	0	0
ROSE WALK	0	0	0	0
ROSS ROAD	11	11	0	0
ROSSENDALE ROAD	0	0	0	0
ROSSINGTON PLACE	0	0	0	0
ROTHERFIELD WAY	0	0	0	0
ROUTH LANE	0	0	0	0
ROWDELL DRIVE	2	2	0	0
ROWE COURT	3	3	0	0
ROWLEY ROAD	5	5	0	0
ROYAL WAY	0	0	0	0
ROYSTON CLOSE	0	0	0	0
RUFUS ISAACS ROAD	0	0	0	0
RUPERT STREET	23	23	0	0
RUPERT WALK	0	0	0	0
RUSHDEN DRIVE	0	0	0	0
RUSKIN	0	0	0	0
RUSSELL STREET	253	253	0	0
RUSSET GLADE	0	0	0	0
RUTLAND ROAD	10	10	0	0
RYDAL AVENUE	0	0	0	0
RYLSTONE ROAD	0	0	0	0
SACKVILLE STREET	634	634	0	0
SALCOMBE ROAD	0	0	0	0
SALFORD CLOSE	0	0	0	0
SALISBURY ROAD	250	250	0	0
SAN FRANCISCO	0	0	0	0
SANCTUARY CLOSE	0	0	0	0
SANDCROFT ROAD	0	0	0	0
SANDGATE AVENUE	0	0	0	0
SAVERNAKE CLOSE	0	0	0	0
SCHOOL LANE	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
SCHOOL ROAD	81	1	0	80
SCHOOL TERRACE	20	20	0	0
SCOTT CLOSE	0	0	0	0
SCOURS LANE	0	0	0	0
SEATON GARDENS	0	0	0	0
SEND ROAD	69	69	0	0
SEVERN WAY	5	5	0	0
SHAFTESBURY ROAD	91	88	0	3
SHAW ROAD	0	0	0	0
SHELDON GARDENS	0	0	0	0
SHENSTONE ROAD	1	1	0	0
SHEPHERDS LANE	0	0	0	0
SHEPLEY DRIVE	0	0	0	0
SHERIDAN AVENUE	0	0	0	0
SHERMAN PLACE	0	0	0	0
SHERMAN ROAD	89	89	0	0
SHERWOOD STREET	83	83	0	0
SHILLING CLOSE	0	0	0	0
SHINFIELD RISE	0	0	0	0
SHINFIELD ROAD	0	0	0	0
SHIRESHEAD CLOSE	0	0	0	0
SHIRLEY AVENUE	0	0	0	0
SHORT STREET	3	3	0	0
SHORT STREET (CAVERSHAM)	5	5	0	0
SIDMOUTH STREET	82	82	0	0
SILCHESTER ROAD	0	0	0	0
SILVER STREET	18	18	0	0
SIMMONDS STREET	0	0	0	0
SMALLMEAD ROAD	0	0	0	0
SOMERSTOWN COURT	0	0	0	0
SOUTH DRIVE	0	0	0	0
SOUTH OAK WAY	0	0	0	0
SOUTH STREET (CAVERSHAM)	10	10	0	0
SOUTH STREET (READING)	205	205	0	0
SOUTH VIEW AVENUE	21	20	0	1
SOUTH VIEW PARK	0	0	0	0
SOUTHAMPTON STREET	28	28	0	0
SOUTHCOTE FARM LANE	0	0	0	0
SOUTHCOTE PARADE	0	0	0	0
SOUTHCOTE ROAD	5	5	0	0
SOUTHDOWN ROAD	0	0	0	0
SPENCER ROAD	0	0	0	0
SPEY ROAD	0	0	0	0
SPODE CLOSE	0	0	0	0
SPRING GARDENS	56	56	0	0
SPRING GROVE	5	5	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
SPRING TERRACE	0	0	0	0
ST AGNES MEWS	0	0	0	0
ST ANDREWS ROAD	0	0	0	0
ST ANNES ROAD	3	3	0	0
ST BARNABAS ROAD	0	0	0	0
ST BARTHOLOMEWS ROAD	92	92	0	0
ST BENETS WAY	0	0	0	0
ST EDWARDS ROAD	164	164	0	0
ST ELIZABETH CLOSE	0	0	0	0
ST GEORGES ROAD	69	68	0	1
ST GEORGES TERRACE	58	58	0	0
ST GILES CLOSE	26	26	0	0
ST JOHNS HILL	57	57	0	0
ST JOHNS ROAD (CAVERSHAM)	17	17	0	0
ST JOHNS ROAD (READING)	11	11	0	0
ST JOHNS STREET	31	31	0	0
ST MARY BUTTS (VICARAGE SITE LOADING AREA)	0	0	0	0
ST MARYS BUTTS	87	73	0	14
ST MICHAELS ROAD	2	2	0	0
ST PAUL COURT SERVICE ROAD	12	12	0	0
ST PETERS AVENUE	0	0	0	0
ST PETERS HILL	0	0	0	0
ST PETERS ROAD	89	89	0	0
ST RONANS ROAD	20	20	0	0
ST SAVIOURS ROAD	0	0	0	0
ST SAVIOURS TERRACE	0	0	0	0
ST STEPHENS CLOSE	12	12	0	0
STADIUM WAY	0	0	0	0
STAFFORDSHIRE CLOSE	0	0	0	0
STANHAM ROAD	0	0	0	0
STANHOPE ROAD	0	0	0	0
STANLEY GROVE	33	33	0	0
STANLEY STREET	71	71	0	0
STAPLEFORD ROAD	0	0	0	0
STAR LANE	0	0	0	0
STAR ROAD	5	5	0	0
STATION APPROACH	3	1	0	2
STATION HILL	3	3	0	0
STATION ROAD	40	16	0	24
STAVERTON ROAD	0	0	0	0
STOCKTON ROAD	0	0	0	0
STONE STREET	0	0	0	0
STONEHAM CLOSE	0	0	0	0
STRATHEDEN PLACE	8	8	0	0
STRATHY CLOSE	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
STRATTON GARDENS	0	0	0	0
STUART CLOSE	0	0	0	0
SUFFOLK ROAD	14	14	0	0
SUN STREET	25	25	0	0
SURLEY ROW	0	0	0	0
SURREY ROAD	46	46	0	0
SUTTON WALK	0	0	0	0
SWAINSTONE ROAD	76	76	0	0
SWALLOWFIELD DRIVE	0	0	0	0
SWALLOWS CROFT	0	0	0	0
SWAN PLACE	1	1	0	0
SWANSEA ROAD	80	72	0	8
SWANSEA TERRACE	0	0	0	0
SYCAMORE ROAD	0	0	0	0
TAFF WAY	2	2	0	0
TALBOT CLOSE	0	0	0	0
TALFOURD AVENUE	25	25	0	0
TALLIS LANE	0	0	0	0
TAMARISK AVENUE	0	0	0	0
TAMESIS PLACE	0	0	0	0
TAVISTOCK ROAD	1	1	0	0
TAY ROAD	0	0	0	0
TAZEWELL COURT	0	0	0	0
TEMPLE PLACE	34	34	0	0
TEMPLETON GARDENS	0	0	0	0
TERN CLOSE	4	4	0	0
TESSA ROAD	0	0	0	0
TEVIOT ROAD	0	0	0	0
THAMES AVENUE	36	36	0	0
THAMES SIDE	0	0	0	0
THAMES SIDE PROMENADE	1	1	0	0
THAMES SIDE PROMENADE CAR PARK	112	0	112	0
THE ARCADE	0	0	0	0
THE BEECHES	0	0	0	0
THE BROOKMILL	0	0	0	0
THE CAUSEWAY	0	0	0	0
THE CREST	0	0	0	0
THE GRANGE	0	0	0	0
THE HORSE CLOSE	0	0	0	0
THE MEADWAY	0	0	0	0
THE MEWS	0	0	0	0
THE MOUNT	21	21	0	0
THE RIDGEWAY	0	0	0	0
THE SLOPES	0	0	0	0
THE WARREN	0	0	0	0
THE WILLOWS	15	15	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
THICKET ROAD	0	0	0	0
THIRLMERE AVENUE	0	0	0	0
THORN LANE	0	0	0	0
THORN STREET	179	179	0	0
THORN WALK	2	2	0	0
THORNBRIDGE ROAD	0	0	0	0
THORNTON MEWS	53	53	0	0
THORNTON ROAD	3	3	0	0
THRALE MEWS	0	0	0	0
THURLESTONE GARDENS	0	0	0	0
TIDMARSH STREET	11	11	0	0
TILBURY CLOSE	0	0	0	0
TILEHURST ROAD	6	5	0	1
TINTERN CRESCENT	0	0	0	0
TIPPETT RISE	0	0	0	0
TOFRECK TERRACE	1	1	0	0
TOKERS GREEN LANE	0	0	0	0
TORRINGTON ROAD	2	2	0	0
TOTNES ROAD	0	0	0	0
TOWER CLOSE	0	0	0	0
TRAFALGAR COURT	0	0	0	0
TRAFFORD ROAD	0	0	0	0
TREDEGAR ROAD	0	0	0	0
TRIANGLE THE	0	0	0	0
TRINITY PLACE	15	15	0	0
TUDOR ROAD	4	4	0	0
TUNS HILL COTTAGES	12	12	0	0
TUNS HILL COTTS	0	0	0	0
TYBERTON PLACE	0	0	0	0
UFFINGTON CLOSE	0	0	0	0
ULLSWATER DRIVE	0	0	0	0
ULSTER CLOSE	0	0	0	0
UNDERWOOD ROAD	1	1	0	0
UNION STREET	0	0	0	0
UNITY CLOSE	0	0	0	0
UPLANDS ROAD	0	0	0	0
UPPER CROWN STREET	34	34	0	0
UPPER MEADOW ROAD	0	0	0	0
UPPER REDLANDS ROAD	23	23	0	0
UPPER WARREN AVENUE	0	0	0	0
UPPER WOODCOTE ROAD	0	0	0	0
UPTON ROAD	0	0	0	0
USK ROAD	6	0	0	6
VACHEL ROAD	250	250	0	0
VALE CRESCENT	0	0	0	0
VALENTIA CLOSE	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
VALENTIA ROAD	54	52	0	2
VALENTINE CRESCENT	0	0	0	0
VALLEY CLOSE	0	0	0	0
VALPY STREET	245	234	0	11
VASTERN ROAD	18	18	0	0
VASTERN ROAD (SERVICE ROAD)	0	0	0	0
VENETIA CLOSE	0	0	0	0
VENTNOR ROAD	0	0	0	0
VERNON CRESCENT	0	0	0	0
VICARAGE ROAD	0	0	0	0
VICTORIA ROAD (READING)	0	0	0	0
VICTORIA ROAD (TILEHURST)	0	0	0	0
VICTORIA STREET	10	10	0	0
VICTORIA WAY	0	0	0	0
VILLAGE CLOSE	0	0	0	0
VIRGINIA WAY	0	0	0	0
WALDECK STREET	88	88	0	0
WALKERS PLACE	9	9	0	0
WALLER COURT	0	0	0	0
WALNUT WAY	0	0	0	0
WANTAGE ROAD	230	229	0	1
WARNFORD ROAD	0	0	0	0
WARREN COURT	0	0	0	0
WARWICK ROAD	19	19	0	0
WASHINGTON ROAD	45	31	0	14
WATER ROAD	0	0	0	0
WATERLOO RISE	0	0	0	0
WATERLOO ROAD	13	13	0	0
WATERMAN PLACE	0	0	0	0
WATERSIDE GARDENS	0	0	0	0
WATLINGTON STREET	75	75	0	0
WAVERLEY ROAD	68	68	0	0
WAYBROOK CRESCENT	1	1	0	0
WAYLEN STREET	384	384	0	0
WEALD RISE	0	0	0	0
WEALDEN WAY	0	0	0	0
WEIGHBRIDGE ROW	0	0	0	0
WELDALE STREET	141	141	0	0
WELLAND CLOSE	0	0	0	0
WELLINGTON AVENUE	5	5	0	0
WENSLEY ROAD	1	1	0	0
WENTWORTH AVENUE	0	0	0	0
WEST GREEN COURT	0	0	0	0
WEST HILL	1	1	0	0
WEST STREET	113	101	0	12
WESTBOURNE TERRACE	22	22	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
WESTBROOK ROAD	15	15	0	0
WESTCOTE ROAD	16	16	0	0
WESTDENE CRESCENT	0	0	0	0
WESTERHAM WALK	0	0	0	0
WESTERN ELMS AVENUE	58	58	0	0
WESTERN OAKS	0	0	0	0
WESTERN ROAD	1	1	0	0
WESTFIELD ROAD	73	73	0	0
WESTONBIRT DRIVE	0	0	0	0
WESTWOOD GLEN	0	0	0	0
WESTWOOD ROAD	13	13	0	0
WETHERBY CLOSE	0	0	0	0
WHEATLEY CLOSE	0	0	0	0
WHITBY DRIVE	7	7	0	0
WHITBY GREEN	0	0	0	0
WHITEKNIGHTS ROAD	2	2	0	0
WHITLEY PARK LANE	17	17	0	0
WHITLEY STREET	51	51	0	0
WHITLEY WOOD LANE	0	0	0	0
WHITLEY WOOD ROAD	7	7	0	0
WIGMORE LANE	3	3	0	0
WILLIAM STREET	82	82	0	0
WILLOW GARDENS	0	0	0	0
WILLOW STREET	1	1	0	0
WILSON ROAD	217	71	0	146
WILTON ROAD	71	71	0	0
WILWYNE CLOSE	0	0	0	0
WINCANTON ROAD	0	0	0	0
WINCHESTER ROAD	48	48	0	0
WINCROFT ROAD	0	0	0	0
WINDERMERE ROAD	0	0	0	0
WINDRUSH WAY	0	0	0	0
WINGROVE ROAD	0	0	0	0
WINTON ROAD	0	0	0	0
WISTON TERRACE	0	0	0	0
WOBURN CLOSE	0	0	0	0
WOKINGHAM ROAD	558	122	0	436
WOLSELEY STREET	47	47	0	0
WOLSEY ROAD	61	61	0	0
WOOD GREEN CLOSE	0	0	0	0
WOODBERRY CLOSE	0	0	0	0
WOODCOTE ROAD	0	0	0	0
WOODCOTE WAY	0	0	0	0
WOODFORD CLOSE	0	0	0	0
WOODMAN CLOSE	0	0	0	0
WOODROW COURT	0	0	0	0

LOCATIONS	TOTAL PCN ISSUED	TOTAL ON STREET	TOTAL OFF STREET	TOTAL ON STREET CCTV
WOODSIDE WAY	0	0	0	0
WOODSTOCK STREET	6	6	0	0
WORCESTER CLOSE	0	0	0	0
WRENFIELD DRIVE	1	1	0	0
WRENSWOOD CLOSE	0	0	0	0
WYE CLOSE	0	0	0	0
WYKEHAM ROAD	353	353	0	0
WYNFORD CLOSE	0	0	0	0
YARNTON CLOSE	0	0	0	0
YELVERTON ROAD	0	0	0	0
YEW LANE	0	0	0	0
YIELD HALL LANE	0	0	0	0
YIELD HALL PLACE	1	1	0	0
YORK ROAD	71	65	0	6
ZINZAN STREET	611	584	0	27

Appendix A - Parking Penalty Charge Notices - By Contravention

Notes:

“Direct Issue - On Street” means tickets issued by a Civil Enforcement Officer direct to the vehicle whilst parked on the Public Highway.

“Postal Issue - Approved Device” means tickets issued from the enforcement vehicle, whereby the PCN is posted to the DVLA registered keeper.

“Direct Issue - Off Street” means tickets issued by a Civil Enforcement Officer direct to the vehicle whilst parked in a Council Owned car park.

Contravention Code and Description		TOTAL ISSUED	PERCENT	DIRECT ISSUE ON STREET	POSTAL ISSUE – APPROVED DEVICE	DIRECT ISSUE – OFF STREET
HIGHER LEVEL (ON-STREET)						
01	Parked in a restricted street during prescribed hours	4,595	13.3%	4,595	0	
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	137	0.4%	137	0	
12	Parked in a residents’ or shared use parking space without clearly displaying either a permit or voucher or pay and display ticket issued for that place	5,761	16.7%	5,761	0	
16	Parked in a permit space without displaying a valid permit	6,509	18.8%	6,509	0	
20	Parked in a loading gap marked by a yellow line	5	0.0%	5	0	
21	Parked in a suspended bay/space or part of bay/space	236	0.7%	236	0	
23	Parked in a parking place or area not designated for that class of vehicle	209	0.6%	209	0	
25	Parked in a loading place during restricted hours without loading	174	0.5%	174	0	
26	Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated parking place	12	0.0%	12	0	
27	Parked adjacent to a dropped footway	1	0.0%	1	0	
40	Parked in a designated disabled person’s parking place without clearly displaying a valid disabled person’s badge	643	1.9%	643	0	
42	Parked in a parking place designated for police vehicles	21	0.1%	21	0	
45	Parked on a taxi rank	18	0.1%	18	0	

46	Stopped where prohibited (on a red route or clearway)	3,692	10.7%	687	3,005	
47	Stopped on a restricted bus stop or stand	112	0.3%	19	93	
48	Stopped in a restricted area outside a school	329	1.0%	120	209	
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	25	0.1%	25	0	
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	21	0.1%	21	0	

Contravention Code and Description		TOTAL ISSUED	PERCENT	DIRECT ISSUE ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
HIGHER LEVEL (OFF-STREET)						
81	Parked in a restricted area in a car park	3	0.0%	0	0	3
85	Parked in a permit bay without clearly displaying a valid permit	21	0.1%	0	0	21
87	Parked in a disabled person's parking place without clearly displaying a valid disabled person's badge	14	0.0%	0	0	14
91	Parked in a car park or area not designated for that class of vehicle	0	0.0%	0	0	0

Contravention Code and Description		TOTAL ISSUED	PERCENT	DIRECT ISSUE ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
LOWER LEVEL (ON-STREET)						

05	Parked after the expiry of paid for time	790	2.3%	790	0	
06	Parked without clearly displaying a valid pay & display ticket or voucher	3,632	10.5%	3,632	0	
07	Parked with payment made to extend the stay beyond initial time	0	0.0%	0	0	
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay & display ticket, or after the expiry of paid for time	2,171	6.3%	2,171	0	
22	Re-parked in the same parking place or zone within one hour after leaving	10	0.0%	10	0	
24	Not parked correctly within the markings of the bay or space	129	0.4%	129	0	
30	Parked for longer than permitted	3,040	8.8%	3,040	0	

Contravention Code and Description		TOTAL ISSUED	PERCENT	DIRECT ISSUE ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
LOWER LEVEL (OFF-STREET)						
82	Parked after the expiry of paid for time	244	0.7%	0	0	244
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	948	2.7%	0	0	948
86	Not parked correctly within the markings of a bay or space	2	0.0%	0	0	2

Contravention Code and Description		TOTAL ISSUED	PERCENT	DIRECT ISSUE ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
WARNING NOTICES						
n/a	Warning Notices	1,037	3.0%	963	0	74

Appendix B - Bus Lane Penalty Charge Notices - By Street

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2020 / 2021	PERCENTAGE
A329 KINGS ROAD (EAST TO WEST)	228	0.5%
A329 KINGS ROAD (WEST TO EAST)	316	0.7%
A329 WOKINGHAM ROAD	518	1.2%
A33 (SOUTHBOUND) NEARSIDE LANE 2	1,488	3.3%
A33 (SOUTHBOUND) OFFSIDE LANE	20	0.0%
BASINGSTOKE ROAD (NORTHBOUND BENNET ROAD)	287	0.6%
BASINGSTOKE ROAD (NORTHBOUND)	276	0.6%
BASINGSTOKE ROAD (SOUTHBOUND BENNET ROAD)	1,401	3.1%
BASINGSTOKE ROAD (SOUTHBOUND)	606	1.4%
BATH ROAD	2,321	5.2%
BERESFORD ROAD (NORTHBOUND)	3,214	7.2%
BERESFORD ROAD (SOUTHBOUND)	639	1.4%
BLAGRAVE STREET (EAST TO WEST SECTION)	819	1.8%
BRIDGE STREET	1,505	3.4%
DUKE STREET	603	1.4%
FRIAR STREET (EAST BOUND)	1,887	4.2%
FRIAR STREET (WEST BOUND)	1,663	3.7%
GARRARD STREET (EASTBOUND)	246	0.6%
HEMDEAN ROAD	1,410	3.2%
KING'S ROAD	414	0.9%
LINDESFARNE WAY (WESTBOUND)	1,275	2.9%
LINDESFARNE WAY (EASTBOUND)	1,150	2.6%
LONDON STREET (NORTHERN SECTION)	1,045	2.3%
LONDON STREET (SOUTH)	295	0.7%
MINSTER STREET (WESTBOUND)	7,582	17.0%
NORCOT ROAD (EAST BOUND)	959	2.2%
NORCOT ROAD (WEST BOUND)	363	0.8%
OXFORD ROAD	293	0.7%
OXFORD ROAD (EASTBOUND BEDFORD ROAD)	166	0.4%
SOUTHAMPTON STREET	1,820	4.1%
SOUTHCOTE LANE	586	1.3%
SOUTHCOTE LANE (SOUTHBOUND)	948	2.1%
ST MARYS BUTTS (NORTHBOUND)	2,722	6.1%
STANSHAW ROAD	497	1.1%
THE FORBURY	1,795	1.7%
THE FORBURY (EAST/WEST SECTION) (WESTBOUND)	619	4.0%

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2019/2020	PERCENTAGE
TROOPER POTTS WAY (NORTH TO SOUTH)	632	1.4%
TROOPER POTTS WAY (SOUTH TO NORTH)	512	1.4%
VASTERN ROAD (EAST SIDE SOUTHBOUND)	37	1.2%
VASTERN ROAD (NORTHSIDE 1)	286	0.1%
VASTERN ROAD (NORTHSIDE 2)	311	0.6%
VASTERN ROAD (WEST SIDE NORTHBOUND)	497	0.7%

Appendix B - Bus Lane Penalty Charge Notices - Comparison

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2019/2020	2020 / 2021	CHANGE PREVIOUS YEAR
A329 KINGS ROAD (EAST TO WEST)	874	228	-74%
A329 KINGS ROAD (WEST TO EAST)	827	316	-62%
A329 WOKINGHAM ROAD	1,177	518	-56%
A33 (SOUTHBOUND) NEARSIDE LANE 2	641	1,488	132%
A33 (SOUTHBOUND) OFFSIDE LANE	266	20	-92%
BASINGSTOKE ROAD (NORTHBOUND BENNET ROAD)	467	287	-39%
BASINGSTOKE ROAD (NORTHBOUND)	470	276	-41%
BASINGSTOKE ROAD (SOUTHBOUND BENNET ROAD)	2,160	1,401	-35%
BASINGSTOKE ROAD (SOUTHBOUND)	1,084	606	-44%
BATH ROAD	2,006	2,321	16%
BERESFORD ROAD (NORHTBOUND)	4,476	3,214	-28%
BERESFORD ROAD (SOUTHBOUND)	1,765	639	-64%
BLAGRAVE STREET (EAST TO WEST SECTION)	2,548	819	-68%
BRIDGE STREET	2,121	1,505	-29%
DUKE STREET	1,128	603	-47%
FRIAR STREET (EAST BOUND)	1,930	1,887	-2%
FRIAR STREET (WEST BOUND)	6,197	1,663	-73%
GARRARD STREET (EASTBOUND)	1,021	246	-76%
HEMDEAN ROAD	1,964	1,410	-28%
KING'S ROAD	664	414	-38%
LINDES FARNE WAY (WESTBOUND)	2,306	1,275	-45%
LINDES FARNE WAY (EASTBOUND)	1,970	1,150	-42%
LONDON STREET (NORTHERN SECTION)	4,346	1,045	-76%
LONDON STREET (SOUTH)	467	295	-37%
MINSTER STREET (WESTBOUND)	14,795	7,582	-49%
NORCOT ROAD (EAST BOUND)	414	959	132%
NORCOT ROAD (WEST BOUND)	321	363	13%
OXFORD ROAD	1,967	293	-85%
OXFORD ROAD (EASTBOUND BEDFORD ROAD)	264	166	-37%
SOUTHAMPTON STREET	3,126	1,820	-42%
SOUTHCOTE LANE	976	586	-40%
SOUTHCOTE LANE (SOUTHBOUND)	1,185	948	-20%
ST MARYS BUTTS (NORTHBOUND)	3,621	2,722	-25%

STANSHAW ROAD	1,553	497	-68%
THE FORBURY	1,127	1,795	-30%
THE FORBURY (EAST/WEST SECTION) (WESTBOUND)	2,553	619	-54%
TROOPER POTTS WAY (NORTH TO SOUTH)	1,357	632	-51%
TROOPER POTTS WAY (SOUTH TO NORTH)	1,279	512	-78%
VASTERN ROAD (EAST SIDE SOUTHBOUND)	2,294	37	-62%
VASTERN ROAD (NORTHSIDE 1)	97	286	-53%
VASTERN ROAD (NORTHSIDE 2)	615	311	-55%
VASTERN ROAD (WEST SIDE NORTHBOUND)	695	497	-68%
TOTAL	81,114	44,489	-45%

Project / Proposal Name or Reference:		Date:	Your Name:		
Parking Annual report		03-Mar-22	Dawn Eden		
1. IMPACT ON CARBON EMISSIONS					
HOW WILL THIS PROJECT/PROPOSAL AFFECT:		CONSIDERATIONS <i>See guidance below on determining whether negative or positive impacts are High, Medium or Low</i>	IMPACT? <i>Use drop down list</i>	GUIDANCE IF NEGATIVE/NIL RATING HAS BEEN AWARDED	SUMMARISE HOW YOU PLAN TO MANAGE AND REDUCE ANY NEGATIVE IMPACTS
1	ENERGY USE	* More energy will be consumed or emissions generated (by RBC or others) = Negative Impact * No extra energy use is involved or any additional energy use will be met from renewable sources = Nil Impact * Energy use will be reduced or renewable energy sources will replace existing fossil fuel energy = Positive Impact	Nil	Consider: - Energy efficiency measures - Renewable energy - Reducing demand for energy	Not applicable - Parking Annual Report for 20/21 period is a requirement from the Department for Transport
2	WASTE GENERATION	* More waste will be generated (by RBC or others) = Negative Impact * No waste will be generated = Nil Impact * Less waste will be generated OR amount of waste that is reused/recycled will be increased = Positive Impact	Nil	Consider: - Re-usable/recycled goods - Recycling facilities - Reducing/reusing resources	Not applicable - Parking Annual Report for 20/21 period is a requirement from the Department for Transport
3	USE OF TRANSPORT	* RBC or others will need to travel more OR transport goods/people more often/further = Negative Impact * No extra transport will be necessary = Nil Impact * The need to travel, the use of transport and/or of fossil fuel-based transport will be increased = Positive Impact	Nil	Consider: - Use of public transport - Reducing need to travel or transport goods - Alternative fuels/electric vehicles/walking and cycling	Not applicable - Parking Annual Report for 20/21 period is a requirement from the Department for Transport
2. IMPACT ON RESILIENCE TO THE EFFECTS OF CLIMATE CHANGE					
HOW WILL THIS PROJECT/PROPOSAL AFFECT THE ABILITY OF READING TO WITHSTAND:		CONSIDERATIONS <i>See guidance below on determining whether negative or positive impacts are High, Medium or Low</i>	IMPACT? <i>Use drop down list</i>	GUIDANCE IF NEGATIVE/NIL RATING HAS BEEN AWARDED	SUMMARISE HOW YOU PLAN TO MANAGE AND REDUCE ANY NEGATIVE IMPACTS
4	HEATWAVES	* Increased exposure of vulnerable people and/or infrastructure to heat stress = Negative Impact * No increase in exposure to heat stress = Nil Impact Reduced exposure of vulnerable people and/or infrastructure to heat stress = Positive Impact	Nil	Greater need for cooling, ventilation, shading and hydration methods	Not applicable - Parking Annual Report for 20/21 period is a requirement from the Department for Transport
5	DROUGHT	* Water use will increase and/or no provision made for water management = Negative Impact * Levels of water use will not be changed = Nil Impact * Provision made for water management, water resources will be protected = Positive Impact	Nil	Greater need for water management and perhaps reserve supplies	Not applicable - Parking Annual Report for 20/21 period is a requirement from the Department for Transport
6	FLOODING	* Levels of surface water run-off will increase, no management of flood risk = Negative Impact * Levels of surface water run-off & flood risk are not affected = Nil Impact * Sustainable drainage measures incorporated, positive steps to reduce & manage flood risk = Positive Impact	Nil	Consider flood defence mechanisms or alternative arrangements (business continuity)	Not applicable - Parking Annual Report for 20/21 period is a requirement from the Department for Transport
7	HIGH WINDS / STORMS	* Exposure to higher wind speeds is increased or is not managed = Negative Impact * No change to existing level of exposure to higher wind speeds = Nil Impact * Exposure to higher wind speeds is being actively managed & reduced = Positive Impact	Nil	Greater need for stabilisation measures, robust structures resilient to high winds	Not applicable - Parking Annual Report for 20/21 period is a requirement from the Department for Transport
8	DISRUPTION TO SUPPLY CHAINS	* Exposure to supply chain disruption for key goods and services is increased = Negative Impact * No change in exposure to supply chain disruption for key goods and services = Nil Impact * Exposure to supply chain disruption for key goods and services is reduced = Positive Impact	Nil	Source key goods and services locally as it reduces exposure to supply chain disruption and boosts the local economy	Not applicable - Parking Annual Report for 20/21 period is a requirement from the Department for Transport
Weighing up the negative and positive impacts of your project, what is the overall rating you are assigning to your project?:			Not Nil	This overall rating is what you need to include in your report/ budget proposal, together with your explanation given below.	

Guidance on Assessing the Degree of Negative and Positive Impacts:

Note: Not all of the considerations/ criteria listed below will necessarily be relevant to your project

Low Impact (L)	* No publicity
	* Relevant risks to the Council or community are Low or none
	* No impact on service or corporate performance
	* No impact on capital assets; or relates to minor capital assets (minor works)
Medium Impact (M)	* Local publicity (good or bad)
	* Relevant risks to the Council or community are Medium
	* Affects delivery of corporate commitments
	* Affects service performance (e.g.: energy use; waste generation, transport use) by more than c.10%
High Impact (H)	* Relates to medium-sized capital assets (individual buildings or small projects)
	* National publicity (good or bad)
	* Relevant risks to the Council or community are Significant or High
	* Affects delivery of regulatory commitments
	* Affects corporate performance (e.g.: energy; waste; transport use) by more than c.10%
	* Relates to major capital assets (larger buildings and infrastructure projects)

In the box below please summarise any relevant policy context, explain how the overall rating has been derived, highlight significant impacts (positive and negative) and explain actions being taken to mitigate negatives and increase positives. This text can be replicated in the 'Environment and Climate Impacts section of your Committee Report, though please note you

Parking Annual Report for 20/21 period is a requirement from the Department for Transport. This report is delayed due to staff shortage.

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READING BOROUGH COUNCIL

REPORT BY DEPUTY CHIEF EXECUTIVE

TO:	POLICY COMMITTEE		
DATE:	4 APRIL 2022		
TITLE:	STRATEGIC HR & PAYROLL SYSTEM - CONTRACT PROCUREMENT		
LEAD COUNCILLOR:	CLLR MCEWAN	PORTFOLIO:	CORPORATE AND CONSUMER SERVICES
SERVICE:	HUMAN RESOURCES	WARDS:	BOROUGHWIDE
LEAD OFFICER:	BEN MORGAN	TEL:	01189 373452
JOB TITLE:	RESOURCING MANAGER	E-MAIL:	Ben.Morgan@reading.gov.uk

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to seek delegated authority to procure and award a contract for the provision of a third party hosted, strategic HR & Payroll system for a period of two years, with a possible extension period of a further two years.

2. RECOMMENDED ACTION

- 2.1 That Policy Committee grant delegated authority to the Deputy Chief Executive, in consultation with the Lead Member for Corporate and Consumer Services, to procure and award a contract for provision of a third party hosted, strategic HR & Payroll system for a period of two years, with a possible extension period of a further two years.

3. POLICY CONTEXT

- 3.1 An effective HR and Payroll system is essential to enable the Council to successfully manage and support its employees from recruitment through to retirement. Once-only input of data removes the risk and inefficiencies of data duplication and enables the Council to store all its people data in one place, creating 'one version of the truth'. The benefits of an effective HR and Payroll system include:

- Ensuring that HR practice complies with corporate, regulatory, and legal standards, particularly in relation to payroll processing
- Enables production of meaningful management information to support strategic decision making
- Engaging and empowering the workforce through self-service

- 3.2 Since 2019, the Council's HR service has undergone significant transformation, part of which has included digitisation of processes that were previously paper based. The digitisation of these processes, along with the implementation of new HR system functionality has enabled much richer people data, increased

understanding of our workforce, informed the Council's People Strategy and streamlined the Council's recruitment and onboarding process. For example, the improved recruitment process has contributed to significantly improved fill rates and reduced time to fill. Additionally, we also now have a much clearer understanding of absence, diversity and inclusion, performance management and gender and ethnicity pay gaps due to data being recorded and held centrally on the system rather than very often in paper format within service areas.

- 3.3 The digitisation of processes has also facilitated the introduction of Employee and Manager self-service portals, allowing for efficient and accurate processing of HR transactions. Employee self-service empowers employees to take charge of their own personal details and work-related requests, such as annual leave booking. Manager self-service allows managers instant access to reportee information and requests and improves the efficiency of data authorisation by devolving data ownership and responsibility.
- 3.4 The introduction of self-service has also enabled efficiencies to be achieved within the HR service through a reduction in one full-time equivalent administration post that was previously responsible for manual data input from paper-based forms such as overtime claims which are now automated.

4. THE PROPOSAL

4.1 Current Position:

The Council has historically used Midland HR's iTrent software primarily for payroll and pensions provision for a number of years, the most recent contract extension being for five years from 2017 with the contract due to expire in May 2022. The system is hosted by Midland HR who also provide helpdesk support, upgrades etc, funded as part of the ongoing annual system costs.

Since 2019, the Council has transformed its HR service and the development and utilisation of iTrent has increased significantly with the following modules/functionality being rolled out:

- Recruitment & Onboarding - providing a portal for online candidate applications which seamlessly transfer to pay-rolled employees, capturing data at each step, enhancing our understanding of our recruitment process and applicant demographic.
- Performance Management - allows a convenient online annual review process and associated data capture
- Absence Management - provides online sickness recording and associated data capture.
- Annual Leave - enables online leave management.
- HR Case Management - provides a case management system for HR cases, enabling better workforce management and reducing case slippage.
- GDPR compliance - a function which ensures compliance with General Data Protection Regulation through provision of an auto archive for HR data.
- Analytics Reporting - provides a series of pre-built packs which form the basis of much of the Council's reporting on key areas such as Absence.
- Survey Builder - allows the creation of surveys within the system used to gather information such as new starter and leaver feedback.

- Insight Builder for managers - provides a customisable people data dashboard for managers.
- Employee and Manager Self Service - portals for managers which allows employees to 'self-serve' the majority of HR transactions.

The implementation costs (£280,318) have been met from the Council's Delivery Fund due to their transformational nature.

4.2 Options Proposed

The Council requires an HR & Payroll system to effectively manage and pay employees in compliance with relevant legislation, and to meet its obligations in respect of statutory reporting.

Due to the investment in the use of iTrent at the Council since 2019, its integral position in our processes, and the results of benchmarking showing that this solution is approximately 20% less expensive than the next best priced alternative, it is proposed that the Council retain the iTrent system for a further period.

Following assessment, the proposed procurement route is to award via Call-Off from the G-Cloud Framework.

The new agreement will see all existing functionality retained with new provision added, including E-signatures, allowing employees to sign documents online, interactive payslips and Chatbot providing an enhanced user experience.

A reciprocal clause will be included to ensure that significant changes in staffing numbers are reflected in the annual charges. The contract will be structured over 2 years, with the option to extend by one year, and then a further year (4 years in total).

4.3 Other Options Considered

Do nothing

This is not an option. The Council requires an HR & Payroll system to be able to pay employees and meet statutory requirements. The current contract expires May 2022.

In house provision

Not viable, the Council does not have the specialist resource required to build, host and maintain its own system.

Full public tender process

Not recommended at this time as it unlikely to secure significant extra value. A full tender exercise will be undertaken prior to the termination of the new contract.

Direct award

Not recommended. A direct award reliant on Regulation 32 of the Public Contracts Regulations 2015 would only allow for a 3 year contract to be awarded which would minimise the Council's return on investment.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The contract will support the achievement of the Council's strategic aims and Corporate Plan in the following ways:

Those elements of the contract that support achieving value for money and controlling expenditure support the aim of:

- Remaining financially sustainable to deliver these service priorities

Ensuring that all operational posts are covered by a suitably qualified and experienced member of staff supports the strategic aims of

- Safeguarding and protecting those that are most vulnerable; and
- Keeping the town clean, safe, green and active;

The digitalisation of HR transactional process supports

- Tackling climate change and working towards our goal of a carbon neutral town by 2030

The increased visibility and understanding of our people data, including applicants to vacancies supports

- Ensuring everyone has an equal chance to thrive whatever their economic, social, cultural, ethnic or religious background.

6. ENVIRONMENTAL AND CLIMATE IMPLICATIONS

- 6.1 No additional implications, the proposal is for continuation of current practice. The use of a cloud-based solution is more environmentally friendly as it reduces the requirement for paper-based forms.

7. COMMUNITY ENGAGEMENT AND INFORMATION

- 7.1 Not relevant to this contract

8. EQUALITY IMPACT ASSESSMENT

- 8.1 There is no equalities impact assessment required for this contract.

9. LEGAL IMPLICATIONS

- 9.1 The contract will be procured in accordance with the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.

10. FINANCIAL IMPLICATIONS

- 10.1 The impact of the proposed contract is a one-off software product cost of £77,539 payable at the start of the agreement, followed by an annual cost for maintenance and support of £181,137 for each year of the contract term.

10.2 Revenue Implications

The current revenue budget is £152,000 per annum. A Revenue Business Case has already been approved as part of the Medium-Term Financial Planning process for 2022/23 to 2024/25, to fund the one-off costs of £77,539 and the increase in ongoing annual costs of £29,137.

	2022/23 £000	2023/24 £000	2024/25 £000	2025/26 £000
Employee costs	0	0	0	0
Other running costs	£258,677	£181,137	£181,137	£181,137
Capital financings costs				
Expenditure	£258,677	£181,137	£181,137	£181,137
Income from:				
Fees and charges	0	0	0	0
Grant funding				
(specify)				
Other income				
Total Income	0	0	0	0
Net Cost(+)/saving (-)	£258,677	£181,137	£181,137	£181,137

10.3 Value for Money (VFM)

A benchmarking exercise has been completed with three other local authorities who have recently procured similar solutions and compared against G-Cloud Framework pricing. MHR's product was found to represent best value whilst the G-Cloud procurement route provides a timely, efficient and compliant route to award without the need to engage in a lengthy and times consuming process.

10.4 Risk Assessment.

The pricing structure of this supplier includes an upfront software product cost payable at the start of the contract, should the company go into administration during the contract term a risk is presented that the funds will not be recoverable. In mitigation MHR is a long-established company, since 1984, of good financial standing with a large client base within the Public Sector, including a 47% share of the local authority market, as such this is considered a minimal risk.

11. BACKGROUND PAPERS

11.1 None

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