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Contact Officer:

John Armstrong,  
Democratic Services and Elections Manager  
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15 May 2020

Dear Councillor

Your attendance is requested at a meeting of the **EXECUTIVE** to be held remotely Via Microsoft Teams on **TUESDAY, 26 MAY 2020** at 7.00 pm.

Yours faithfully

James Whiteman  
Managing Director

**MEMBERS OF THE EXECUTIVE**

Chairman:

Councillor Caroline Reeves (Leader of the Council and Lead Councillor for Housing and Development Control)

Vice-Chairman:

Councillor Joss Bigmore ((Deputy Leader of the Council and Lead Councillor for Service Delivery))

Councillor Tim Anderson, (Lead Councillor for Resources)

Councillor Jan Harwood, (Deputy Leader and Lead Councillor for Climate Change)

Councillor Julia McShane, (Lead Councillor for Community)

Councillor John Redpath, (Lead Councillor for Economy)

Councillor John Rigg, (Lead Councillor for Regeneration)

Councillor James Steel, (Lead Councillor for Environment)

**WEBCASTING NOTICE**

This meeting will be recorded for live and/or subsequent broadcast on the Council's website in accordance with the Council's capacity in performing a task in the public interest and in line with the Openness of Local Government Bodies Regulations 2014. The whole of the meeting will be recorded, except where there are confidential or exempt items, and the footage will be on the website for six months.

If you have any queries regarding webcasting of meetings, please contact Committee Services.

**QUORUM 3**

## THE COUNCIL'S STRATEGIC FRAMEWORK

### Vision – for the borough

For Guildford to be a town and rural borough that is the most desirable place to live, work and visit in South East England. A centre for education, healthcare, innovative cutting-edge businesses, high quality retail and wellbeing. A county town set in a vibrant rural environment, which balances the needs of urban and rural communities alike. Known for our outstanding urban planning and design, and with infrastructure that will properly cope with our needs.

### Three fundamental themes and nine strategic priorities that support our vision:

- |                     |  |
|---------------------|--|
| <b>Place-making</b> | Delivering the Guildford Borough Local Plan and providing the range of housing that people need, particularly affordable homes |
|                     | Making travel in Guildford and across the borough easier   |
|                     | Regenerating and improving Guildford town centre and other urban areas   |
| <b>Community</b>    | Supporting older, more vulnerable and less advantaged people in our community  |
|                     | Protecting our environment   |
|                     | Enhancing sporting, cultural, community, and recreational facilities   |
| <b>Innovation</b>   | Encouraging sustainable and proportionate economic growth to help provide the prosperity and employment that people need       |
|                     | Creating smart places infrastructure across Guildford  |
|                     | Using innovation, technology and new ways of working to improve value for money and efficiency in Council services             |

### Values for our residents

- We will strive to be the best Council.
- We will deliver quality and value for money services.
- We will help the vulnerable members of our community.
- We will be open and accountable.
- We will deliver improvements and enable change across the borough.

## AGENDA

### ITEM NO.

#### **1 APOLOGIES FOR ABSENCE**

#### **2 LOCAL CODE OF CONDUCT - DISCLOSABLE PECUNIARY INTEREST**

In accordance with the local Code of Conduct, a councillor is required to disclose at the meeting any disclosable pecuniary interest (DPI) that they may have in respect of any matter for consideration on this agenda. Any councillor with a DPI must not participate in any discussion or vote regarding that matter and they must also withdraw from the meeting immediately before consideration of the matter.

If that DPI has not been registered, the councillor must notify the Monitoring Officer of the details of the DPI within 28 days of the date of the meeting.

Councillors are further invited to disclose any non-pecuniary interest which may be relevant to any matter on this agenda, in the interests of transparency, and to confirm that it will not affect their objectivity in relation to that matter.

#### **3 MINUTES (Pages 5 - 8)**

To confirm the minutes of the meeting of the Executive held on 21 April 2020.

#### **4 LEADER'S ANNOUNCEMENTS**

#### **5 SURREY LEADERS' GROUP: NOMINATIONS FOR APPOINTMENT 2020-21 (Pages 9 - 12)**

#### **6 \* PARKING STUDY AND IMPACT ON GUILDFORD PARK ROAD AND BRIGHT HILL CAR PARKS (Pages 13 - 192)**

#### **7 STATEMENT OF COMMUNITY INVOLVEMENT (Pages 193 - 252)**

#### **8 LOCAL DEVELOPMENT SCHEME (MAY 2020) (Pages 253 - 264)**

#### **9 \* PROCUREMENT STRATEGY (Pages 265 - 306)**

#### Key Decisions:

Any item on this agenda that is marked with an asterisk is a key decision. The Council's Constitution defines a key decision as an executive decision which is likely to result in expenditure or savings of at least £200,000 or which is likely to have a significant impact on two or more wards within the Borough.

Under Regulation 9 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, whenever the Executive intends to take a key decision, a document setting out prescribed information about the key decision including:

- the date on which it is to be made,
- details of the decision makers,
- a list of the documents to be submitted to the Executive in relation to the matter,
- how copies of such documents may be obtained

must be available for inspection by the public at the Council offices and on the Council's website at least 28 clear days before the key decision is to be made. The relevant notice in respect of the key decisions to be taken at this meeting was published as part of the Forward Plan on 28 April 2019.

## EXECUTIVE

21 April 2020

- \* Councillor Caroline Reeves (Chairman)
- \* Councillor Jan Harwood (Vice-Chairman)

- |                             |                             |
|-----------------------------|-----------------------------|
| * Councillor Joss Bigmore   | * Councillor John Rigg      |
| * Councillor Angela Goodwin | * Councillor Pauline Searle |
| * Councillor David Goodwin  | * Councillor James Steel    |
| * Councillor Julia McShane  | * Councillor Fiona White    |

\*Present

Councillors Tim Anderson, Chris Blow, Gordon Jackson, Susan Parker, Deborah Seabrook, Patrick Sheard and Catherine Young were also in attendance.

### **EX101 APOLOGIES FOR ABSENCE**

There were no apologies for absence.

### **EX102 LOCAL CODE OF CONDUCT - DISCLOSABLE PECUNIARY INTEREST**

There were no declarations of interest.

### **EX103 DECISIONS**

The decisions taken by the Leader of the Council on 24 March 2020 were noted.

### **EX104 LEADER'S ANNOUNCEMENTS**

The Leader made two announcements:

Firstly, the Leader made a statement on this Council's local response to the Covid 19 pandemic.

The community spirit and help being given by residents to support the most vulnerable people across the borough in difficult times was described as both outstanding and heart-warming. This spirit would be needed as the community finally emerged and recovered from the crisis.

The coronavirus pandemic had brought out a new respect for the value of public service, most visibly through the applause for the NHS and care workers on Thursday evenings. It was noted that importantly, other keyworkers were also being acknowledged. At a local level, people had been showing much gratitude and appreciation for Council staff delivering essential services. For example, notes had been attached to bins to thank refuse and recycling crews and there had been appreciation on social media from residents for the beautiful parks and countryside in the borough. There had been many messages of thanks received for the ways in which the Council had been supporting the community.

The Leader expressed sincere thanks to Council staff for maintaining essential services during the period of ongoing restriction. In addition, praise was given for the way in which the Council had, within a matter of weeks or even days in some cases, reorganised itself to deliver entirely new services to protect the most vulnerable residents. New community helplines had been installed and were being staffed seven days a week, local food distribution hubs had been

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established, Spectrum was operating as the countywide base for distributing food to those who were shielding, meals on wheels had been stepped-up and guidance and advice was being provided to residents through Council communications like never before. The Council was receiving wonderful feedback from those who had received food parcels and phone calls.

An indication of the scale of change and adaptation by the Council in playing a part in supporting the community through this crisis was set out as follows:

- 4,919 telephone calls had been made to the most vulnerable residents
- 1,021 calls had been received by the vulnerable persons helpline and housing advice service
- 399 food parcel deliveries had been delivered to residents
- 1,087 food parcels had been delivered countywide from Guildford Spectrum
- 4,492 meals on wheels had been provided
- 88 urgent minor home adaptations had been completed to keep elderly and vulnerable residents safe
- 31,851 information leaflets had been delivered to households by staff and volunteers
- 41 homeless people had been placed in accommodation
- 85 staff had been redeployed to welfare hubs and the vulnerable persons helpline
- 40,613 web pages had been viewed on the coronavirus section of the Council's website
- 57,939 public engagements had been recorded with our social media activity
- 441 grants had been paid to local businesses totalling £6.4 million

The Leader thanked the Managing Director and all Council staff for the way in which they had stepped-up during such unprecedented times to protect and care for the most vulnerable people in the community. The strength and importance of local government across the country had been underlined and the Council had been part of that. Although this period was a time of great sadness because of the many lives lost and families bereaved, the Leader expressed pride in the way in which Guildford was playing its part in defeating the virus and the future recovery of the community.

Secondly, the Leader announced changes to be made in the coming weeks to Lead Councillor portfolios.

At the meeting of the Executive held on 18 February 2020, the Leader announced the need to make further changes to Lead Councillor Portfolios so that the political direction of the Council was consistent with the new directorate framework following Phase A of Future Guildford and the themes that were emerging from the new Corporate Plan. The development of portfolios was continuing and the final changes would be announced at the Council meeting on 5 May 2020.

The portfolio titles were likely to be centred around:

- Resources,
- Customer Service
- Economy

- Regeneration
- Climate Change
- Environment
- Housing and Development Control
- Community

### **EX105 REVOCATION OF THE TAXI RANK, GUILDFORD PARK ROAD**

The Lead Councillor for Waste Licensing and Parking introduced the report.

The Executive was asked to consider the removal of the Hackney Carriage Stand (Taxi Rank) on Guildford Park Road, outside the rear entrance to Guildford Station following the completion of the required statutory consultation as part of the wider Sustainable Movement Corridor works. Having considered the single objection to the proposal, full details of which were included in the report, the Executive

RESOLVED: That the single objection received to the proposal be not supported and the revocation of the hackney carriage stand in Guildford Park Road, Guildford, as described in the report, be approved.

#### Reasons:

In support of the improvements for all modes of transport between the rail station, the University, Hospital and the Research Park. The removal of the taxi rank is part of a series of improvements proposed along Guildford Park Road.

### **EX106 COVID19 EMERGENCY BUDGET**

The Executive noted that Guildford Borough Council was a category 1 responder to civil emergencies under the Civil Contingencies Act 2004. The Council had an important role in responding locally to COVID19. In addition, there was a duty to ensure that crucial council services continued to operate in such unprecedented times. The Executive was asked to consider the Council's response to COVID-19 to date, the impact on services and to approve an emergency budget to support the Council's response.

The Lead Councillor for Finance and Assets, Customer Service introduced the report and gave thanks to council teams, communities, public and private groups and individuals around the borough for their support and assistance during such unprecedented times. The best and worst impact on the council's budget was estimated to be between £5 million to £15 million respectively. Grants for business were still available and the lead councillor urged local businesses to contact the council in this regard.

The Executive unanimously

RESOLVED: That the following recommendation to full Council on 5 May 2020 be supported:

That the Council:

- 1) Notes the Council's duties and response so far in dealing with the COVID19 pandemic
- 2) Notes the initial assessment of the impact on Guildford Borough Council's short-term financial position
- 3) Approves a revenue supplementary estimate of £15million to be funded from general fund reserves, such funding to be drawn down only if further government support is not forthcoming or is insufficient to cover the financial impact of COVID19 on the Council and sufficient cost savings cannot be found

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- 4) Notes the advice of the Chief Finance Officer in paragraph 5.18 regarding the level of reserves and the potential need to rebuild reserves to a sufficient level if government grant support falls short
- 5) Notes the changes to Local Authority powers and duties introduced by the Coronavirus Act 2020 and delegates to the Managing Director, in consultation with the Leader of the Council, authority to amend service provision in accordance with the Council's statutory duties as these may be varied by the Act, regulations and guidance made thereunder.

Reason:

To enable the Council to continue to respond to the COVID19 emergency

The meeting finished at 7.50 pm

Signed .....

Chairman

Date .....



Executive Report

Ward(s) affected: n/a

Report of Strategic Services Director

Author: John Armstrong, Democratic Services and Elections Manager

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Date: 26 May 2020

## **Surrey Leaders' Group: Nominations for appointment 2020-21**

### **Executive Summary**

The Surrey Leaders' Group (SLG) is formed of the leaders of the twelve Surrey local authorities. It provides a political forum where leaders can come together to discuss strategic issues and act as a strong representative body for local government in Surrey.

The Council has been invited by the SLG to nominate representatives to serve on the SCC Adults and Health Select Committee and the Countryside Access Forum.

The deadline for receipt of nominations is Friday 12 June 2020.

### **Recommendation to Executive:**

- (1) To consider the submission of nominations to the Surrey Leaders' Group (SLG) in respect of the appointment of a district council representative to:
  - a) The Surrey County Council Adults and Health Select Committee (previously referred to as the Surrey County Council Wellbeing and Health Scrutiny Board). One position available for three years (2020/21 to 2022/23).
  - b) The Countryside Access Forum. One position available for three years (2020/21 to 2022/23).
- (2) Subject to (1) above, and the agreement of the chairman of the Overview and Scrutiny Committee, to agree that the call-in procedure shall not apply in respect of any decision to submit nominations.

### Reason for Recommendation:

To ensure that any nomination submitted by this Council is considered by the SLG

**Is the report (or part of it) exempt from publication? No**

**1. Purpose of Report**

1.1 To consider whether this Council should submit nominations to the SLG in respect of the appointment of a district/borough council representative on the following outside bodies in 2020-21:

- (a) the SCC Adults and Health Select Committee
- (b) the Countryside Access Forum

**2. Strategic Priorities**

2.1 The work of many of the external organisations to which the SLG makes appointments assists the Council in meeting its strategic priorities.

**3. Background**

3.1 The SLG is a partnership of all eleven borough and district councils in Surrey, together with Surrey County Council. It provides a forum where those councils can work together to provide better services for the people of Surrey. The SLG comprises the leaders (or equivalent) of all borough and district councils and the leader and deputy leader of Surrey County Council and is supported by the chief executives/managing directors from the twelve councils.

3.2 District/borough councillors represent the SLG on a number of external bodies and SLG seeks nominations each year to fill the various vacancies that arise. SLG normally makes appointments to these external bodies for a period of three years. A small working group appointed by the SLG will consider the nominations and make recommendations to it at its June meeting.

3.3 This year, SLG has invited nominations in respect of the external bodies described below.

**SCC Adults and Health Select Committee (formerly the SCC Wellbeing and Health Scrutiny Board)**

One position available for three years (2020/21 to 2022/23).

The following services are included within the remit of the Adults and Health Select Committee:

- Statutory health scrutiny
- Adult Social Care (including safeguarding)
- Health integration and devolution
- Review and scrutiny of all health services commissioned or delivered within Surrey
- Public Health
- Review delivery of the Health and Wellbeing Strategy
- Health and Wellbeing Board
- Future local delivery model and strategic commissioning

**NOTE:** Nominees cannot be a Member of the Council's Executive (or equivalent) and should be members of the Council's Scrutiny (or equivalent) committee.

Meets: Six times a year  
Time: 10.30am.  
Venue: Surrey County Council

### **Countryside Access Forum**

One position available for three years (2020/21 to 2022/23).

The Forum is an independent body that advises the County Council and others on improving access to the countryside. It has a maximum of 22 members who represent a broad range of interests, including farmers, landowners and those who earn their living in the countryside; users who enjoy the countryside in many different ways; and other relevant interests, such as nature conservation.

Future meetings of the Forum are scheduled for:

- Monday 20 July 2020 at 1.30pm (Venue to be confirmed)
- Monday 19 October 2020 at 1.30pm (Venue to be confirmed)

Venue: Various venues around central Surrey

#### **4. Consultations**

4.1 None

#### **5. Key Risks**

5.1 There are no key risks arising from this report.

#### **6. Financial Implications**

6.1 There are no financial implications arising from this report.

#### **7. Legal Implications**

7.1 Other than the requirement that SLG cannot appoint executive councillors to SCC's Adults and Health Select Committee, there are no other legal implications.

#### **8. Human Resource Implications**

8.1 There are no human resource implications arising from this report.

#### **9. Equality and Diversity Implications**

9.1 Public authorities are required to have due regard to the aims of the Public Sector Equality Duty (Equality Act 2010) when making decisions and setting policies.

- 9.2 This duty has been considered in the context of this report and it has been concluded that there are no equality and diversity implications arising directly from this report.

**10. Climate Change/Sustainability Implications**

- 10.1 Both bodies are forums with partnership opportunities to consider matters of public wellbeing.

**11. Summary of Options**

- 11.1 There is no obligation for the Council to submit nominations to the SLG, but they offer an opportunity for partnership working to benefit local communities and also an opportunity for individual councillor development.

**12. Conclusion**

- 12.1 The Executive is asked to consider nominations received in respect of the appointments described above.
- 12.2 Officers have asked political group leaders to submit nominations and details of any received will be reported at the meeting.
- 12.3 As mentioned above, a small working group of the SLG will consider all the nominations received in respect of these appointments and make a recommendation to the SLG at its meeting in June. The deadline for receipt of completed nomination forms by SLG secretariat is Friday 12 June 2020.

**13. Background Papers**

Email dated 16 March 2020 from Frank Jeffery on behalf of SLG, inviting the submission of nominations.

**14. Appendices**

None

Executive Report

Ward(s) affected: Onslow and Holy Trinity

Report of Director of Services

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Date: 26 May 2020

## **Parking Study and Impact on Guildford Park Road and Bright Hill Car Parks**

### **Executive Summary**

The Council is in the process of developing Guildford Park Car Park (GPCP) for housing and replacement parking and is considering developing Bright Hill Car Park (BHCP) for housing with potential parking re-provision.

Since the original decision to develop these sites a number of factors around cost and demand for housing and parking had changed and it was felt prudent to undertake an in-depth parking study to inform the Council on whether the existing plans are still appropriate given the changes in circumstances. This study has informed the immediate decisions for these car parks and helps the Council develop a medium to long term strategy around car park provision.

The report sets out the background, the key information from the Parking Study and the recommendations as a result of this.

### **Recommendation to Executive**

That the Executive approves the following:

1. With regard to Guildford Park Car Park, to cease the development of the car park and authorise officers to seek planning permission for a purely residential scheme on the site.
2. With regard to Bright Hill Car Park, to authorise the Waste, Parking and Fleet Services Manager in consultation with the Lead Councillor for Environment to agree the provision of public parking based purely on a standalone business case with a maximum payback period for any additional investment of 10 years.
3. Authorise the Waste, Parking and Fleet Services Manager to develop medium and long-term strategies and actions plans based on the Parking Study within the Parking

Annual Business Plan for formal adoption by the Executive.

Reason(s) for Recommendation:

To finalise the position for GPCP in relation to the provision of the car park and housing, set clear assessment criteria for parking at BHCP and to authorise officers to develop a medium to long term parking strategy based on the findings of the study.

**Is the report (or part of it) exempt from publication? No**

**1. Purpose of Report**

- 1.1 To set out the recommendations for moving forward with Guildford Park Car Park (GPCP) and Bright Hill Car Park (BHCP).
- 1.2 To set out the next steps for the strategic framework and principles underpinning the provision of car parking in Guildford, based upon the Parking Study undertaken in 2019/20.

**2. Strategic Priorities**

- 2.1 The provision of parking and housing support two key priorities of the Council
  - Economy and Regeneration, particularly supporting a vibrant, healthy town centre
  - Housing And community, particularly ensuring residents having access to a quality home that meets their needs at a price they can afford
- 2.2 A choice of Parking or Housing on our assets can lead to a conflict between these strategic themes and priorities, therefore there is a need to carefully balance the use of our assets to ensure the council does not meet one priority at the cost of another.

**3. Background**

- 3.1 We operate over 5000 car park spaces in the town that support and enable a wide range of activity in the borough. The future demand for parking is uncertain with:
  - a challenging retail environment
  - a climate emergency with actions looking to encourage modal shift
  - expected property growth with resulting growth in demand for access
  - continued significant congestion and efforts to reduce this.
  - longer term changes in technology such as autonomous vehicles
- 3.2 We have been faced with and in the future will face difficult choices over what parking we need and where we need it and recognise that many of our parking facilities are located in areas that could have mixed use or alternative exclusive uses, for example housing.

- 3.3 In particular, GPCP and BHCP have been subject to imminent plans for development.
- 3.4 There is a need to make an urgent and clear decision on what development and parking provision is provided at these two sites. In addition, there is a need to update and confirm the strategic principles underpinning our short, medium and long-term parking strategy and agree a series of actions and business plans aligned to these principles.
- 3.5 To help us come to a view we commissioned a consultant, Systra to undertake a detailed Parking Study and produce a Baseline and a Strategy report. These are at **Appendices 1 and 2**. This work was undertaken through late 2019 and early 2020.

#### **Guildford Park Car Park**

- 3.6 This car park is a large 400 space surface car park. It has already been approved for a mixed use site including giving over significant ground space for housing and re-provision of car parking on a smaller footprint within the current car park via a Multi Storey Car Park. Enabling works over the past two years have effectively halved the operating capacity of this car park, with displacement to other facilities such as Farnham Road.
- 3.7 The overall construction budget (excluding enabling and fees) for the car park was £9m. However there are concerns associated with achieving the targeted capital receipts for the residential part of the development and the costs of the car park construction are projected to exceed £11.5m.
- 3.8 This combination of increased costs and reduced capital returns resulting in increased borrowing is challenging for the business case and at the same time there is pressure to make best use of existing brownfield sites to help meet ongoing housing needs and avoid the need for green belt release.
- 3.9 As a result the Parking Study was specifically asked to consider if the re-provision of spaces at GPCP was absolutely necessary. The advice from the study is that demand from this car park can be met from other car parks and other facilities such as park and ride (Onslow).
- 3.10 The site has seen enabling works of approximately £5m, approximately £675,000 of these would be linked to the car park works which will be abortive costs if the decision is taken not to proceed.

#### **Bright Hill Car Park**

- 3.11 This is a smaller surface car park with 113 spaces. It is built into a slope and has several tiers. There are barriers protecting the edges of the tiers and several of these have degraded and have been assessed as at risk of failure. The site is earmarked for development and the costs of repair are high. As these costs would be abortive

costs in the event of a development, we have closed around a third of the car park for safety reasons, rather than spend significant sums on barrier repairs. This has displaced potential users to other car parks, which we also own, so the global impact has been minimal.

- 3.12 As with GPCP we wanted to be clear if reprovision at this site was critical to the overall strategic provision of parking spaces. The clear advice is that loss of parking here would not have a significant overall impact on parking provision now or in the future.
- 3.13 However it may still be in the councils commercial interest to re-provide parking here. In short if public provision can provide a business case that results in a pay back of 10 years or less then it is worth doing. In the event there is no payback, or the period is longer than 10 years, then the longer-term uncertainty over future technology and associated customer behaviours would lead us to a more risk averse position and a focus on the housing provision in isolation.

### **Conversion of the Study into a Strategy**

- 3.14 In addition to providing a clear and early position and advice on GPCP and BHCP, the study is also intended to inform our medium and long term parking strategy, which, of course, needs to align with the objectives of the local plan and emerging climate change, town centre and transport plans.
- 3.15 The Study has numerous recommendations, some we already do, or are planning to do, some we need to consider and build into future business plans and action plans.
- 3.16 Based on the initial baselining report and study, we believe the following high level principles/recommendations should be adopted:
  - 1. Remain open and supportive to better use of other surface car parks, but with re-provision of appropriately located parking space (right space, right place) as a prerequisite
  - 2. Maintain investment in our car park assets
  - 3. Support the officer team to monitor and engage with industry and innovation to maintain expertise and knowledge of transport/parking trends and modal shift, especially Autonomous Vehicles (AVs) and smart parking tech to allow us to plan for change
  - 4. Review strategic provision every three years
  - 5. Continue to support and invest in modal shift (trains, buses and P&R) – this will help growth without significantly threatening our assets and revenues
  - 6. Continue to and increase support for less polluting vehicles (EV and Hydrogen)
- 3.20 Whilst providing a high-level framework in the light of the Study, there remains a significant amount of work to assess and develop an action plan associated with the detailed recommendations.



#### **4. Key Risks**

- 4.1 Ceasing the car park at Guildford Park instead, providing further housing would result in a requirement to seek a new planning consent for this part of the site. Planning consent is not guaranteed.

#### **5. Financial Implications**

##### **5.1 Guildford Park CP**

The current budget for the general fund element of the entire scheme is £6.5m on the approved capital programme and £23.1m on the provisional capital programme. If Councillors decide not to proceed with the MSCP, the Council's underlying need to borrow will reduce by £8.5m, which will, in turn, reduce the borrowing costs projected in the general fund revenue budget, and will reduce the Council's Minimum Revenue Provision cost. Any abortive costs can be accounted for in the 2019/20 outturn.

##### **5.2 Bright Hill CP**

There is £13.5m on the provisional General Fund capital programme for the development of the scheme as a whole. If the scheme is entirely housing this funding is likely to come from the HRA account and not from the General Fund account thereby lowering the Councils Minimum Revenue Provision cost in future years.

#### **6. Legal Implications**

- 6.1 With respect to the first recommendation in the report, if the Council decides to cease the development of GPCP park, legal advice should be obtained on both the legal and financial implications that are likely to arise from (a) the Council ceasing the development and terminating contracts with consultants and / or contractors as well as upon steps that can be taken to mitigate those risks and costs (including consideration as to whether the consultants or others have complied with their contractual duties and/ or the possibility of novating the contracts).
- 6.2 In the event that the recommendations shall entail the appointment of consultants, then officers should obtain express authority to do so as well as legal advice on (a) the procurement process and (b) the terms of appointment of consultants.

#### **7. Human Resource Implications**

- 7.1 There are no Human Resources implications arising from this report.

#### **8. Equality and Diversity Implications**

- 8.1 This duty has been considered in the context of this report and it has been concluded that there are no equality and diversity implications arising directly from this report.

**9. Climate Change/Sustainability Implications**

- 9.1 The council is committed to reducing emissions, particularly from vehicles. The balanced provision of parking along with the promotion of other methods looks to balance the need to support a vibrant, healthy town centre by enabling access whilst encouraging use of other facilities such as Park and Ride.

**10. Summary of Options**

- 10.1 GPCP alternative options include continuing with parking or reducing the parking provision to bring down the build costs.
- 10.2 BHCP alternative options include doing nothing, repairing the current car park and retaining the car park as is.

**11. Conclusion**

- 11.1 The parking study is an in depth look at our data, our expected changes over the coming years, our customers preferences and behaviours and brings in wider industry knowledge of parking and the future of parking.
- 11.2 This enables us to critically assess the need for reprovision of current development sites at car parks and concludes that for GPCP and BHCP there is no strategic need to re-provide.
- 11.3 Going forward the picture is less clear and a long-term balanced strategy taking into account a number of local, national and technological factors is needed. The reports allow officers to build a coherent and integrated strategy for the continued provision of parking and its role in enabling a healthy town centre and supporting change to more sustainable transport.

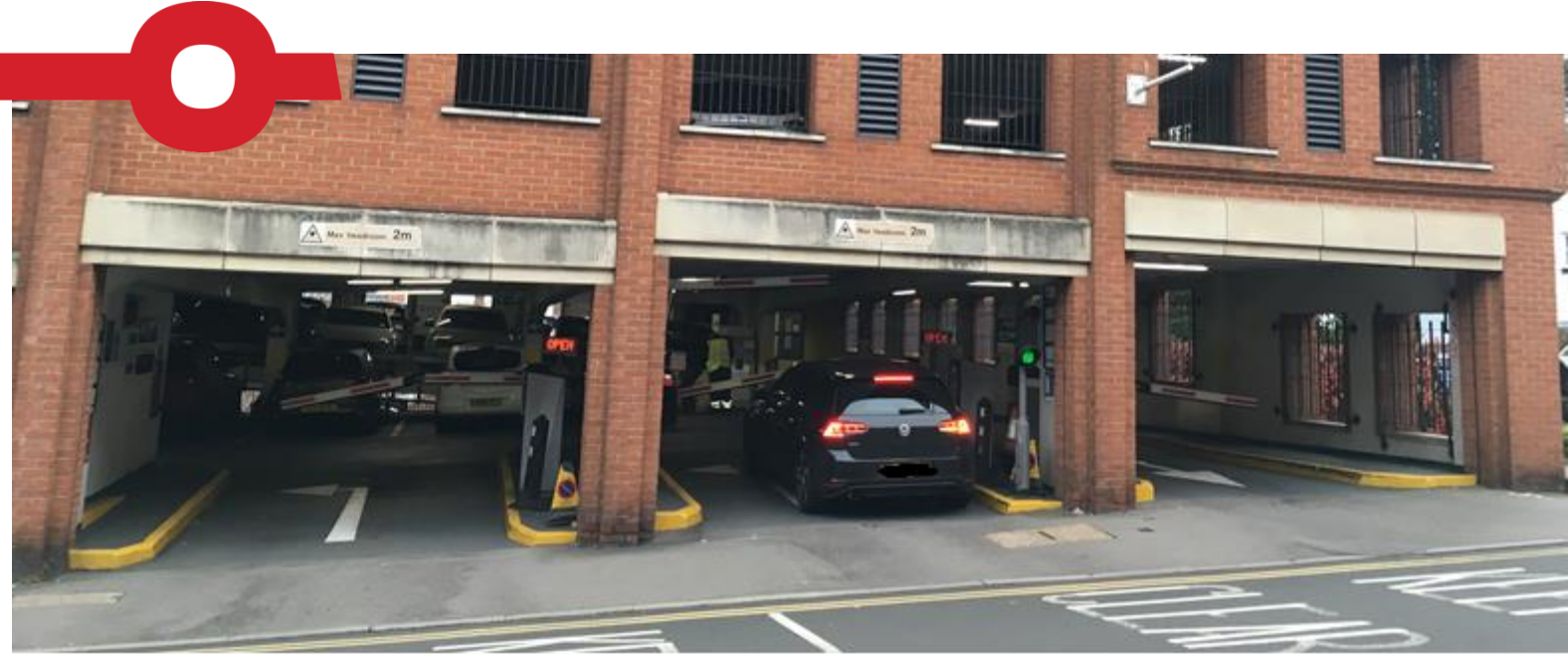
**12. Background Papers**

None

**13. Appendices**

1. Systra Parking Study Baseline Report
2. Systra Parking Study Strategy Report

# GUILDFORD PARKING STUDY BASELINE REPORT



Agenda item number: 6  
**GUILDFORD PARKING STUDY**

**BASELINE REPORT**

**IDENTIFICATION TABLE**

Client/Project Owner	Guildford Borough Council
Project	Guildford Parking Study
Study	Baseline Report
Type of Document	Final Report
Date	11/02/2020
Reference Number	108981-001
Number of Pages	120

**APPROVAL**

Version	Name	Position	Date	Modifications	
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	Checked by	James Rhodes	Senior Consultant	06/12/2019	
	Approved by	David Alderson	Associate Director	06/12/2019	
2	Author	Agnese Polonara	Assistant Consultant	10/02/2020	Final
	Checked by	James Rhodes	Senior Consultant	10/02/2020	
	Approved by	David Alderson	Associate Director	11/02/2020	

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## 1. INTRODUCTION

### 1.1 Overview

- 1.1.1 SYSTRA Ltd (SYSTRA) has been commissioned by Guildford Borough Council (the Council) to conduct a review of Council-operated on and off-street parking facilities in Guildford Town Centre and develop an associated parking strategy. The work involves providing technical support and peer review to ensure that Council-operated car parking delivers the optimal impact and efficiency for Guildford. The study incorporates a detailed assessment of existing off-street parking provision and high-level assessment of on-street parking provision.
- 1.1.2 The Council operates a total of 23 car parks, providing a total of 4,710 spaces (including 78 spaces marked and signed for use by blue badge holders). Further details of individual car park capacities are set out in **Section 3** of this report.
- 1.1.3 The assessment incorporates a review of the physical condition of car parks, management and enforcement, use and revenue generation, and perceptions of car parking facilities in Guildford. An assessment of the potential impact that projected housing and employment growth will have upon future off-street car parking demand has also been undertaken.
- 1.1.4 As part of this study, a set of key objectives will be identified that aim to help optimise future car parking provision and management. Individual strategy options will subsequently be developed and tested to address identified issues and meet the identified objectives. These will then be packaged together to form the basis of a final Parking Strategy and Action Plan for the Council.

### 1.2 Study Phases

- 1.2.1 The study is being completed in two phases:
- **Phase 1:** Baseline Review; and
  - **Phase 2:** Option & Strategy Development.

### 1.3 Baseline Report

- 1.3.1 This report represents the initial output from Phase 1 of the study and presents a detailed baseline assessment of off-street car parking facilities within Guildford, identifying key issues and potential opportunities for enhancement. In addition, high-level commentary is provided regarding on-street parking provision. The report is informed by desktop-based research, parking occupancy surveys and site audits undertaken by SYSTRA in October 2019, intercept user surveys undertaken on behalf of SYSTRA in October 2019, and information and data provided by the Council.

### 1.4 Report Structure

- 1.4.1 Following this introductory section, the remainder of the Baseline Report is structured as follows:

- **Section 2: Policy & Strategy Review** – Provides an overview of relevant current and emerging national, regional and local policies and strategies that need to be considered when developing parking policy.
- **Section 3: Baseline Transport Conditions** – Details current transport conditions and provision within Guildford, with consideration given to highway, local bus and rail provision.
- **Section 4: Development Review** – Presents the findings of a review of current and emerging local policy to identify committed employment and residential development, including any changes in demand or supply of parking which might take place in upcoming years.
- **Section 5: Car Park Audits** – Provides an overview of the findings of both the desktop and on-site audits of off-street car parking facilities.
- **Section 6: Intercept User Survey** – Details the results of a series of face-to-face surveys undertaken with car park users in the six largest car parks in Guildford.
- **Section 7: Current Parking Demand** – Details the findings of a review of current demand for off-street parking and identifies underlying peak period occupancy levels.
- **Section 8: Operations & Enforcement Review** – Provides an overview of operational practices, including ticket pricing, payment mechanisms, contract parking and season tickets, alongside current enforcement strategies.
- **Section 9: Park & Ride Review** – Summarises Park & Ride services, pricing structures, operations and funding mechanisms.
- **Section 10: Capacity Utilisation** – Assesses the potential impact of identified residential and employment growth upon future parking demand and occupancy levels car parks.
- **Section 11: Summary & Conclusion** – Sets out the key findings of the Baseline Report alongside key issues and opportunities.

## 2. POLICY & STRATEGY REVIEW

### 2.1 General

2.1.1 In order to establish the context for the provision of car parking within Guildford and to understand wider policy requirements that will influence the development of the Parking Strategy, a comprehensive review of current and emerging policy at a national, regional and local level related to development and transport has been undertaken.

### 2.2 National Policy

#### National Planning Policy Framework (2019)

2.2.1 The revised National Planning Policy Framework (NPPF) was published in February 2019. The NPPF sets out the Government's policy framework for the planning system, and guides how development plans should be prepared by planning authorities. The policies in the Framework are material considerations which should be taken into account in dealing with applications from the day of its publication.

2.2.2 At the heart of the NPPF is a presumption in favour of sustainable development, affecting both plan-making and decision-taking (Paragraph 11). For decision-taking, Paragraph 11 states that this presumption means approving development proposals that accord with an up-to-date development plan without delay.

2.2.3 The NPPF recognises that transport policies have an important role to play in wider sustainability and health objectives as well as their direct influence on development. It seeks to ensure that the transport system is balanced in favour of sustainable transport modes, giving people choice about their travel behaviour.

2.2.4 Paragraph 105 of the NPPF sets out criteria for setting local car parking standards. It states that local planning authorities should take the following into account in determining such standards:

- Accessibility of a development;
- Land use, quantum, mix and use of development;
- Availability of and opportunities for public transport;
- Local car ownership levels; and
- An overall need to reduce the use of high emission vehicles.

2.2.5 Paragraph 106 states that:

*'In town centres, local authorities should seek to improve the quality of parking so that it is convenient, safe and secure, alongside measures to promote accessibility for pedestrians and cyclists'.*

2.2.6 The NPPF also provides guidance on the provision of electric vehicle (EV) charging infrastructure. Developments should be '*designed to enable charging of plug-in and other ultra-low emission vehicles in safe, accessible and convenient locations*' (paragraph 110).

### **Road to Zero Strategy (2018)**

2.2.7 Published in July 2018, the Government's Road to Zero (RTZ) Strategy sets out the ambition for at least 50%, and as many as 70% of new car sales to be of Ultra Low Emission Vehicles (ULEVs) by 2030, alongside up to 40% of new vans. As part of the RTZ, the Government has committed to investment of £1.5 billion to facilitate a comprehensive support package for transition to ULEVs.

2.2.8 Installation of charging infrastructure is required both in on-street and off-street parking locations. Applications for new development should be designed to enable charging of EVs and ULEVs for all users. The Strategy also recommends provision of charging points in all new street lighting columns located in close proximity to parking bays, to ensure that people without access to off-street parking are able to charge vehicles overnight.

## **2.3 Regional Policy**

### **Surrey Transport Plan (2018)**

2.3.1 The Surrey Transport Plan is the third Local Transport Plan (LTP) for the county, which superseded the second Local Transport Plan from 2011 and looks at strategies up to 2026. The LTP includes a series of strategies dealing with different aspects of the transport system, including a Parking Strategy. Every strategy covers a period of 3 years and it is updated regularly.

2.3.2 The LTP 3 has four objectives:

- Facilitating journeys by providing public transport services and maintaining the road network;
- Improving journey time reliability;
- Improving safety and security; and
- Reducing transport impacts on the environment and on people's health.

2.3.3 The strategy recognises that the biggest problem affecting the county is congestion, with traffic on A-Roads almost double the national average and an estimated cost to Surrey of £550 million per annum as a whole. As a result, travel time to the same destination on different days can vary significantly, as can the reliability of local bus services.

2.3.4 Parking can contribute to congestion in three main ways:

- High parking availability may shift modal choice to cars, increasing congestion;
- Drivers queueing at car park entrances, or circling to find parking in places where demand is very high (e.g. urban centres) can increase local congestion; and

- The space taken by parking (both legally and illegally) reduces road space, increasing the risk of bottlenecks and decrease in traffic flow.

2.3.5 The rise in vehicle numbers in Surrey associated with an ever growing population, is likely to put more pressure on existing parking, consequently exacerbating congestion. To tackle this issue and ensure that the Plan objectives are met, the Plan includes a Parking Strategy (2011) and a Vehicular and Cycle Parking Guidance (2018).

### **Surrey Transport Plan: Parking Strategy (2011)**

2.3.6 This comprises one of the components of the third wider Surrey Transport Plan, with Surrey having a high level of car ownership, relative to other counties in England.

2.3.7 Car use is considered of high significance to Surrey's residents, with certain areas suffering congestion. The Strategy recognises that congestion can be influenced and managed by parking provision and regulation.

2.3.8 There are four proposed objectives within the Parking Strategy:

- Reduce congestion caused by parked vehicles;
- Manage on street parking space to make best use of the space available;
- Enforce parking regulations fairly and efficiently; and
- Provide appropriate parking where needed.

2.3.9 To manage car parking in the county, the following preferred strategies have been proposed:

- Management of on street parking – manage on street parking space to ensure optimum use;
- Operation of civil parking enforcement – fair and cost effective processes to reduce inappropriate parking; and
- Parking provision and policies – new developments to have appropriate levels for their function and location.

### **Surrey Transport Plan: Vehicular & Cycle Parking Guidance (2018)**

2.3.10 The Vehicular and Cycle Parking Guidance (2018) deals with the provision of parking in new developments. The guidance has been updated in 2018 to include indications on electric vehicles charging points. It mentions the amount of car parking and type of parking at each type of development, as summarised in [Table 1](#).

Table 1. Car Parking Standards

TYPE OF DEVELOPMENT	CAR PARKING STANDARD
Residential	Usually 1 space per unit in town centres. In other locations, provision can be increased if space permits
Food or non-food retail	Up to 500 sqm: 1 space per 30 sqm 500 sqm to 1,000 sqm: 1 space per 25 sqm Above 1,000 sqm: 1 space per 14 sqm 500 sqm or more non-food retail: 1 space per 25 sqm
Food and drink	1 space per 6 sqm No parking in town centres
Business	A maximum range of 1 space per 30 sqm to 1 space per 100 sqm depending on location
General industrial	1 space per 30 sqm
Hotels	1.5 spaces per bedroom plus 1 coach space per 100 bedrooms OR Individual assessment / justification

- 2.3.11 It is recognised that Surrey has varying demand for car parking, and each location will need a case by case review, to allow a flexible approach. Attention is given to areas with deficiencies in car parking and with high level of congestion.
- 2.3.12 The level of provision of disabled parking is in line with Department for Transport Traffic Advice Leaflet 5/95 (5% of total parking or a minimum of 1 space per 750 sqm).
- 2.3.13 Regarding the provision of electric vehicles charging points, the guidance is in line with national policy, seeking the provision of charging points within all new developments.

## 2.4 Local Policy

### Guildford Borough Local Plan (2019)

- 2.4.1 The new Local Plan’s purpose is to aid the delivery of Guildford’s vision for the future, dealing with key issues in a local context.
- 2.4.2 The plan states that car ownership in the borough is high, with 86% of households owning at least one car, compared to the regional average of 81% and the national average of 74%. It is acknowledged that journeys made by car at peak times of the day are leading to congestion, delays and unreliability.
- 2.4.3 Policy ID3 in the Local Plan is in line with the NPPF, in relation to sustainable transport for new developments. The policy requires that off-street vehicle parking for new development should be provided such that the level of any resulting parking on the public



highway does not impact road safety. Furthermore, the maximum standards for Guildford Town Centre should follow the Parking Supplementary Planning Document (discussed below).

- 2.4.4 It is noted that Guildford town centre and surrounding roads are subject to a Controlled Parking Zone (CPZ), operational in ten component areas.
- 2.4.5 Paragraph 4.6.35 notes that between the hours of 07:00-19:00 on weekdays, a quarter of car trips passing through the Guildford gyratory, start or end at a public car park within the town centre. The plan references provision of additional public off-street parking to reduce this congestion and support the ‘drive to, not through approach,’ within the Guildford Town Centre Regeneration Strategy (discussed below).

**Vehicle Parking Standards SPD (2006)**

- 2.4.6 This document provides the vehicle parking standards, within the context of national policy. The standards are maximum standards, perceived to be a major influence of car use.
- 2.4.7 The standards note that in mixed use schemes, the Borough Council will encourage flexible use of parking spaces.
- 2.4.8 **Table 2** summarises the parking standards. For a land class with more than one standard, the highest threshold is set out, as this represents the worst-case scenario.

**Table 2. Vehicle Parking Standards**

USE CLASS	STANDARD
A1 (Shops)	1 space per 14 sqm; 1 lorry space per 500 sqm
A2 (Financial / Professional Services)	1 space per 30 sqm
A3 (Restaurants and Cafes)	1 space per 6 sqm
A4 (Drinks Establishments)	1 space per 6 sqm
A5 (Hot Food Takeaway)	1 space per 6 sqm
B1 (Business Use)	1 space per 30 sqm
B2 (General Industrial)	1 space per 30 sqm
B8 (Storage & Distribution)	1 space per 30 sqm; 1 lorry space per 200 sqm
C1 (Hotels & Hostels)	1.5 spaces per bedroom; 1 coach space per 100 bedrooms
C2 (Residential Institutions)	Varies depending on staff/ visitors/residents numbers

USE CLASS	STANDARD
C3 (Dwellings Inside Guildford Town Centre)	Studio, one and two-bed: 1 space per unit; three-bed: 2 spaces per unit
D1 (Non-Residential Institutions)	Varies depending on staff and visitor numbers
D2 (Assembly and Leisure)	Varies depending on visitor numbers

2.4.9 Furthermore, for non-residential developments, five per cent of parking should be allocated for disabled persons. If there is a high parking restraint, the number of disabled persons spaces should equate to one space per 750 sqm.

**Guildford Transport Strategy (2017)**

2.4.10 The Guildford Transport Strategy demonstrates key strands for the Council’s transport plans, linking with transport providers, funding and the Council’s own transport evidence base. The plan is consistent with key policies set out within the Guildford Local Plan.

2.4.11 The Council is working with Surrey County Council and Highways England to develop and improve a number of key local road networks, to improve journeys by private vehicles. As previously mentioned, the town centre is split into controlled parking zones, where electric vehicles get discounted permits.

2.4.12 Within the plan, the parking strategy identifies approximately 5,800 car parking spaces available in public and private off-street car parks within the town centre.

2.4.13 Furthermore, Guildford has four Park & Ride sites providing approximately 1,850 car parking spaces.

2.4.14 However, the strategy also notes a number of issues, including recurrent congestion on A-roads within the town centre, along with the subsequent impact on the A3 trunk road and other local roads.

2.4.15 To tackle congestion, the Council has developed a ‘drive to, not through’ concept, in line with the Guildford Town Centre Regeneration Strategy, which focuses on the provision of Park & Ride sites and reliable public transport connections to the town centre. Proposed improvements to the Park & Ride provision include provision of a new Park & Ride site at Gosden Hill Farm (Burpham), improved bus services at Artington Park & Ride, and consideration of two new Park & Ride schemes (Northern Guildford and Southern Guildford).

**Guildford Town Centre Regeneration Strategy (2017)**

2.4.16 This strategy is intended to provide masterplanning at the town centre level, to bring forward a thriving, vibrant and forward looking town centre. The document builds on existing and emerging policy, including the Guildford Local Plan.

2.4.17 The vision for 2015-2020 is set out as:

*“For Guildford to be a town and rural borough that is the most desirable place to live, work and visit in South East England. A centre for education, healthcare, innovative cutting edge businesses, high quality retail and wellbeing. A county town set in a vibrant rural environment, which balances the needs of urban and rural communities alike. Known for our outstanding urban planning and design and with infrastructure that will properly cope with our needs.”*

2.4.18 Travel to work data from the 2011 Census suggests that 57.3% of individuals use their car to travel to work, demonstrating a reliance on car usage. This has led to the road network within Guildford town centre operating close to or at capacity, with the A3, which runs through the town centre, being amongst the six most congested junctions within Surrey.

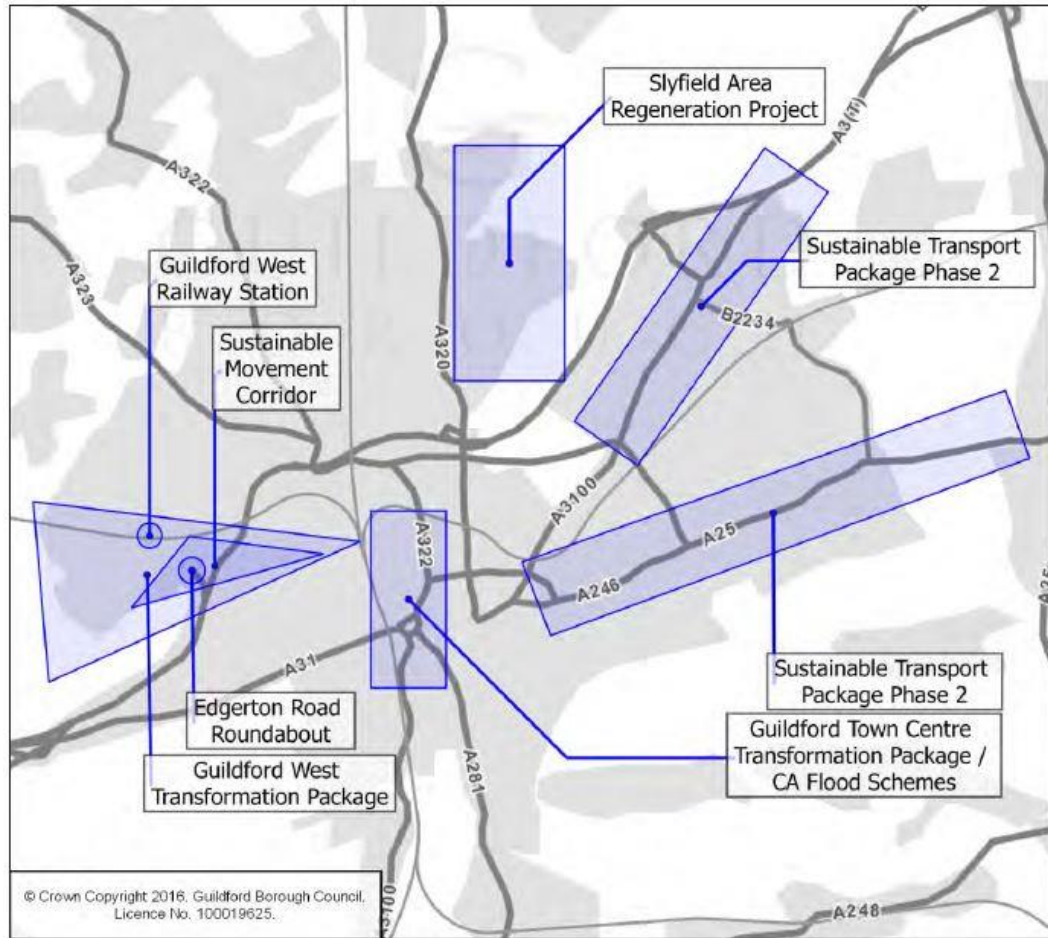
2.4.19 As the operator of the majority of parking provision within the town centre, the Council has an element of influence in terms of where people can park. The Sustainable Parking Strategy for Guildford (2016) and the Parking Business Plan (2017) have adopted a ‘drive to, not through’ approach, whereby users are encouraged to park in ‘interceptor’ locations (including at Park & Ride sites) on routes to the town centre, rather than within the centre itself.

2.4.20 To tackle congestion and promote a shift to sustainable travel modes, the Guildford Town Centre Transport Package (GTCTP) was approved in 2016, which includes schemes such as experimental road closures, junction improvements and provision of new cycling facilities.

2.4.21 The Council is also committed to providing better public transport facilities, considering investment in bus route extensions, increased frequencies of services and the implementation of “cashless” payment systems. In addition, proposed Sustainable Movement Corridors are likely to improve speed and reliability of bus services, as well as enhancing bus connections between Park & Ride sites and the town centre. A map detailing the location of proposed transport packages is shown in [Figure 1](#).

2.4.22 There are also proposals to convert a number of existing car parks to facilitate development, including Bright Hill and Guildford Park.

**Figure 1. Transport Packages & Regeneration Projects**



**A Sustainable Parking Strategy for Guildford (2016)**

- 2.4.23 Guildford Borough Council developed a Parking Strategy in 2016 to manage the increase in demand for car parking which is likely to arise from the realisation of other strategies, such as GBC’s Visitor Strategy 2014-20 and The Town Centre Master Plan. The strategy was formulated on the assumption that Guildford will need 5% more public parking than estimated after the 2014 Strategic Parking Review.
- 2.4.24 It is recognised that the level of car parking in Guildford town centre will not meet future demand because on-street parking will decrease due to pedestrianisation schemes and because new developments are unlikely to be built with the maximum level of permitted parking.
- 2.4.25 The strategy suggests that to decrease the number of cars parking in the centre without risking a shortage, new car parks outside the town centre are needed. This would avoid people driving through the centre to park. Accessibility to the town centre via active travel and public transport needs to be promoted. One of the objectives of the strategy suggests car parks outside the town centre placed at ‘interceptor’ locations, to capture traffic before it reaches the town centre, thus reducing congestion.

2.4.26 Park & Ride services can contribute to removing traffic from the town centre as they represent the first opportunity to intercept traffic heading to the centre. Data from 2015 shows that over 900,000 trips were made using Park & Ride services, helping to remove these from the town centre. It is noted that bus priority measures do not serve Park & Ride routes, meaning users do not benefit from time savings through using these services compared to private car travel, as they remain subject to the same congestion. Sustainable Movement Corridors as proposed in the Guildford Town Approaches Movement Study (GTAMS) are likely to improve bus connections to Onslow and Spectrum Park & Ride in particular.

2.4.27 The pricing system, detailed in **Section 9** of this report, makes Park & Ride convenient for people travelling alone; however, it may be more expensive for those travelling in a group compared to a car park in the town centre, where the fare is charged per vehicle parked. A review of pricing is suggested within the Strategy to make Park & Ride a more appealing travel option.

### **Guildford Climate Emergency**

2.4.28 In July 2019, the Council declared a Climate Emergency, setting out a series of measures and actions that are intended to meet the Council's commitment to become carbon-neutral by 2030. The Council as part of this motion, the Council will establish a Climate Change Partnership with various stakeholders and commit to establishing the necessary governance structures, investment plans and resources in order to deliver ambitious carbon reductions.

2.4.29 Given this commitment to reducing emissions, and the intricate role that parking, vehicle movements and congestion play in this, it is important that the Parking Strategy responds to, and provides objectives that promote, meeting these targets.

### **3. BASELINE TRANSPORT CONDITIONS**

#### **3.1 General**

- 3.1.1 This section provides a high-level overview of transport provision serving Guildford. It considers the local and strategic highway network and accessibility of car park locations. It also reviews public transport provision (rail and local bus services) including frequency and reliability of services that act as an alternative to private car travel.
- 3.1.2 The town of Guildford is located in Surrey, 27 miles (43 km) to the southwest of London. It has a population of approximately 80,000 and is the primary urban area of the wider borough, which has an estimated population of approximately 150,000 (2015).
- 3.1.3 Guildford town centre is a popular shopping and leisure destination and is the largest retail centre in Surrey. As such, the town plays an important role in supporting the borough's economy and meeting the shopping and service needs of the population. Alongside Guildford, the borough's three district centres (Ash, East Horsley and Ripley) and smaller local centres also serve important functions and help to meet local everyday needs.
- 3.1.4 Three main shopping centres are located within the centre of Guildford: The Friary Centre, White Lion Walk and Tunsgate Quarter. A traditional street market is held weekly on Fridays and Saturdays on North Street, whilst a Farmers' Market takes place on the first Tuesday of every month. These attract shoppers and bring footfall to the town centre.
- 3.1.5 One of the main competing retail centres for Guildford is Woking, located approximately 9km to the north. It is classified as a primary regional centre and therefore is considered to perform a similar role to Guildford. Woking is well connected both in terms of highway and public transport links, with a number of large scale development projects either committed or proposed. The town will also benefit from works funded through the Home Improvement Fund to ease congestion and unlock vehicular access from the south of the town centre.
- 3.1.6 It is noted that Council-operated off-street parking within the centre of Woking is charged at a higher rate of £1.50 per hour, compared to £1.30 per hour in the majority of Guildford car parks. Furthermore, opportunities for on-street parking are more limited in the centre of Woking compared to Guildford.

#### **3.2 Highway Network**

- 3.2.1 Guildford is located on the A3 trunk road midway between London and Portsmouth. Other trunk roads serving Guildford are the A31, connecting Guildford to locations including Farnham, Alton and Winchester, and the A25, connecting Guildford to Dorking and locations in Kent. The M3 and M25 are situated approximately 13km to the north and 16 km to the northeast of the town centre respectively, accessible from the A31 (and A331) and A3.
- 3.2.2 As noted in the Guildford Transport Strategy, the town experiences significant traffic congestion during peak hours, including on the A3 and gyratory systems. Resultant

congestion on the local highway network often occurs; this can cause adverse impacts on elements including road safety, noise and air quality, parking demand and uptake of walking and cycling. Known congestion around the gyratory also results in increased use of back roads in residential areas to travel through the town centre.

### 3.3 Public Transport Services

#### Bus Services

3.3.1 Bus services in Guildford are operated primarily by Arriva Guildford & West Surrey, with some additional services run by Compass Bus, Safeguard Coaches and Stagecoach South. Most routes are centred on the bus station, located next to the Friary Shopping Centre. Many local bus services are circular routes (starting and ending at the bus station) with different service numbers for clockwise and anticlockwise routes. Additional bus services run to surrounding towns and villages such as Woking and Aldershot.

3.3.2 A summary of some of the key bus routes that serve Guildford is set out in [Table 3](#).

**Table 3. Main Bus Services**

ROUTE	DESCRIPTION	PEAK HOUR FREQUENCY		
		MON-FRI	SAT	SUN
A	Guildford to Royal Surrey County Hospital	10 minutes	20 minutes	30 minutes
B	Guildford to Park Barn	10 minutes	20 minutes	30 minutes
C	Guildford to Stoughton	15 minutes	15 minutes	20 minutes
479	Guildford to Epsom	Hourly	Hourly	No service
53 / 63 / 63X	Guildford to Ewhurst / Horsham	20 minutes	20 minutes	Hourly
36/37	Guildford to Burpham / Merrow	20 minutes	30 minutes	Hourly
18	Guildford to Onslow Village	Hourly	Hourly	No service
3	Guildford to Bellfields	20 minutes	20 minutes	Hourly

3.3.3 Guildford is served by four Park & Ride routes, located on the periphery of the town as a means of reducing parking demand and vehicle movements within the town centre. Bus

connections between the four sites and the town centre are operated by Stagecoach. Further details regarding Park & Ride are set out in **Section 9** of this report.

**National Rail Services**

- 3.3.4 Guildford is served by two National Rail stations; Guildford and London Road. The main station (Guildford) is located at the western end of the town centre, and immediately to the west of the River Wey. The station provides access to fast and suburban services operated by South Western Railway and Great Western Railway to destinations including London Waterloo, Portsmouth Harbour, Godalming, Haslemere, Reading, Redhill and Gatwick Airport. The station also receives infrequent services operated by Southern and CrossCountry.
- 3.3.5 Step-free access is provided to the booking hall and all platforms from the main station entrance on Walnut Tree Close. There are further access points from Guildford Park Road and the station car park (during peak times), although these are not step-free
- 3.3.6 A summary of journey times and frequencies to key destinations is provided in **Table 4**.

**Table 4. Guildford Station Journey Times & Frequencies**

DESTINATION	JOURNEY TIME	PEAK HOUR FREQUENCY		
		MON-FRI	SAT	SUN
London Waterloo	40-70 min	15 min	20 min	30 min
Portsmouth Harbour	60-120 min	30 min	30 min	30 min
Farnham	13 min	30 min	30 min	30 min
Haslemere	17-25 min	30 min	30 min	30 min
Reading	45 min	20 min	25 min	Hourly

- 3.3.7 A total of 330 car parking spaces are provided at the station, including eight accessible spaces. Parking is managed by Apcoa on behalf of Network Rail, with parking charged at a flat all-day rate of £15.50, Monday to Friday, reducing to £7.00 for evening use (stays commencing after 16:00), and £10.50 on Saturdays and £4.00 on Sundays and Bank Holidays. Motorcycles can park for free in designated bays.
- 3.3.8 Secured and sheltered cycle parking is provided, with capacity for 378 bicycles. In addition, a Brompton cycle hire dock is located outside the main station entrance.
- 3.3.9 London Road is located to the northeast of the town centre and approximately 1.2km from Guildford station. It is served by suburban South Western Railway services to London Waterloo via Epsom and Cobham, with southbound services terminating at Guildford. A dedicated car park is located at the station providing 113 spaces, with parking charged at a daily flat rate of £8.10.



### 3.4 Pedestrian & Cycle Infrastructure

- 3.4.1 The size and density of Guildford means that most places of interest are reachable in less than 15 minutes on foot from Guildford station, including the University of Surrey, Guildford Castle, medical facilities and the town’s primary shopping and entertainment areas. It is noted that a large proportion of the High Street as well as surrounding roads (including Tunsgate) are pedestrianised during the daytime. Pedestrian hours for the High Street and Chapel Street are from 11:00 to 16:00 (Monday to Friday), 09:00 to 18:00 (Saturday) and 12:00 to 17:00 (Sunday). A network of footpaths provides access for pedestrians between Guildford station and the town centre, with wayfinding posts provided across the town centre.
  
- 3.4.2 The town centre is also served by a number of cycle routes. An off-street cycle route along the River Wey connects the town centre with the north of Guildford. Cycle lanes are provided along London Road and on a section of Epsom Road, connecting the town centre with Burpham and Merrow respectively. National Cycle routes 22 and 223 pass through Guildford. Cycle parking is provided in the town centre, including along the High Street and in proximity to the main access to Guildford station. A Brompton Hire Dock is located at the main entrance to the station; this provides access to 20 Brompton bikes for rent at a charge of for £3.50/£6.50 per day or £25/£5 per year (frequent/leisure fees).

## 4. DEVELOPMENT REVIEW

### 4.1 Overview

4.1.1 In order to assess any potential changes to off-street parking demand or supply which may occur across the borough in future years, a review of current and emerging policy documents for Surrey has been undertaken to identify forecast development proposals within Guildford.

### 4.2 Growth Forecasts & Development Proposals

4.2.1 Guildford Borough has a population of approximately 150,000 (2015). This is expected to grow to 167,126 by 2034 continuing the rising trend that has been experienced since the 1950s.

4.2.2 In the Local Plan, Guildford town centre has been identified as one of the most sustainable locations to provide housing growth, together with Ash and Tongham, inset villages and some identified Green Belt villages. However, it has been identified that these locations will not be able to accommodate all housing growth. Housing distribution and locations as identified in the Local Plan are shown in [Table 5](#).

**Table 5. Distribution of Housing 2015 to 2034 (Net Units)**

SPATIAL LOCATIONS / SETTLEMENTS	NO. UNITS
Guildford Town Centre	863
Urban Areas	1,443
Guildford (incl. Slyfield Area Regeneration Project)	1,399
Ash and Tongham	44
Within, Inset In & Around Villages	1,351
Previously Developed Land in Green Belt	195
Extension to Ash and Tongham	855
Urban Extensions to Guildford	3,350
Gosden Hill Farm	1,700
Blackwell Farm	1,500
Land North of Keens Lane	150
New Settlement at Former Wisley Airfield	2,000
<b>Total</b>	<b>14,850</b>



- 4.2.3 It is noted that new, large scale residential development is proposed at Blackwell Farm, Gosden Hill Farm and the Former Wisley Airfield, located 3.8km, 4km and 11km from the centre of Guildford respectively. Given the locations and the range of supporting facilities that would be expected to be provided as part of any residential development of this scale, it is noted that not all new residents would make trips to and from Guildford.
- 4.2.4 Other large scale development beyond the Borough’s boundary may have an influence on visitor numbers, parking and transport network demand. Woking could see more than 3,000 homes built in the coming years, and Dunsfold Park development will provide 1,800 new homes approximately 15km south of Guildford. In particular, money has been secured as part of the Dunsfold Park development to deliver highway improvements within Guildford Borough.
- 4.2.5 Employment opportunities are available across a wide range of industry sectors, and were estimated to be around 95,000 in 2015. The Local Plan aims to deliver 4,100 additional B class jobs (business excluding some professional services and has allocated land as shown in **Table 6**. Twenty strategic employment sites are identified within the Guildford Borough Employment Land Needs Assessment (2017). The majority of larger sites are located within the town centre, Guildford Business Park, Surrey Research Park, Slyfield and Merrow Lane.

**Table 6. Employment Land Use Allocation**

	LOWER RANGE	UPPER RANGE
Office and Research & Development (B1a / B1b)	36,100 sqm	43,700 sqm
Industrial land (B1c, B2 and B8)	3.7 ha	4.1 ha

*Guildford Employment Land Needs Assessment (2017)*

- 4.2.6 The centre of Guildford is recognised as an important shopping destination. To remain competitive with other growing and recently redeveloped areas such as Kingston upon Thames and Woking, new floorspace for retail needs to be provided to allow for growth.
- 4.2.7 Guildford town centre and High Street, defined as the Primary Shopping Area, is considered to be the best location for retail floorspace, which needs to be included in larger mixed-use developments. Beyond this, retail development will be focused in the Guildford Secondary Shopping Area, which incorporates the area surrounding the High Street, including between York Road and Sydenham Road. Other retail development will be centred within district and local centres. The land that has been allocated to retail in the Local Plan is shown in **Table 7**.

**Table 7. Retail Land Use Allocation**

	<b>NET CAPACITY TO 2030 (SQM)</b>	<b>ASSUMED GROSS CAPACITY (SQM)</b>
Comparison goods retail (A1) uses	28,202	40,289
Convenience goods retail (A1) uses	1,869 – 3,523	2,670 – 5,033
Food and beverage (A3/A4/A5) uses	4,230 – 5,641	6,043 - 8,058

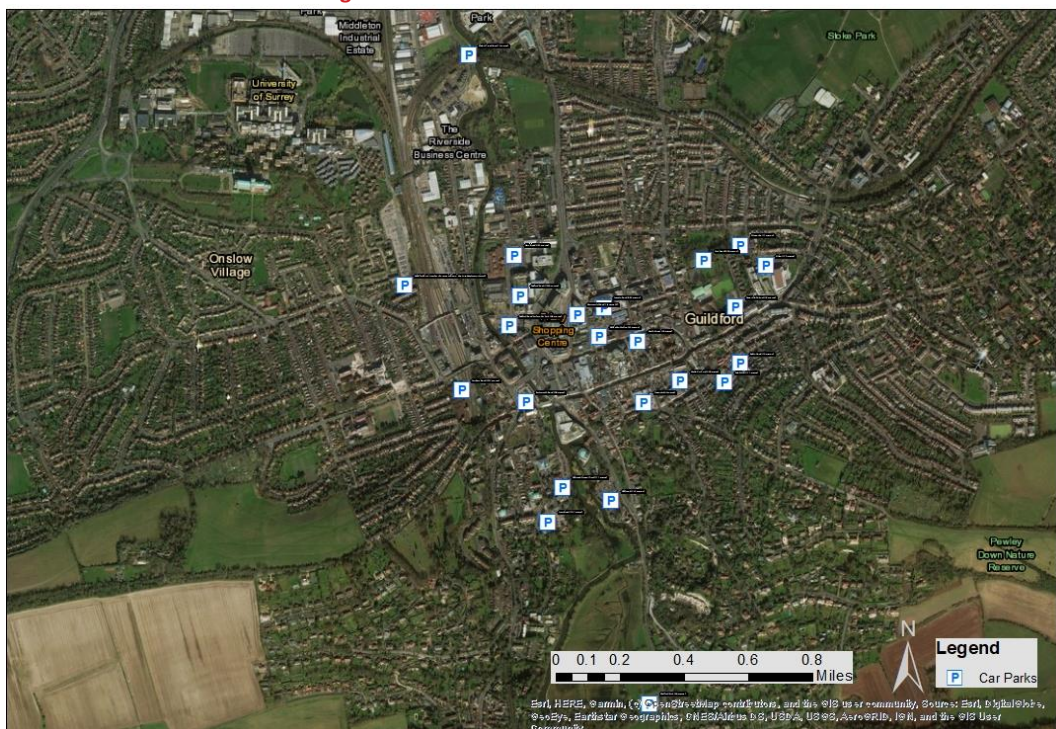
*Guildford Retail and Leisure Study Addendum (2017)*

## 5. CAR PARK AUDITS

### 5.1 General

5.1.1 This section provides a review of the audits that have been undertaken of each of the 23 Council-operated car parks located within Guildford, the locations of which are shown in **Figure 2** below. An overview of the audit process is presented below, with detailed audits of each car park contained at **Appendix A**. High-level commentary regarding both on-street parking provision within Guildford and current wayfinding and signage infrastructure is also presented within this chapter.

**Figure 2. Location of Guildford Car Parks**



Google Earth, 2019

### 5.2 Audit Details & Criteria

5.2.1 Detailed car park audits were undertaken by SYSTRA on Wednesday 24 October 2019 of each Council-operated car park. All members of staff received a comprehensive briefing session (including health and safety) before undertaking the audits. Car park capacity and occupancy information contained within the remainder of this report has been based on data and information collected on-site as part of the audit process, complemented by data provided by the Council.

5.2.2 The criteria considered within the car parking audits is set out in **Table 8**, alongside a description of each.

Table 8. Car Park Audit Criteria

CRITERIA	DESCRIPTION
Size	Car park capacity, including provision for disabled users, motorcycles and bicycles.
Parking Type	Type of car parking provided: short-stay, long stay or both. Also considers hours of operation where relevant, and permit use availability.
Tariffs	Cost to use car park.
Physical Condition	Incorporates elements such as surface quality, bay markings, bay width, wayfinding and signing quality.
Safety & Security	Provision of infrastructure and / or systems that promote security and safety within the car park, such as lighting, CCTV and natural surveillance.
Vehicular Access	Location of vehicular access points
Pedestrian Access	Location of pedestrian access points

## 5.3 Guildford

### Overview

5.3.1 The Council operates a total of 23 car parks within Guildford, alongside additional car parks at Ash Vale station and other rural locations which have not been subject to assessment within this report. Council-operated off-street parking provision is complemented by on-street parking and additional privately run car parks, which have not been subject to detailed assessment. A total of 5,052 parking spaces, including 80 spaces sized and marked for use by blue badge holders, are provided within the car parks operated by the Council. Table 9 summarises audited car parks and details the total parking capacity of each.

Table 9. Council-Operated Car Parks

CAR PARK	NO. STANDARD BAYS	NO. DISABLED BAYS	NO. MOTORCYCLE BAYS
Bedford Road	1,033	16	20
Bedford Road Surface	68	2	2
Bright Hill	118*	3	5
Castle	342	8	0



CAR PARK	NO. STANDARD BAYS	NO. DISABLED BAYS	NO. MOTORCYCLE BAYS
Commercial Road (2)	51	1	0
Farnham Road	913	4	0
G Live	209	11	0
Guildford Park	398**	2	0
Lawn Road	87	0	0
Leapale Road	378	6	0
Mary Road	107	0	0
Millbrook	241	3	3
Millmead	23	4	0
North Street	48	1	8
Old Police Station	58	4	3
Portsmouth Road	98	0	12
Robin Hood	23	0	0
Shalford Park	63	3	0
St Joseph's	71	0	0
Tunsgate	64	0	0
Upper High Street	48	1	0
Walnut Tree Close	16	1	0
York Road	595	10	0

\* Capacity currently reduced to 93 spaces due to maintenance issues  
\*\*Capacity currently reduced to approximately 200 spaces due to ongoing works

5.3.2 A detailed summary of each car park audit is provided at [Appendix A](#) for information.

5.3.3 It is noted that all car parks operated by the Council have been awarded the Safer Parking Award from the British Parking Association and Association of Chief Police Officers. This is awarded to car parks which meet a set of high quality standards and are subject to low levels of crime.

## 5.4 Wayfinding & Signage Review

- 5.4.1 The provision of good quality and easy-to-follow signage can play an important role for both local residents and visitors to a location. Signage identifying the locations of car parks is provided within Guildford from all key access routes and around the one-way system.
- 5.4.2 Real time occupancy displays provide information on the current number of available spaces within car parks, enabling drivers travelling into the town centre to make an informed decision about which car park to use. However, from the site audits carried out it appears that signs currently only function at weekends, with information not provided for all car parks listed on all signs. In some instances signage is covered by foliage making it difficult to see, such as is the case on the approach from Farnham Road (as shown in [Figure 3](#)).

**Figure 3. Real Time Occupancy Sign on Farnham Road Hidden by Trees**



- 5.4.3 Signage to Park & Ride sites from outside Guildford is also good quality, covering the major routes that are likely to be used to travel there. The Council recognises the need for improvements to information and wayfinding provision, including through VMS systems, and has an agreement in place with SCC to deliver improvements, through LEP funding.
- 5.4.4 Pedestrian signage can be improved at access and egress points of car parks to improve user experience, particularly for visitors who do not come into the town often or when there is bad weather. This could form part of a wider wayfinding strategy for each area, and is particularly important for the car parks on the periphery of area centres.



## 6. INTERCEPT USER SURVEY

### 6.1 Overview & Methodology

- 6.1.1 This section provides an overview of the results of an intercept user survey undertaken in October 2019 within the six largest car parks in Guildford (Bedford Road MSCP, Castle, Farnham Road, Guildford Park, Leapale Road & York Road).
- 6.1.2 The survey was undertaken by an independent survey company, Streetwise Services Ltd, across four dates in October 2019 (2x Thursday and 2x Saturday). Car park users were asked a series of closed questions covering trip purpose, origin, reasons for car park choice, potential for modal shift, parking quality and anticipated spend whilst in the town.
- 6.1.3 An initial round of surveys was undertaken on Thursday 5 October and Saturday 7 October, between the hours of 07:00 and 19:00. As a minimum response rate of 150 per car park for both the weekday and the weekend survey was not met, a second round of surveys was undertaken on Thursday 24 October and Saturday 26 October covering the same time periods. On completion of the two rounds of surveys, a total of 1,841 responses were collected across the six car parks.
- 6.1.4 The locations, format, content and timings of the survey were discussed and agreed in advance with the Council. Detailed survey results split by car park are contained at [Appendix B](#) for information.

### 6.2 Summary Survey Results (All Car Parks)

#### Trip Purpose

- 6.2.1 Overall, shopping is the most common trip purpose both on Thursdays (41%) and on Saturdays (58%), as shown in Figures 4 to 6. Shopping was identified as the main trip purpose in all surveyed car parks except for Farnham Road and Guildford Park, where working in the town centre was identified as the most common trip purpose. Although only 4% of respondents indicated that they were travelling onwards, it is noted that a proportion of commuters travelling further afield from Guildford Station may have arrived and departed from car parks outside the hours of the survey and therefore not be included within the results of the survey.
- 6.2.2 The second most common trip purpose on Thursdays is parking to work in the town centre (24%), decreasing to 11% on Saturday. The same proportion of parking trips were recorded for Eating / Drinking / Entertainment during the Saturday survey. Tourism is the least common trip purpose, accounting only for 1% of trips on Thursday and 2% on Saturday.

Figure 4. Trip Purpose

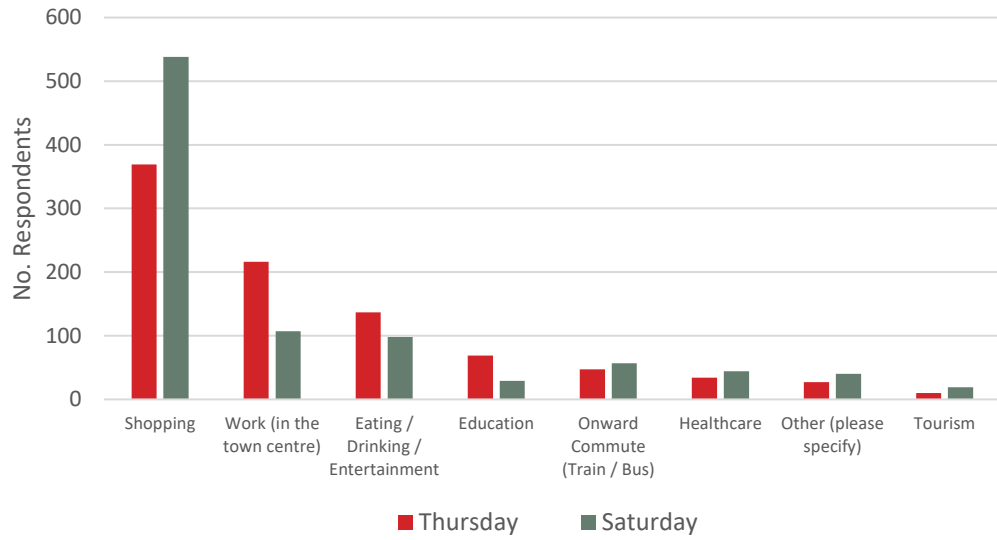


Figure 5. Trip Purpose (Thursdays)

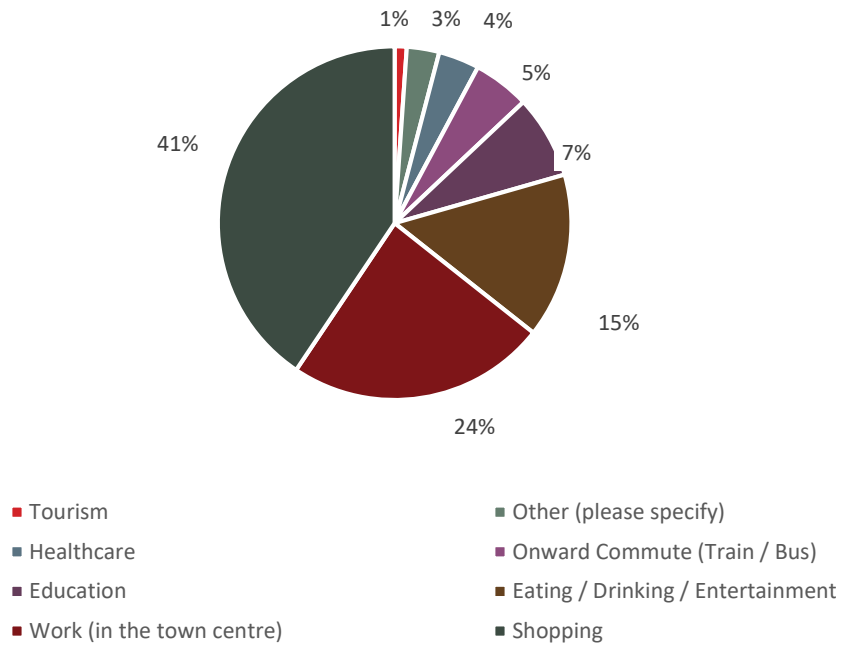
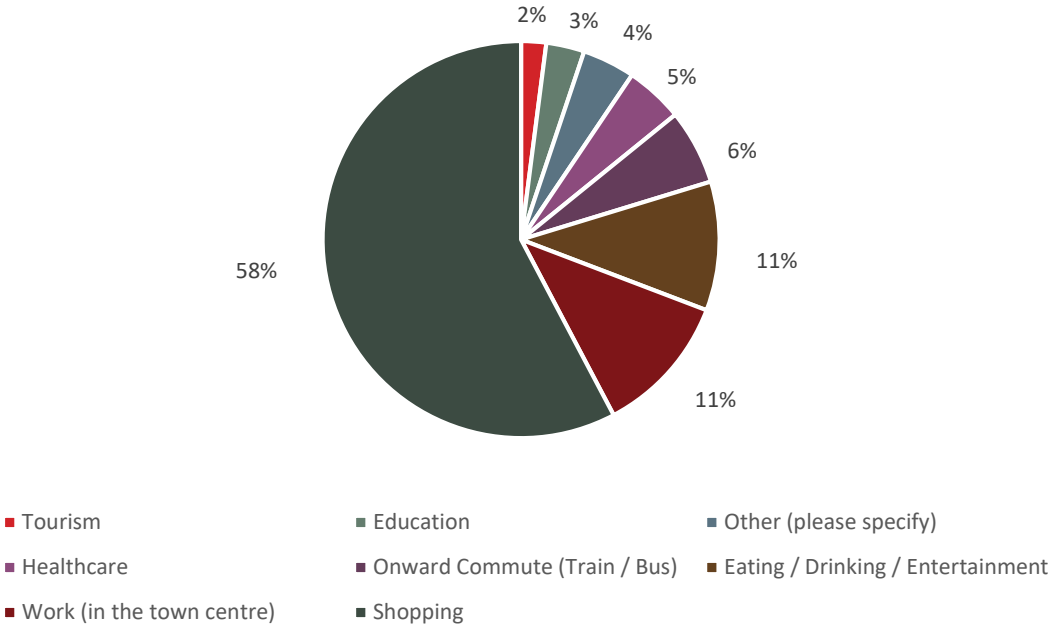
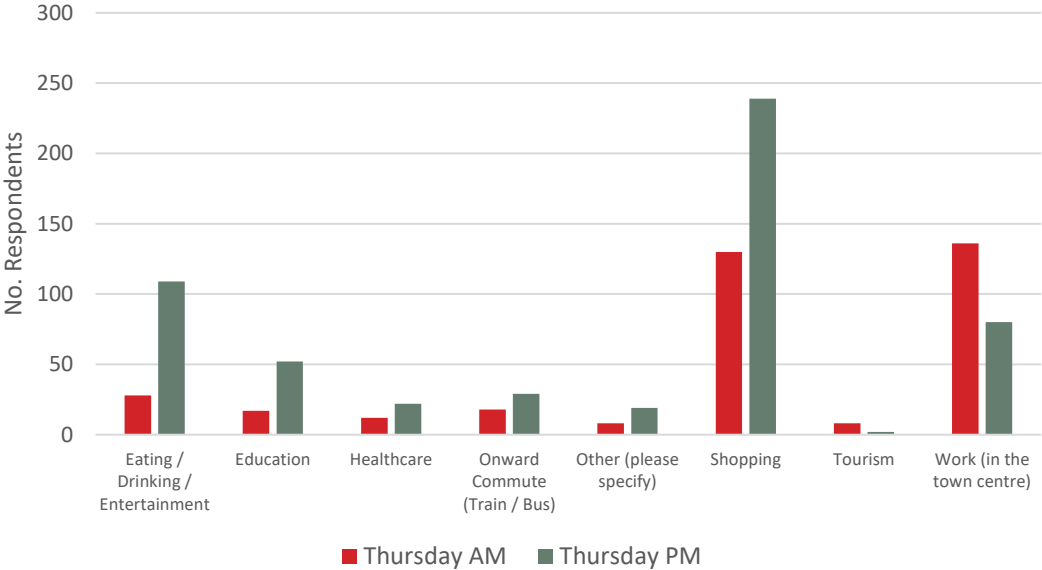


Figure 6. Trip Purpose (Saturdays)

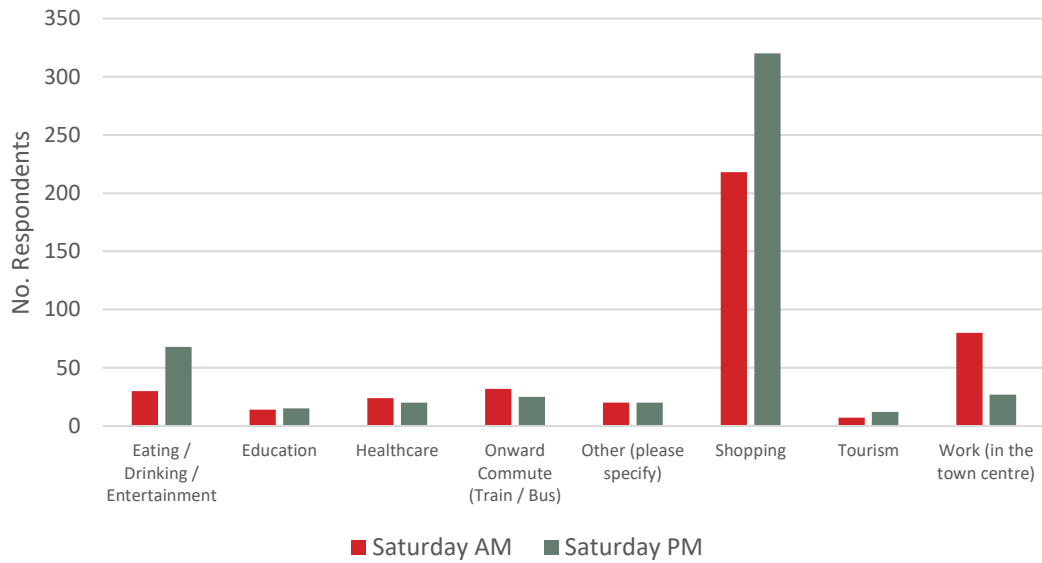


6.2.3 As shown in Figures 7 and 8, and as would be expected, the proportion of Shopping and Eating / Drinking / Entertainment trips recorded was higher during the afternoon and evening periods on both Thursday and Saturday dates, whilst parking to work in the town centre and for onward commuting is more prevalent in the morning. On Thursday, education trips appear to be more common in the evening.

Figure 7. Trip Purpose, Thursday – AM/PM Split



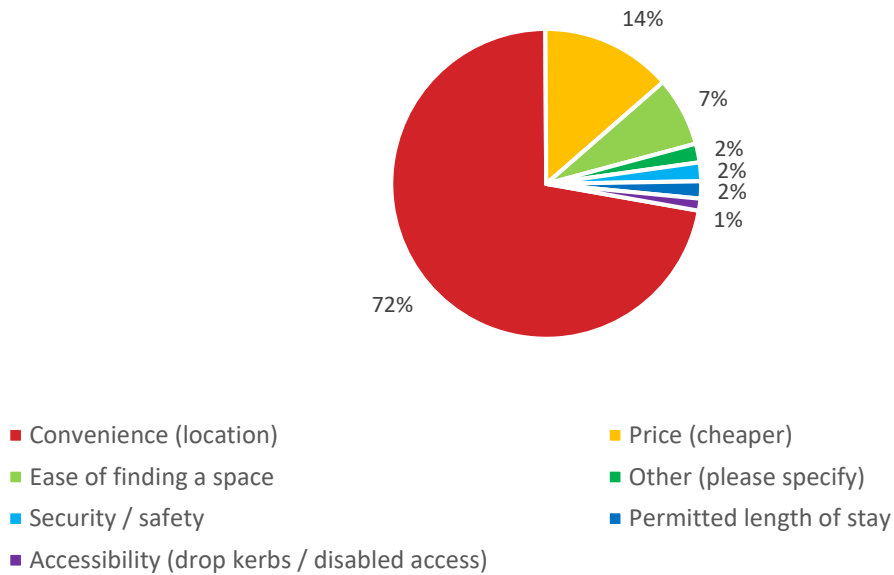
**Figure 8. Trip Purpose, Saturday – AM/PM Split**



**Factors in Car Park Choice**

- 6.2.4 The convenient location of the car park is the most important factor identified in choosing where to park, with almost three quarters of respondents identifying this as the most important factor. As shown in Figure 9, across all car parks, price was identified as the most important factor by only 14% of respondents, suggesting that the cost of parking is not a primary concern for current car park users.
- 6.2.5 Similar trends are identified when data is segregated between Thursday and Saturday responses.
- 6.2.6 It is noted that, whilst the prominence of some factors differ when data for single car parks is analysed, convenience is the most commonly identified factor across all car parks. The second most common factor identified varies, with the ease of which users are able to find a space recorded more frequently than the price of parking at Bedford Road, Farnham Road, Leapale Road and York Road during the weekday surveys.

Figure 9. Factors in Car Park Choice (Thurs & Sat)



### Car Park Quality

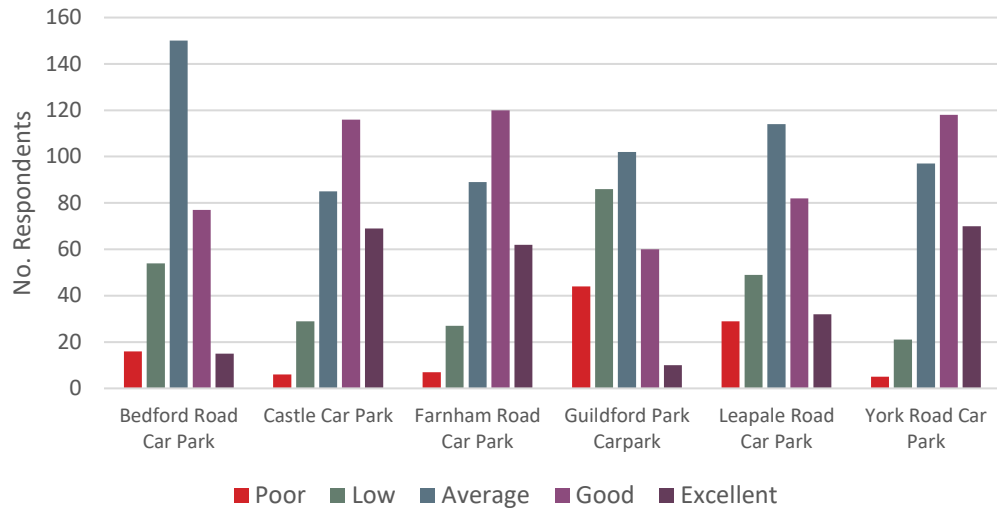
6.2.7 Car park users were asked to rate car park physical quality from poor (scoring 1) to excellent (scoring 5). Most car parks were considered to be of an above average quality. The only car park that on average was rated to be of low quality (2.7 average score) is Guildford Park, which is likely to be related to the ongoing development works. It is noted that scoring of Bedford Road may have been influenced by refurbishment works taking place at the time of the survey, which incorporated a reduction in parking capacity and restricted traffic movement. The average score for each car park is detailed in Table 10 and shown graphically in Figure 10. There are no considerable differences in responses regarding quality of car parks between Thursday and Saturday.

Table 10. Average quality score per car park

CAR PARK	AVERAGE SCORE
Bedford Road	3.07
Castle	3.70
Farnham Road	3.66
Guildford Park	2.70
Leapale Road	3.13
York Road	3.73

6.2.8 People using the car parks for shopping or entertainment trips tended to give higher scores (above average) compared to respondents using the car parks for commuting trips (below average).

Figure 10. Physical Quality of Car Parks

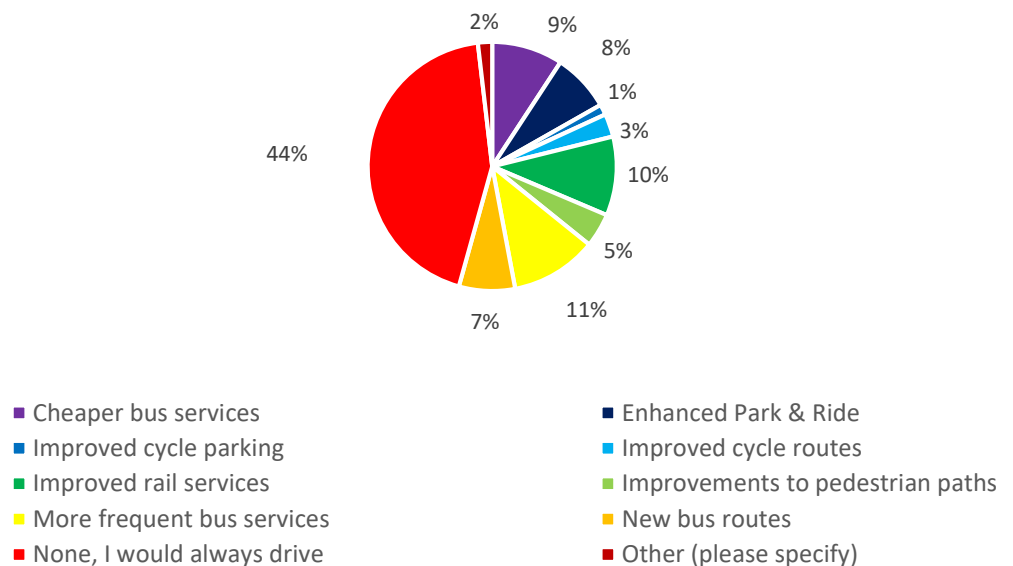


### Factors to Encourage Driving Less

6.2.9

As shown in Figure 11, 56% of respondents would drive less if some measure would be put in place. Improvements to public transport services was identified as a factor that may encourage less car use, including through provision of more frequent bus services (11%, 207 respondents), improved rail services (10%, 189 respondents), cheaper bus services (9%, 170 respondents), enhanced Park & Ride services (8%, 139 respondents) and new bus routes (7%, 134 respondents). It is noted that these factors were identified more frequently than any factors associated with improving and encouraging walking and cycling. Other responses included cheaper train service, introduction of earlier bus services, more incentives such as bus passes for young people and people over 60 years old and family bus tickets. Almost half of all respondents (44%) stated that nothing would encourage them to drive less.

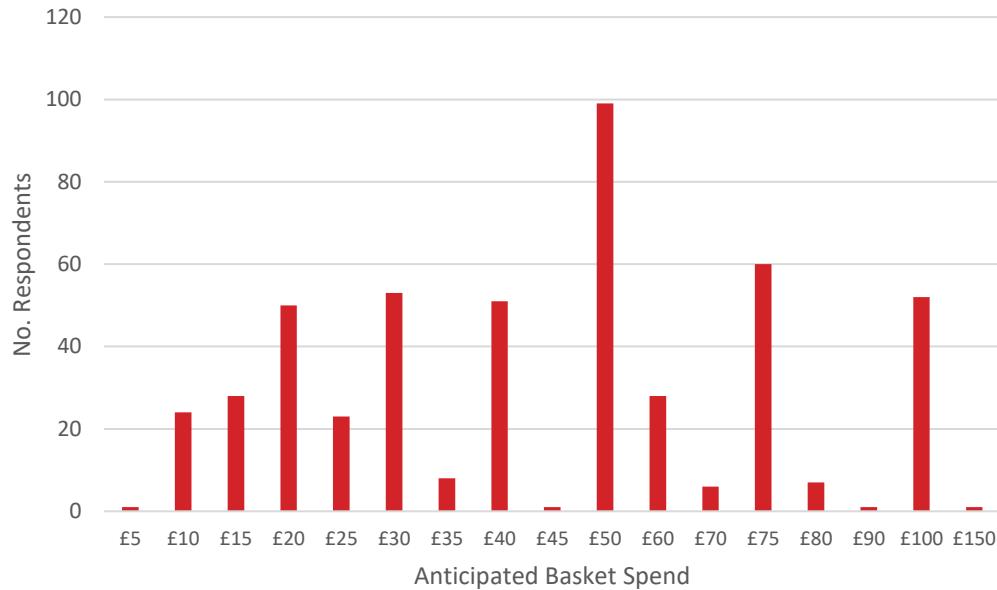
Figure 11. Factors that would Encourage Users to Drive Less



### Average Basket Spend

6.2.10 Respondents who identified shopping as their main trip purpose were asked to estimate how much they were expecting to spend during their visit to Guildford. Of those asked this question, a total of 493 provided a response and anticipated an average spend of £48 per person during their visit. Figure 12 details the spread of anticipated spend across respondents.

Figure 12. Average Basket Spend (All Car Parks)



6.2.11 The highest expected average basket spend was recorded in Leapale Road (£51) and Bedford Road (£50.20); it is noted that the majority of respondents within these car parks identified shopping as their primary trip purpose. Guildford Park recorded the lowest average expected basket spend (£44.40), which may be related to the location of the car park being further from the town centre and primary retail offer.

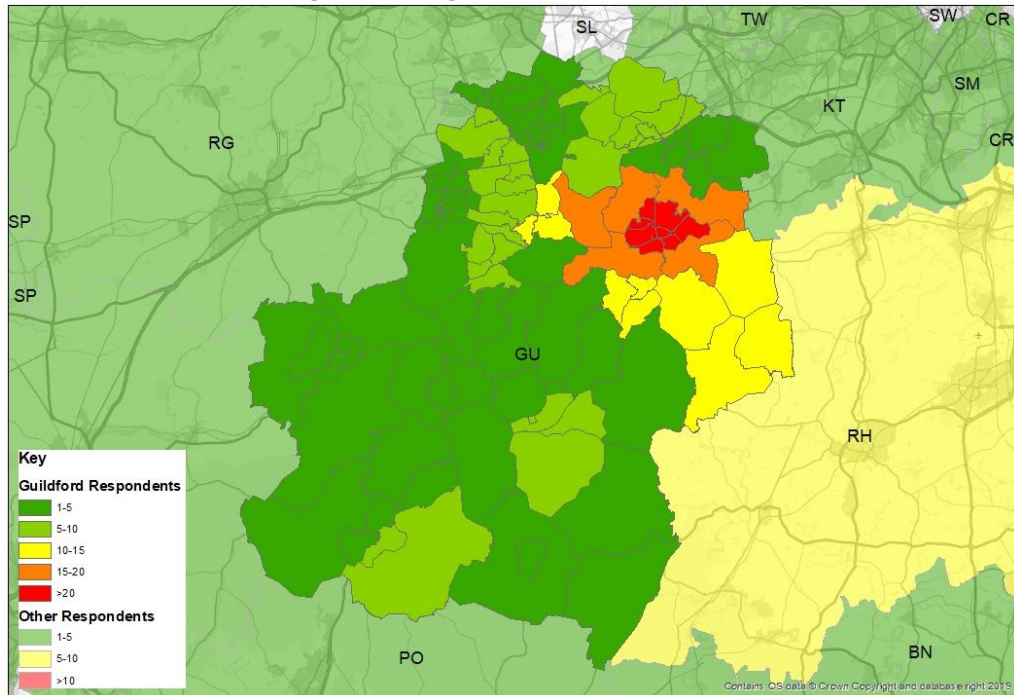
### Origin Postcode Analysis

6.2.12 Survey respondents were asked to provide their origin postcode, allowing an understanding to be developed of the direction of travel used to reach the car park. Of the 1,841 responses collected, 17 have been discarded as a result of incorrect or illegible responses provided. A number of respondents stated their origin to be Guildford, which are not possible to allocate to a direction of travel. As such, these respondents have also been discounted.

#### Bedford Road

6.2.13 Respondents parking in Bedford Road MSCP predominantly travelled from the centre of Guildford and surrounding areas, with a larger proportion of users travelling from the east and south, than the west and north.

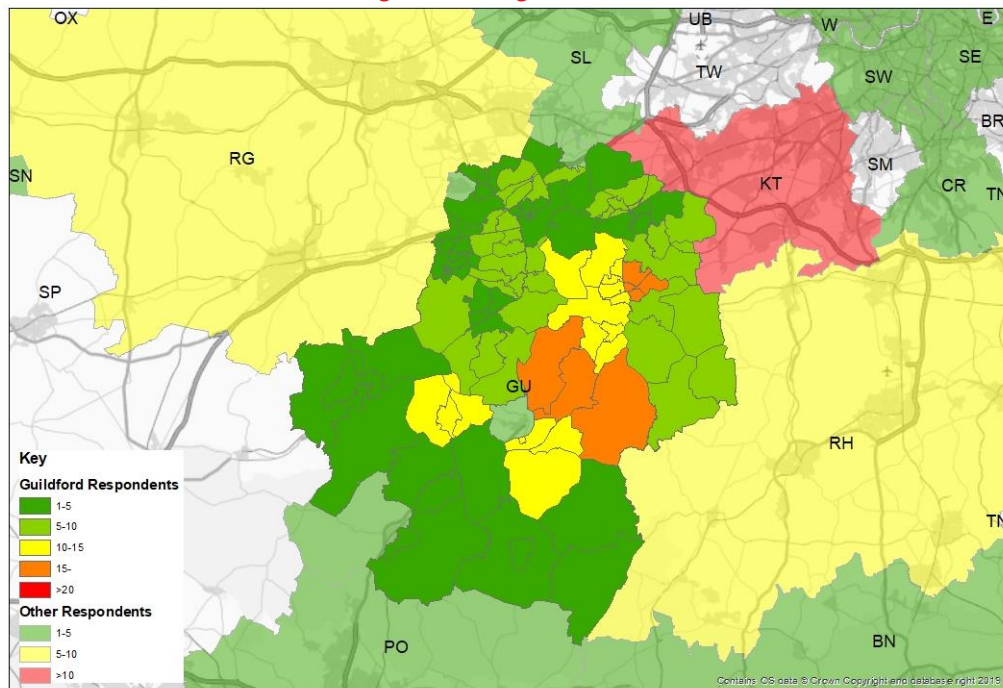
Figure 13. Origin Data: Bedford Road MSCP



### Castle

6.2.14 Respondents parking in Castle come predominantly from Guildford town centre, with 6% providing a GU1 postcode, 5% GU2 and 5% GU7. It can be seen in Figure 14 that users also travelled from southern Guildford postcodes, and Kingston upon Thames, located to the north of the car park.

Figure 14. Origin Data: Castle

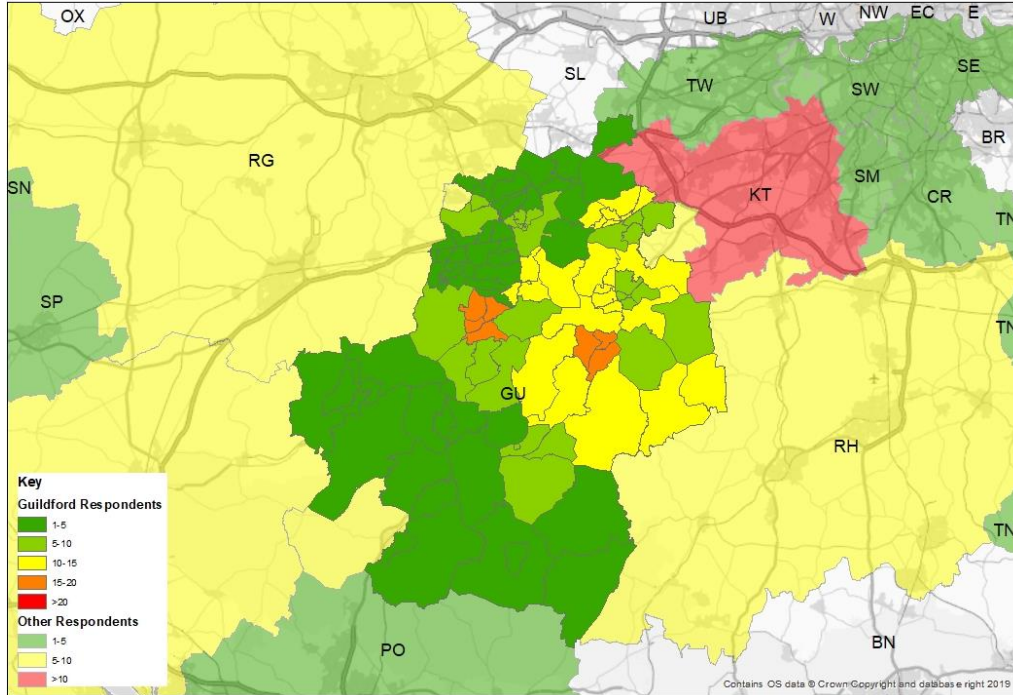




### Farnham Road

6.2.15 The largest proportion of respondents parking in Farnham Road come either from the south or west of the town centre, with a total of 5% travelling from the Kingston upon Thames area to the northeast.

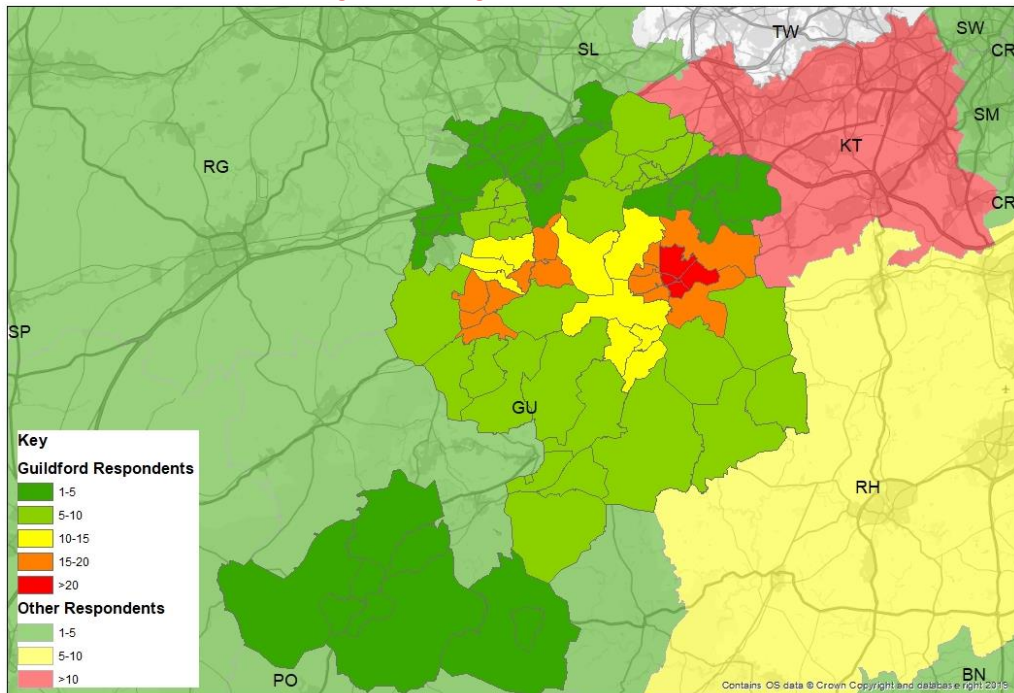
Figure 15. Origin Data: Farnham Road



### Guildford Park

6.2.16 As seen in Figure 16, there is a greater geographic spread of origin locations for users of Guildford Park, in part reflecting the range of main trip purposes identified by respondents. It is anticipated that users travelling for an onward commute or educational purposes (for example at the University of Surrey) would be more spread than for town centre locations, where shopping is the main trip purpose.

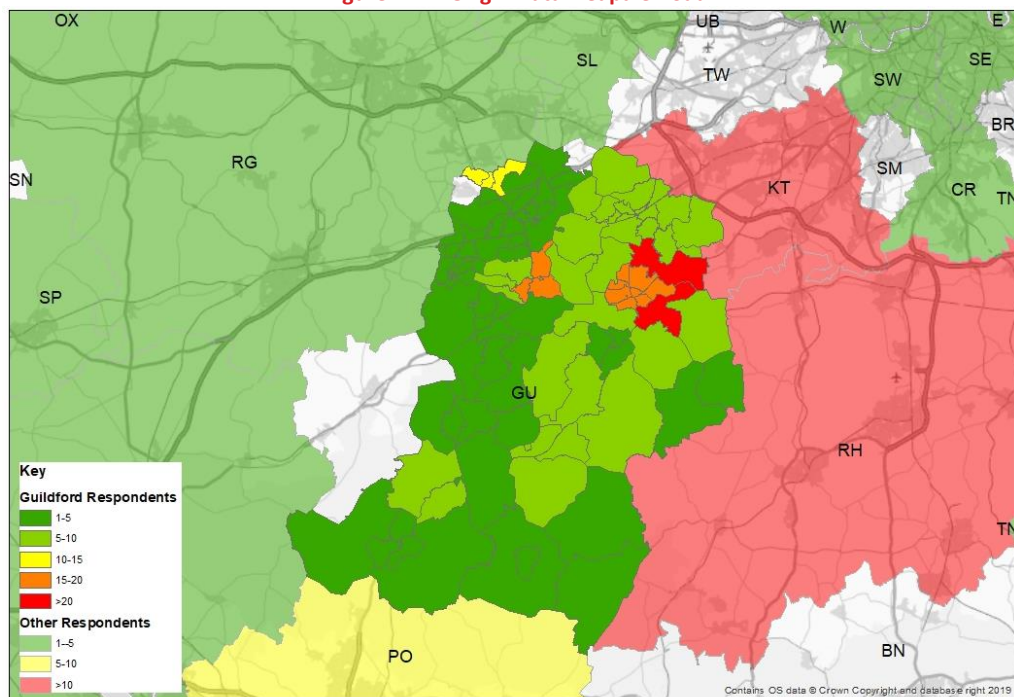
Figure 16. Origin Data: Guildford Park



### Leapale Road

6.2.17 Almost a tenth of surveyed users of Leapale Road travelled from the Kingston area (9%), with people coming from Redhill area also representing a significant share (4%). A quarter of respondents travelled from the centre of Guildford and surrounding areas, with GU1, GU2, GU4 and GU12 the most commonly reported postcodes.

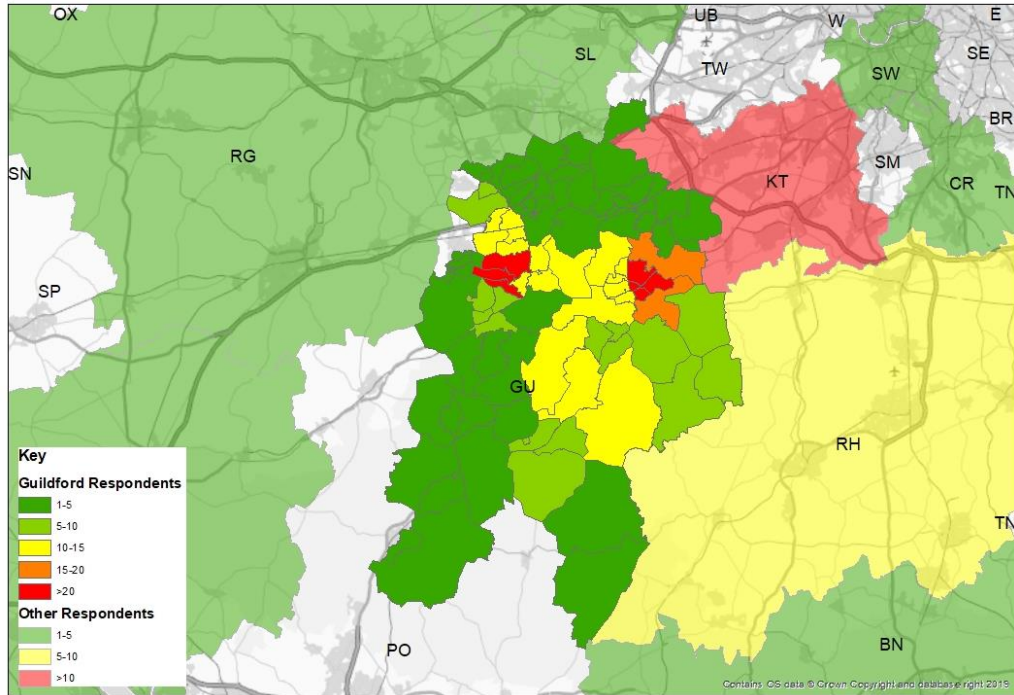
Figure 17. Origin Data: Leapale Road



### York Road

6.2.18 The majority of respondents parking in York Road come either from the centre of Guildford (GU1, 9%) or the Kingston area (9%). A significant proportion of respondents travelled from the west of Guildford, with 7% identifying a GU11 postcode.

Figure 18. Origin Data: York Road



## 7. CURRENT PARKING DEMAND

### 7.1 General

7.1.1 This section provides an overview of current parking demand generated within off-street car parks operated by the Council. It is informed by analysis of ticket sales (Parkeon & RingGo) and GeoMii occupancy data provided by the Council and spot count parking occupancy surveys undertaken by SYSTRA on Wednesday 24 October 2019.

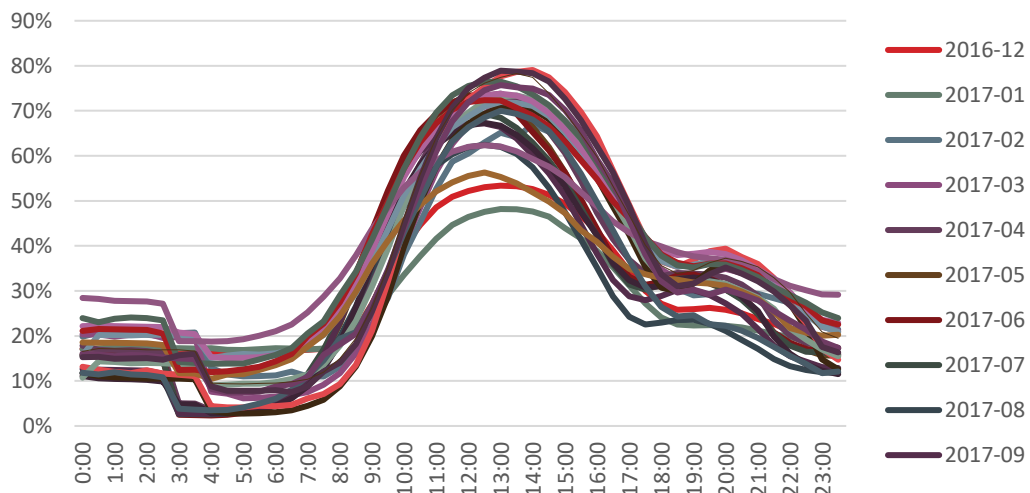
### 7.2 GeoMii Data

7.2.1 Analysis of GeoMii parking occupancy data provided by GBC has been used to calculate average occupancy and occupancy trends for a series of off-street car parks and on-street parking zones within Guildford. GeoMii is a platform that provides real time information on parking availability thanks to sensors located on the parking bays. The GeoMii platform and associated app was launched in December 2016.

7.2.2 GeoMii sensors are installed in seven strategic car parks (Bedford Road, Castle, Farnham Road, G-Live, Leapale Road, Millbrook and York Road) alongside three Park & Ride sites (Artington, Merrow and Onslow). The dataset covers the period from December 2016 to November 2018 with data provided across multiple spreadsheets. Given the extensive size of the dataset provided, an Excel-based spreadsheet tool was developed by SYSTRA to facilitate analysis and interpretation of occupancy. The spreadsheet tool, based on Excel pivot tables, has been issued to GBC and allows data to be split by a number of factors, including car park (one or more combination of the eight car parks); parking type (on-street, off-street and Park & Ride); any hour, day of week, month or year for which sensor data is available.

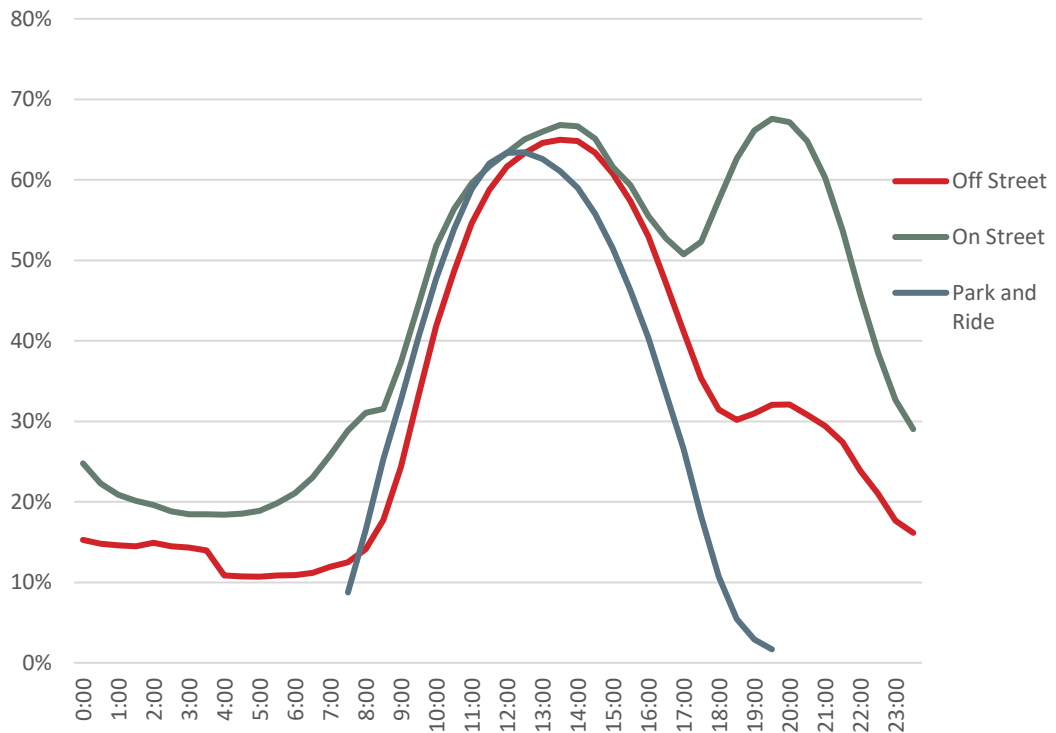
7.2.3 Looking at the average percentage of spaces occupied by month, parking accumulation starts around 08:00 and peaks at lunchtime (around 13:00). It then decreases and slightly picks up again around 19:00. December 2016 and January 2017 are the months with less occupancy recorded, which may be a result of issues with the GeoMii system at its point of introduction. The trend is shown in [Figure 199](#).

Figure 19. Average % Spaces Occupied by Month (Off-Street)



7.2.4 The average percentage of spaces occupied by parking type shows that all three types of car parking analysed (off-street, on-street and Park & Ride) have their occupancy peak between 11:00 and 14:00. On-street car parks occupancy tend to peak again around 20:00, then drops to 20% occupancy during the night. Off-street car parks occupancy during the night is stable around 10%. Park & Ride occupancy is recorded only between 07:00am and 19:00, being that Park & Ride car parks are closed during the night.

Figure 20. Average % Spaces Occupied by Type



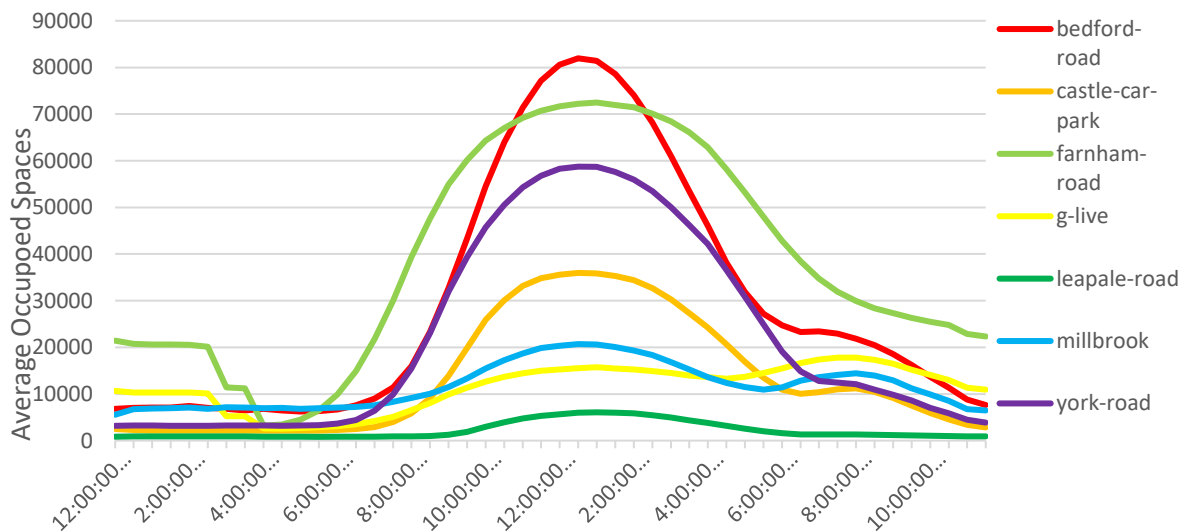
7.2.1 Some car parks exceed 85% capacity utilisation during the week. Table 11 shows the percentage of days on which each car park reached or exceeded 85% occupancy. Occupancy levels of 85% or above are treated as the threshold for high occupancy within off-street car parks, whereby users are likely to have difficulty in finding a space and will circulate around the car park in order to locate a space. It can be seen that Castle car park exceeds 85% capacity on 85% of days, whilst Leapale Road reaches or exceeds 85% capacity on only 2% of analysed dates.

**Table 11. Percentage of Days Reaching / Exceeding 85% Capacity**

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Ave
Bedford Road	18%	18%	17%	19%	13%	69%	74%	33%
Castle	70%	90%	92%	90%	91%	92%	65%	85%
Farnham Road	2%	26%	35%	22%	1%	0%	0%	12%
G-Live	23%	44%	48%	54%	60%	60%	37%	47%
Leapale Road	1%	0%	0%	0%	2%	11%	4%	2%
Millbrook	22%	35%	44%	56%	53%	67%	60%	48%
York Road	15%	39%	41%	66%	32%	61%	6%	37%

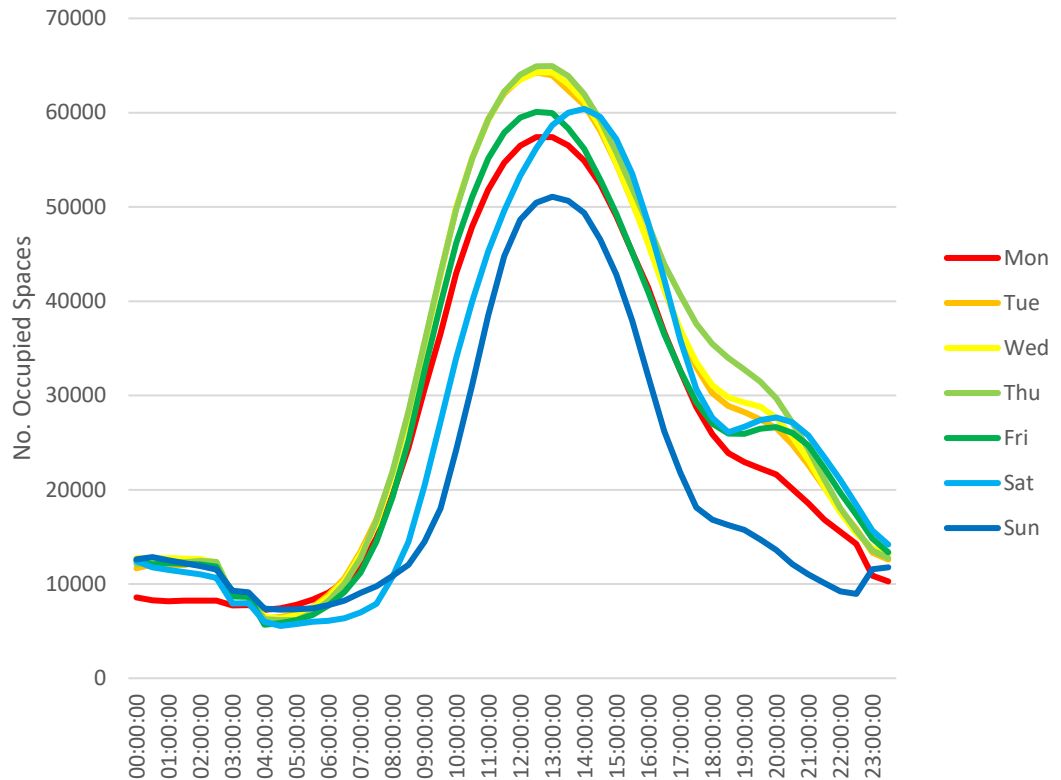
7.2.2 As shown in **Figure 21**, the analysis of the average number of occupied spaces per car park shows similar patterns to the analysis done on occupancy per month, with a number of car parks reaching peak occupancy at around 13:00.

**Figure 21. Average Number of Occupied Spaces (All Months)**



7.2.3 **Figure 22** overleaf provides an overview of occupancy profiles of all car parks combined, split by day of the week. It can be seen that occupancy across weekdays is fairly uniform, with the highest levels recorded on Wednesdays. Thursdays, with the lowest levels of occupancy recorded on Sundays. This may in part be due to the location of Farnham Road presenting an unattractive location for non-commuting trips at the weekend.

**Figure 22. Number of Occupied Spaces (Split by Day)**



7.2.4 It is noted that there are a series of limitations and constraints within the GeoMii dataset that impact upon its reliability and robustness. It is noted that a large proportion of data is missing, with no information provided on occupied spaces. It is unclear whether data has been removed for times when car parks are closed or sensors are faulty. For off-street car parks (excluding P&R sites), 17,572 of 105,120 entries are blank, equating to 17% of all data missing. Notably, data is missing for the period between Dec 2017 and Oct 2018 for Leapale Road and between Dec 2016 and Jan 2017 at Millbrook. As such, the data currently suggests that no vehicles were parked in these locations during the identified periods. This is inconsistent with ticket sales data provided by the Council.

7.2.5 A Technical Note prepared to summarise issues and constraints identified within the GeoMii dataset is contained at [Appendix C](#) for information.

7.2.6 Given the constraints with the GeoMii data, it has not been utilised to assess current and projected future parking demand within the remainder of this Baseline Report.

### 7.3 Ticket Sales Data

7.3.1 Ticket sales data provided by the Council has been used to calculate occupancy levels and peak periods of parking demand within Council-operated car parks. A year’s worth of Pay & Display (Parkeon), Pay by Phone (RingGo) data for December 2017 to November 2018 has been analysed. A year’s worth of Pay on Exit data for December 2018 to November 2019 has been analysed for Farnham Road, Tunsgate and York Road.

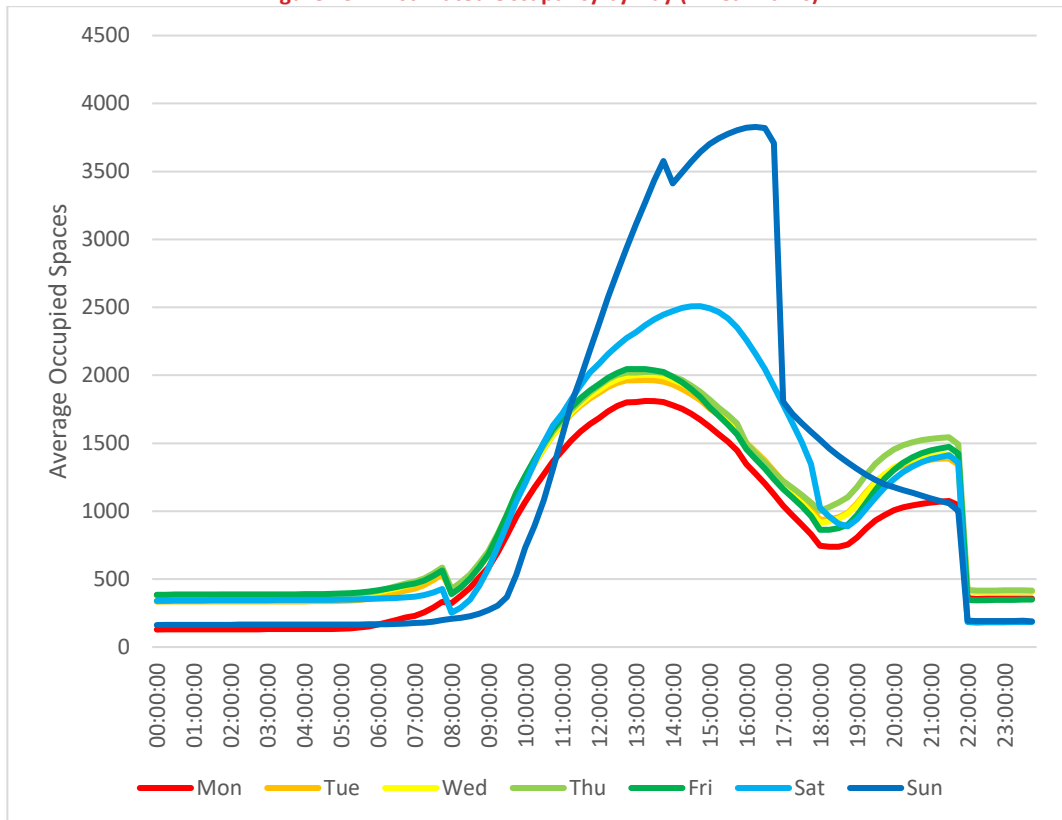
- 7.3.2 Whilst the ticket sales data indicates the amount paid (and hence the permitted duration), it does not indicate the actual duration of the stay. It is expected that in many cases the actual duration of stay of a vehicle will be shorter than the permitted duration (i.e. someone might purchase a ticket for 2 hours but only stay for 90 minutes). As such, the entry time was assumed to be the time the ticket was purchased / payment made via phone, and the exit time was estimated as 80% of the duration of stay purchased. A baseline level in each car park was determined by using overnight ticket sales information.
- 7.3.3 Entry and exit data has been segregated into 15 minute periods in order to estimate occupancy by car park. It is noted that, whilst this methodology means (for example) a car entering at 07:14 or one leaving at 07:01 would be recorded as occupying a space between 07:00 and 07:15, it is considered to provide sufficient robustness to determine daily profiles.
- 7.3.4 It is noted that the ticket sales data does not incorporate contract parking or season ticket / permit holders. As detailed in **Section 8**, Guildford operates a total of 302 contract spaces within five car parks, which cannot be used by the public for Pay & Display parking during weekday daytime periods. In addition, up to 206 season tickets are issued for use in the car parks covered by the ticket sales data analysis.

**Pay & Display Car Parks**

- 7.3.5 **Figure 23** overleaf provides an indicative cumulative summary of the overall profile of occupancy across all Council-operated car parks located in Guildford, excluding the four Pay on Exit car parks, split by day.
- 7.3.6 The total weekday capacity of these car parks is also identified. It is noted that the stated weekday capacity excludes spaces available for contract parking use during the week, and also discounts the number of season tickets available, which are not picked up within the ticket sales data. The current reduced parking capacity at Bright Hill and Guildford Park is also incorporated within **Figure 23**.



Figure 23. Estimated Occupancy by Day (All Car Parks)

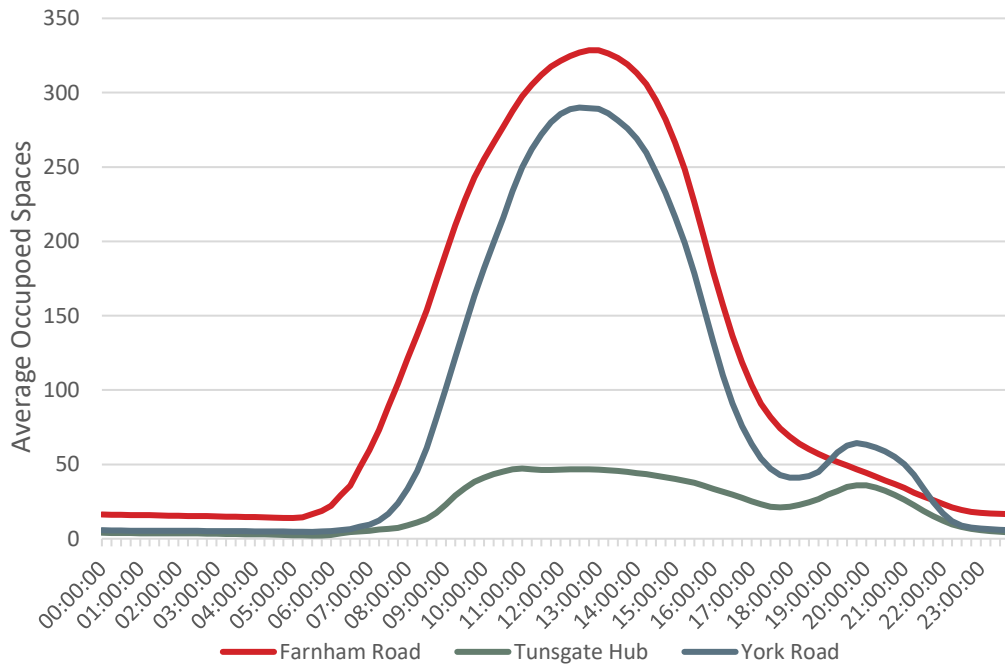


- 7.3.7 It can be seen that, when season ticket and contract parking is excluded from total parking capacity, a peak occupancy of approximately 75% is recorded within Council-operated car parks, recorded in the early hours of the afternoon. Across car parks as a whole, there are increases in occupancy levels between 18:30 and 20:00, which can be accounted for by changes to parking charges at this time period.
- 7.3.8 On Sundays, parking demand is concentrated within the condensed retail trading hours of 11:00 to 17:00. It is noted that parking charges are less on Sundays, which may in part account for the higher levels of parking recorded. Furthermore, Park & Ride services do not operate on Sundays, potentially increase parking demand within the town centre.
- 7.3.9 As well as using ticket sales data set out above, spot count parking occupancy survey data undertaken by SYSTRA on Wednesday 23 October 2019 to provide a mechanism to validate the demand data. This data has been utilised to inform the projected future parking demand set out in **Section 10**. The results of these counts are broadly similar to the ticket sales data presented in **Figure 23**.

**Pay on Exit Car Parks**

- 7.3.10 **Figure 24** provides an indicative cumulative summary of the overall profile of occupancy in Farnham Road, Tunsgate and York Road, based on ticket sales data. Data for Castle has not been included due to issues with the dataset.

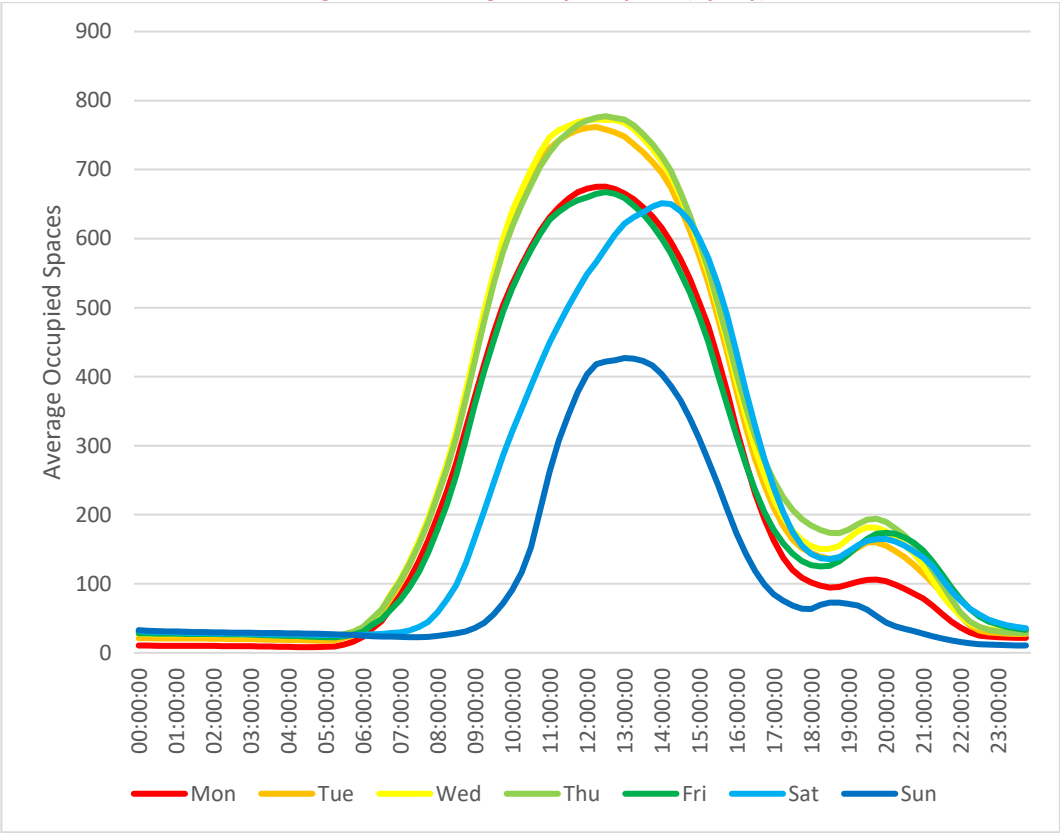
Figure 24. Average Occupied Spaces (by Car Park)



- 7.3.11 Figure 24 shows that occupancy levels in start using Farnham Road and York Road begin to rise between 06:00 and 07:00, with occupancy in Tunsgate rising from approximately 09:00. Peak occupancy is reached between 12:00 and 13:00 in Farnham Road and York Road, while occupancy remains stable between 09:00 and 17:00 in Tunsgate. Occupancy raises again between 19:00 and 20:00 in York Road.
- 7.3.12 Farnham Road is defined as a long-stay car park and occupancy levels are consistent with use by people parking during standard working hours. It is also consistent with the result of the intercept user survey, where the majority of people interviewed stated that their main trip purpose was working in the town centre.
- 7.3.13 York Road is defined as a short-stay car park; however, the tariff structure is similar that of Farnham Road. Patterns of occupancy resemble those observed in Farnham Road. The occupancy peak between 18:00 and 20:00 can be attributed to parking charges decreasing after 18:00 from £1.30 per hour to £1.00 per visit, making the car park appealing for evening activities.
- 7.3.14 Occupancy levels within Tunsgate appear more stable during daytime periods. The high occupancy levels between 09:00 and 17:00 suggest that the car park is well utilised due to its town centre location.



Figure 25. Average Occupied Spaces (by day)



## 8. OPERATIONS & ENFORCEMENT REVIEW

### 8.1 General

8.1.1 This section provides an overview of current revenue generation, operational issues and enforcement practices associated with Council-operated off-street car parking provision. It provides a summary of annual revenue generated by each car park and details the enforcement strategy currently employed by the Council to minimise cases of non-compliance, as set out in the Guildford Parking Annual Report 2017-18.

### 8.2 Payment Methods

8.2.1 A range of payment mechanisms are currently provided within Council-operated car parks:

- **Cash:** banknotes and coins can be used in barrier controlled car parks (Castle, Tunsgate, York Road and Farnham Road) and to pay at machines for pay & display car parks.
- **Credit / Debit Card / Contactless:** cards can be used in barrier controlled car parks (Castle, Tunsgate, York Road and Farnham Road) and at Bedford Road Surface.
- **Pre-Payment Cards:** can be used to pay in barrier controlled car parks. Drivers can top up the cards with prepaid values and will receive a 10% discount on the tariff every time they pay with the card.
- **Pay-by-Phone:** drivers can register their vehicle with the service provider RingGo to be able to pay for the parking with their phone using their debit or credit card. They can either pay through a smartphone app, with a phone call, a text message or on RingGo website. Each car park offering this payment method has a location number assigned, which needs to be specified for the payment, together with the length of stay. The length of stay can be extended through the app. There is a 19p charge on top of the normal parking tariff.

8.2.2 The percentage of money taken through each payment mechanism is detailed in 0. It can be seen that the proportion of payments made through the RingGo (Pay by Phone) app has significantly increased; this is in line with changes in payment trends seen across the country.

Table 12. Method of Payments

TYPE OF CAR PARK	PAYMENT METHOD	MONEY TAKEN (%) 2017-18	MONEY TAKEN (%) 2018-19	DIFFERENCE FROM 17-18 TO 18-19 (%)
Pay & Display	Cash	63%	53%	-10%
	Pay by Phone	37%	47%	+10%
Pay & Display Total		£5,445,423.05	£5,491,540.35	-
Pay on Foot	Cash	43%	30%	-13%
	Wave & Pay	N/A	47%	N/A*
	Pin Pad Card	57%	23%	-34%
Pay on Foot Total		£2,880,823.63	£3,295,786.76	
Overall	Cash	56%	45%	-11%
	Pay by Phone	24%	29%	+5%
	Wave & Pay	N/A	18%	N/A*
	Pin Pad Card	20%	9%	-11%
Overall Total		£8,326,246.68	£8,787,327.11	

### 8.3 Back-Office Technology & Operations

8.3.1 A range of technology is utilised to inform back-office operations, including through the use of GeoMii for recording of current and previous parking utilisation. It is understood that the Council is looking to expand on current GeoMii operations, which currently cover seven off-street car parks and three Park & Ride sites, alongside town centre on-street parking. This potentially includes through an expanded role out of GeoMii sensors across a larger number of car parks, and enhancements to the GeoMii app to provide improved access to real-time occupancy information to car park users.

8.3.2 However, it is noted that current Pay on Foot technology systems utilised in four car parks are dated and approximately ten years old. This system therefore operates as ‘stand-alone’ to other back-office operations. This results in a requirement to print off Pay on Foot parking reports, rather than use of electronic systems, resulting in difficulties and inefficiencies in exporting report files internally. As part of the Parking Strategy, it is recommended that investment is made in newer machines and systems that provide an analytical back-office solution with API (Application Programming Interface) connectivity. The Pay on Foot system is in the process of being retendered and replaced, with implementation anticipated in Q3 2020.

## 8.4 Pricing Structure

8.4.1 As set out in **Table 13**, the majority of Council-operated car parks provide a similar pricing structure, with only six having tailored pricing.

**Table 13. Guildford Car Parks Pricing Structure**

MON-SAT	EVENING	SUNDAY	CAR PARKS
1 to 3 hours: £1.30 per hour/each additional hour: £2	£1 per visit	Up to 3 hours:£1.50 3 to 6 hours: £2.50	Castle, Leapale Road, Commercial Road 2, Old Police Station, Upper High Street, Tunsgate
£1.30 per hour	£1 per visit	Up to 3 hours: £1.50 3 to 6 hours: £2.50	Bedford Road MSCP, Bedford Road Surface, Bright Hill, G Live, Mary Road, Millbrook, Portsmouth Road(Saturday, Sundays and evenings only), York Road
£1.30 per hour	Closed	Up to 3 hours: £1.50	Lawn Road (Saturday only), Millmead House (Front) (Saturday only), Robin Hood, St Joseph's
£1 per hour	10p per hour Evening charges apply between 7pm-7am	Up to 3 hours: £1.50 3 to 6 hours: £2.50	Farnham Road
£1 per 30 minutes (maximum stay: 30 minutes) No parking after 10pm on Thursday and closed Fridays and Saturdays	£1 per visit	£1 per 30 minutes	North Street
£1 per visit from 7am to 4pm. Free on Saturdays	Free	Free	Ash Vale Station



MON-SAT	EVENING	SUNDAY	CAR PARKS
£3.20 per visit. Free on Saturdays	Free	Free	Walnut Tree Close
£3.20 per visit. Closed on Saturdays	Free	Closed	Shalford Park
Monday to Friday: £5 per visit. Saturday: £1 per visit	Free	Free	Guildford Park

8.4.2 Charges for Council-operated town centre car parks are currently more favourable compared to competing locations including Woking (£1.50 per hour) and Kingston upon Thames (£1.70 to £2.30 per hours). It is noted that the parking charges are anticipated to rise moderately in 2020-21 and 2021-22, and will remain competitive with neighbouring retail destinations current charges).

**8.5 Contract Parking**

8.5.1 The Council operates over 300 contract parking spaces within five car parks in Guildford. Contract parking offers an allocated space with a permit for exclusive use of that space. There is no specific eligibility criteria that needs to be met in order to apply for a contract parking space. A pro-rata fee is applied depending on when the space is taken. It is noted that the overall provision of contract parking within Guildford has been significantly reduced from approximately 600 spaces over recent years.

8.5.2 Contract parking is currently provided Portsmouth Road, Robin Hood, and St Joseph’s. Parking is also provided in Lawn Road and Millmead House for staff and visitors to the Council offices. Members of the public are able to park within these car parks at weekends on a Pay & Display / Pay by Phone basis. There are a further 133 contract spaces in Bedford Sheds, Castle Square, Eagle Road, Millmead Court, Palmer & Harvey, Stoke Fields, Stoke Road and Connaught House, that are not available for public use at any time. A breakdown of contract spaces is provided in [Table 14](#).

Table 14. Contract Parking Spaces

CAR PARK	CONTRACT SPACES
Portsmouth Road	98
Robin Hood	23
St Joseph's	71
Lawn Road	87
Millmead Hous	23
Bedford Sheds	35
Castle Square	7
Eagle Road	22
Millmead Court	20
Palmer & Harvey	5
Stoke Fields	8
Stoke Road	11
Connaught House	25
<b>Total</b>	<b>435</b>

8.5.3 The annual cost of a contract parking space depends on the type of contract. For 2019/20 the prices are as follows:

- Five-day Contract (Monday to Friday): £2,528.19; and
- Six-day Contract (Monday to Saturday): £3,033.64.

## 8.6 Season Tickets

8.6.1 Season ticket parking is provided within four town centre car parks (Bedford Road MSCP, Farnham Road, Guildford Park and York Road). Season ticket holders are able to utilise any bay within the car park they have purchased a season ticket for, and do not have an allocated space. As such, all spaces in the car parks can also be used by other drivers. [Table 15](#) details the cost of season tickets in each car park and the number of season tickets currently in use (as of November 2019).



Table 15. Season Tickets Price & Quantity

CAR PARK	TYPE OF TICKET	ANNUAL COST 2019/2020	QUANTITY
Farnham Road	Five day (Monday to Friday)	£1,964.74	214
York Road	Five day (Monday to Friday)	£2,062.94	73
York Road	Six day (Monday to Saturday)	£2,475.50	5
York Road	Weekend	-	6
Bedford Road MSCP	Five day (Monday to Friday)	£2,210.65	36
Guildford Park	Five day (Monday to Friday)	£1,030.00	0

8.6.2 Due to redevelopment works currently taking place, season ticket holders at Guildford Park are required to utilise Farnham Road. As of November 2019, there is season ticket availability in Farnham Road and York Road, whilst a waiting list is operational for Bedford Road MSCP.

8.6.3 Season ticket holders can choose their own car park space in each car park. Farnham Road and York Road are pay-on-foot car parks and season ticket holders have a card to use when they enter and exit the car parks. Bedford Road and Guildford Park season ticket holders have a permit, which needs to be displayed in the car.

## 8.7 Pre-Payment Cards

8.7.1 Pre-payment cards offer an alternative payment mechanism to contract parking and season tickets and can be used in four car parks in the town centre. Cars can be applied for and collected from the Council’s offices. Pre-payment cards offer a 10% discount on the below charges in four car parks:

- **Castle and Tunsgate:** £1.30 per hour or part hour, increasing to £2.00 per hour or part hour after three hours; and
- **Farnham Road and York Road:** £1.00 per hour or part hour.

8.7.2 The card can be used only in the four car parks detailed above. When purchasing a card, a mandatory initial credit of £100 is required to be paid for. The card can then be topped up using pay machines in any of the four car parks, with possible credit values ranging from £20 to £250.

## 8.8 Parking Permits & Discounts

8.8.1 In general, the Council does not offer specific permits to be used within its car parks. The only exceptions are for some Council employees that are provided with a permit to be used in Lawn Road and in a small section of Millmead Court.

8.8.2 Electric vehicle owners can apply for a Green Parking Permit. This permit is free of charge and gives discounted parking in the following car parks, when parking on a standard bay (not in electric vehicle bays):

- Bedford Road MSCP (two green bays on Level 1 which can only be used by small electric vehicles);
- Bedford Road Surface;
- Commercial Road 2;
- G-Live;
- Leapale Road ;
- Mary Road;
- Millbrook;
- Old Police Station;
- Upper High Street;
- Lawn Road (Saturdays Only);
- Portsmouth Road (Saturdays Only);
- Robin Hood (Saturdays Only); and
- St Joseph's (Saturdays Only).

8.8.3 The Green Parking Permit enables drivers to get three hours free parking in the car parks listed above during the day specified. Drivers need to buy a Pay & Display ticket and the three hour of free parking will be calculated from the expiry of the ticket. The permit allows holders to park without charge every day in Shalford Park. It is noted that the scheme does not apply in the majority of short-stay car parks, on-street Pay & Display parking areas, North Road car park, or on Sundays.

## 8.9 Expenditure & Income Generation

8.9.1 An overview of expenditure and income generated by Council-operated car parks is set out in [Table 16](#), covering both the 2017-18 and 2018-19 financial periods. Income figures incorporate revenue generated by ticket sales alongside contract and season ticket charges.

Table 16. Annual Car Park Income & Expenditure

	EXPENDITURE		INCOME	
	2017	2018	2017	2018
Audited Car Parks (x23)	£3,326,248	£3,597,792	£10,140,842	£10,079,696
Rural / Other Car Parks	£52,267	£59,082	£215,790	£279,235
Garages	£28,480	£31,114	£57,398	£57,634
<b>Total</b>	<b>£3,406,995</b>	<b>£3,687,988</b>	<b>£10,414,030</b>	<b>£10,416,565</b>

### 8.10 Impact of Parking on Basket Spend

8.10.1 The intercept user survey (**Section 6**) recorded that respondents who identified shopping as their main trip purpose anticipated an average basket spend of £48 per person during their visit whilst parked. This demonstrates that, as well as generating revenue for the Council through ticket sales, town centre off-street parking plays an important role in town centre vitality and retail spend.

8.10.2 It is clear that parking brings considerable value to the town centre, and this should be an important consideration in decisions relating to changes to overall parking supply within Guildford.

### 8.11 Impact of Increases to Parking Charges

8.11.1 A key objective of the Council is to ensure that parking charges remain favourable in order to ensure users do not instead travel to competing towns such as Kingston upon Thames or Woking. As such, parking charges are anticipated to only rise modestly in 2020-21 and 2021-22. However, it is noted that charges for Council-operated town centre car parks are greater in competing locations including Woking (£1.50 per hour) and Kingston upon Thames (£1.70 to £2.30 per hour).

8.11.2 Given the differences in pricing tariffs between Guildford and other town centre locations, an assessment has been undertaken of potential increases in revenue if charges were to be increased by 10% across car parks. This equates to an increase in charges of between 10p and 20p, depending on the car park and time / day of the week.

8.11.3 Based on the weeks' worth of recorded Pay & Display / Pay by Phone ticket sales data analysed within this report, an uplift of 10% in price would generate an additional £10,700 per week. This equates to over an increase in revenue generation of approximately £550,000 per year, assuming parking patterns would not change and remain consistent across the year. It is noted that this figure excludes revenue associated with the four Pay on Foot car parks for which data is as yet unavailable.

8.11.4 Results of the intercept user survey suggest that the cost of parking is not a primary concern for current car park users, and as such the impact of such an increase on public opinion may be limited, and would keep parking charges lower than in Woking and Kingston upon Thames.

## 8.12 Management of On-Street Parking

- 8.12.1 GBC manages on-street parking on behalf of Surrey County Council. Town centre on-street parking is located within a Controlled Parking Zone, whereby bays are either dedicated for use by residents, taxis and blue badge holders or are available for parking on a Pay & Display basis.
- 8.12.2 Residents can apply for a parking permit to park in the CPZ within the town centre. Permits are issued with the aim of ensuring residents with access to off-street parking use it to reduce pressure on on-street parking. It is noted that the number of residents' permits issued exceeds the number of parking spaces in a number of the residential areas surrounding the town centre. This is primarily due to the nature of the properties in these areas, which have little or no parking, and changing demographics available, often due to people moving or selling their vehicle not cancelling their permit. Alongside residential permits, GBC offers business, carer and operational permits with separate eligibility criteria.
- 8.12.3 Parking bays in the town centre are available to non-residents on a Pay & Display basis. A maximum duration of stay of 30 minutes is permitted in bays closest to the town centre. These are charged at £1 per 30 minutes. Additionally, there are some Pay & Display bays with a maximum stay of two hours, which are charged at 80p per 30 minutes, with a maximum stay of three hours permitted.
- 8.12.4 The majority of on-street parking is controlled between the hours of 08:30 and 18:00, Monday to Saturday (including Bank and Public Holidays). Operational hours extend to 21:00, seven days a week, on Bury Fields, Bury Street, Dene Road, Denmark Road, Eastgate Gardens, Lawn Road and Millmead Terrace. Designated disabled bays and taxi ranks are controlled at all times.

## 8.13 Enforcement

- 8.13.1 Guildford Parking Policies and Procedure set out the enforcement priorities for the Borough. Enforcement needs to target:
- Vehicles causing a safety issue;
  - Vehicles restricting access and traffic flow (on carriageways or footways where restrictions apply);
  - Vehicles parked in disabled parking spaces without a Blue Badge;
  - Vehicles not displaying a valid permit in permit holders' parking spaces; and
  - Vehicles committing other contraventions which do not comply with the parking orders.
- 8.13.2 Parking enforcement is designed to deter contraventions by drivers and increase compliance with restrictions, not to raise income. To be enforced, formal parking restrictions have to be supported by the correct signage and road markings.
- 8.13.3 GBC, working with the Surrey County Council, carries out regular reviews of parking and restrictions, to ensure they are accurate and appropriate. These reviews include detailed consultation with stakeholders.

8.13.4 There are currently 22 Civil Enforcement Officers (CEOs) which cover Guildford on-street and off-street and Waverley on-street parking. Route patrolling is designed to give the highest coverage of the areas where compliance is most important and at times when it is most appropriate. Enforcement may also be targeted at areas and/or times where there are particular issues. CEOs also regularly check signs and markings.

8.13.5 Two categories of penalty charges are applied. A higher charge of £70 is applied for parking in non-permitted locations, such as yellow lines, disabled parking bays or resident bays, whilst a lower charge of £50 is applied in instances such as vehicles overstaying their purchased duration or not displaying a valid ticket. The charge is discounted by 50% if paid within 14 days .

8.13.6 **Table 17** sets out the number of Penalty Charges Notices (PCN) issued in 2017-2018.

**Table 17. Penalty charges issued, 2017/2018**

	PCNs ISSUED	HIGH (£70)	LOW (£50)	FORMAL REPS	PCN CANCELLED
On street	23,885	16,539	7,346	6,612 (28%)	1,871 (8%)
Off street	10,368	1,828	8,540	3,504 (34%)	1,651 (16%)
Total	34,253	18,367	15,886	10,116 (30%)	3,522 (10%)

8.13.7 The majority of charges are issued for on-street parking locations; however, it is noted that charges issued for off-street parking have a higher rate of formal appeals and consequent cancellations.

8.13.8 Generally, when people do not display their permits or ticket correctly, the penalty notice is cancelled as soon as the person can prove that they have paid or have a permit. Drivers who overstay in a car park, or parking space, have a ten-minute grace period after their permitted parking time has expired before they may be issued with a ticket. The number of cancellations due to errors by CEOs is low.

8.13.9 The “School Parking Watch” was a scheme implemented in 2017 aimed at monitoring the effects of CEO patrols around schools, due to the increased problems with illegal parking being reported. During the period between September 2017 to July 2018, the following were recorded:

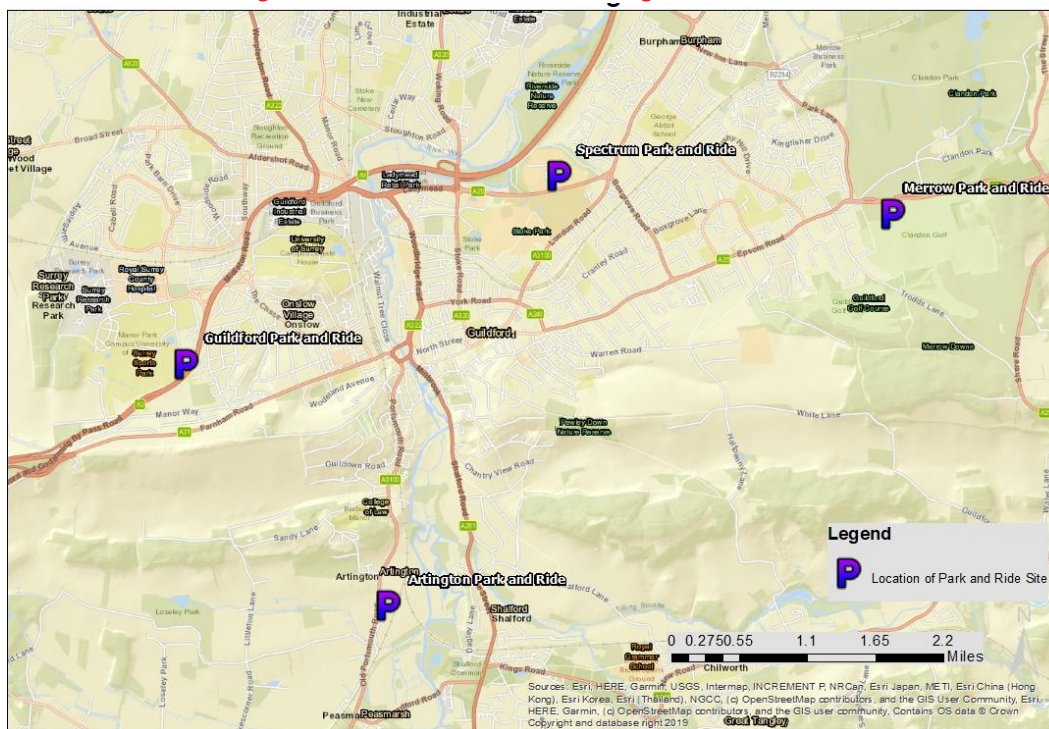
- 454 patrols were conducted around (32) Guildford schools,
- 395 penalty charge notices were issued,
- 2,776 cars were asked to move on from various parking restrictions.

8.13.10 The scheme has been beneficial in recognising problematic areas where enforcement resources should be targeted.

## 9. PARK & RIDE REVIEW

- 9.1.1 Guildford currently has a network of four Park & Ride sites, which stand at the core of the “drive to, not through” approach the Council is developing to reduce congestion in the town centre. The following section provides an overview of the existing park and ride sites, including their challenges and opportunities.
- 9.1.2 The four Park & Ride sites are located at Artington (742 spaces), Merrow (338 spaces), Onslow (550 spaces) and Spectrum (254 spaces although over 1,000 available at the neighbouring leisure complex)<sup>1</sup> They are located outside the town centre in “interceptor” locations along the strategic road network, as shown in **Figure 26**.

**Figure 26. Location of Guildford Borough Park & Ride Sites**



- 9.1.3 The aim of Park & Ride is to improve the access to Guildford town centre for people that do not have access to public transport, at the same time trying to reduce the impact of car traffic into the town centre.
- 9.1.4 Bus connections from the sites to the town centre (by the Friary Shopping Centre) are provided by Stagecoach. As of January 2019, the bus fleet became electric as part of the Council’s aim to reduce emissions and associated pollution. Bus frequency and journey durations from every site are shown in **Table 18**.

<sup>1</sup> A height restriction of two metres applies at the entry of the Artington and Merrow sites.

Table 18. Park & Ride Service Details

SITE	SERVICE NUMBER	PEAK HOUR FREQUENCY			FIRST BUS TO TOWN CENTRE	LAST BUS FROM TOWN CENTRE
		MON-FRI	SAT	SUN		
Spectrum	100	12 minutes	12 minutes	No service	07:30	23:10
Artington	200	10 minutes	10 minutes	No service	07:30	19:30
Merrow	300	15 minutes	15 minutes	No service	07:30	19:35
Onslow	400	15 minutes	15 minutes	No service	07:25	19:00

9.1.5 **Spectrum** Park & Ride is located on the A25, approximately 2.5km to the north of the town centre. The car park is shared with Spectrum Leisure Centre, and it is divided into Short Stay (Zone 1) and Long Stay (Zone 2) which includes the Park & Ride. Services operate between the hours of 07:30 and 23:10, Monday to Friday. Journeys to the town centre take approximately eight minutes, with additional drop-off points located on High Street and North Street, by the library. On Saturdays and Sundays, Spectrum is connected to the town centre via bus route 101, operated by Arriva.

9.1.6 **Artington** Park & Ride is located on the A3100, approximately 3km to the south of the town centre. Services operate between 07:30 and 19:30, Monday to Saturday. The journey to the town centre takes approximately seven minutes, with additional pick-up and drop-off points provided on Portsmouth Road.

9.1.7 **Merrow** Park & Ride is located on the A25, approximately 4km to the east of the town centre. Services are operational between the hours of 07:30 and 19:35, Monday to Saturday. Journey times to the town centre are approximately 12 minutes. Passengers can also board and alight on Epsom Road near Jenner Road (towards the top of the High Street), and on North Street, by the library.

9.1.8 **Onslow** Park & Ride is located adjacent to the A3 (Guildford and Godalming Bypass), approximately 3.5 km to the west of the town centre. Services operate from 07:30 to 19:00, Monday to Saturday and take approximately 15 minutes. Passengers also have the option to board and alight at The Chase / Guildford Cathedral and Guildford Station (on Guildford Park Road).

## 9.2 Fares

9.2.1 People parking at Park & Ride sites are not charged for parking their vehicle, and instead are charged for their bus ticket. This pricing system makes Park & Ride convenient for

people travelling alone, while it may be more expensive for those travelling in a group compared to use of a town centre car park, where tickets are charged per vehicle parked.

9.2.2 Customers can purchase either return, weekly or monthly tickets with return and weekly price varying across the four sites depending on distance from the town centre, as set out in [Table 19](#). Monthly tickets are charged at £30 across all sites, providing a cheaper option than parking in the town centre for the same period. Holders of an older person's concessionary bus pass are charged a rate of £1 for a day return ticket, whilst holders of a disabled person's concessionary bus pass are able to travel for free after 09:30. Up to two children under 16 years travel free with each fare paying adult, with additional children charged at a reduced fare.

**Table 19. Park & Ride Prices by Site**

SITE	RETURN	WEEKLY	MONTHLY
Spectrum	£2.40	£9.60	£30
Artington	£2.20	£8.80	
Merrow	£1.80	£7.20	
Onslow	£1.50	£6.00	

9.2.3 Use of Park & Ride services was originally free for older persons; however, a £1 charge was introduced in November 2015 for concessionary pass holders. Prior to this introduction, approximately 45% of passengers were using concessions on Park & Ride services. The reasoning behind the charge was that pass holders wanting to travel for free could use alternative local bus services to travel between their home and the town centre, rather than using Park & Ride services.

9.2.4 Following the introduction of the charge, patronage of Park & Ride services has fallen; however, revenue generated from fares has increased. This indicates that the reduction in patronage is associated with concessionary pass holders.

### 9.3 Passenger Numbers & Revenue

9.3.1 Data on passenger numbers and revenue from the service provider Stagecoach highlights the overall success of the Park & Ride scheme, but also demonstrates notable differences in the usage of bus services from the four sites. As shown in [Table 20](#), the most used service overall is from Artington; however, services from Spectrum are most utilised by concessionaries. The data also indicates that services from Onslow are significantly less used in terms of overall passengers and concessionaries.





Table 20. Park & Ride Patronage

YEAR	SITE/ SERVICE	ANNUAL		AVERAGE MONTHLY	
		PASSENGERS	CONCS	PASSENGERS	CONCS
Apr 2017 to Mar 2018 (12 months)	100 - Spectrum	159,583	5,950	12,276	458
	200 - Artington	325,238	2,972	25,018	229
	300 - Merrow	210,992	2,723	16,230	209
	400 - Onslow	89,753	886	6,904	68
	<b>Total</b>	<b>785,566</b>	<b>6,771</b>	<b>60,428</b>	<b>964</b>
Apr 2018 to Jan 2019 (10 months 'pro-rata')	100 - Spectrum	132,619	5,078	12,056	462
	200 - Artington	241,219	2,067	21,929	188
	300 - Merrow	164,907	1,656	14,992	151
	400 - Onslow	77,137	852	7,012	77
	<b>Total</b>	<b>615,882</b>	<b>9,653</b>	<b>55,989</b>	<b>878</b>

- 9.3.2 When it comes to cash revenue from the different Park & Ride sites, figures (shown in 0) reflect that the Artington 200 service generates the greatest level of revenue with the Onslow 400 service generating the least.
- 9.3.3 It is understood that the reason for the low uptake at the Onslow site may be due to its location, and in particular, the access route from the northbound A3, discouraging people from using the facility. In addition, there are concerns that employees and visitors to the Royal Surrey Hospital and Surrey Business Park may be using the car park to avoid parking charges elsewhere as the car park appears to be more utilised than the bus passenger numbers suggest.
- 9.3.4 **Table 22** details the overall revenue generated from Park & Ride in Guildford. This highlights that the vast majority of revenue (94%) is generated from tickets purchased by cash on buses, with online revenue contributing just under 5%, and concessionary fares and app sales contributing less than 1% each.

**Table 21. Revenue from Cash taken on Bus per Service**

YEAR	SITE/ SERVICE	CASH TICKET REVENUE	
		MONTHLY	ANNUAL
Apr 2017 - Mar 2018	100 - Spectrum	£13,136	£170,767
	200 - Artington	£21,712	£282,252
	300 - Merrow	£13,359	£173,668
	400 - Onslow	£5,726	£74,443
Apr 2018 - Jan 2019	100 - Spectrum	£12,729	£745,828
	200 - Artington	£20,540	£225,942
	300 - Merrow	£12,843	£141,276
	400 - Onslow	£6,089	£66,974

**Table 22. Overall Park & Ride Revenue**

		APR 2017 - MAR 2018	APR 2018 - JAN 2019
Monthly	Cash Ticket Revenue	£53,933	£52,201
Annual	Cash Ticket Revenue	£701,131	£574,213
	Concessionaries Received	£6,771	£5,213
	Online Revenue	£33,981	£23,035
	App Revenue	£3,942	£5,732
	TOTAL REVENUE	£745,828	£608,254
	De minimus from SCC	£192,010 / year	

9.3.5 The overall cost of Park & Ride operations between 2016 and 2018 is set out in [Table 23](#) overleaf.

Table 23. Cost of Park & Ride

FUNDING	2016-17	2017-18
Bus contract price (net of fare income)	£308,731	£227,285
Car park running costs (rent, site maintenance, site guards, general rates and other costs)	£358,558	£428,754
<b>Total Cost</b>	<b>£667,289</b>	<b>£656,039</b>
Guildford on-street parking surplus	£594,870	£670,012
Paid from Guildford on-street parking reserve	£72,419	£-13,973
<b>Total Funding</b>	<b>£667,289</b>	<b>£656,039</b>

9.3.6 In 2015-16, the bus contract cost net of fare income was £308,731 and this has been reduced in 2017-2018 to £227,285. There was an increase in the site running costs, but overall the cost of running park and ride reduced from £667,289 to £656,039, costs that were all covered from the Guildford on-street parking surplus. Costs are anticipated to continue decreasing over the period to 2020-21.

9.3.7 When splitting the annual costs between the different Park & Ride sites going forward to 2020-21, 45 - 50% are associated with the Onslow site, 32% with the Artington site, 13-16% with the Merrow site and around 7% with the Spectrum site. This again highlights the need for to encourage greater use of Onslow.

## 10. CAPACITY UTILISATION

### 10.1 General

10.1.1 In order to estimate the impact of anticipated residential development on future off-street parking demand within Guildford, TEMPro growth factors (from 2019 to 2034) have been applied to current parking occupancy figures. Based on TEMPro projections, vehicular trips made to Guildford are anticipated to increase by 3% between 2019 and 2023, 7% by 2028 and 11% by 2034 (Local Plan period).

10.1.2 Data from the 2011 Census has also been interrogated to estimate increases in vehicle ownership resulting from projected residential growth. Three scenarios have been considered, some excluding large scale development at Wisley Airfield, Gosden Hill Farm and Blackwell Farm. Resultant growth in parking demand of between 5% and 12% between 2019 and 2034 has been identified.

10.1.3 The change in demand for parking provision resulting from the forecast residential growth is set out below in Table 24. It is noted that this does not take into consideration the closure of car parks noted as potential development locations.

**Table 24. Car Parking Demand (2034 Future Year Estimates)**

CAR PARK	CAPACITY	CURRENT	FUTURE PREDICTED
Bedford Road Surface	68	Full	Full
Bedford Rod MSCP	1,033	81-100%	81-100%
Bright Hill	118*	Full	Full
Castle	342	61-80%	81-100%
Commercial Road	51	Full	Full
Farnham Road	913	61-80%	61-80%
G-Live	209	61-80%	61-80%
Guildford Park	398**	81-100%	81-100%
Lawn Road	87	81-100%	81-100%
Leapale Road	378	31-60%	61-80%
Mary Road	107	Full	Full
Millbrook	241	61-80%	61-80%
Millmead House	23	61-80%	61-80%

CAR PARK	CAPACITY	CURRENT	FUTURE PREDICTED
North Street	48	Full	Full
Old Police Station	58	Full	Full
Portsmouth Road	98	31-60%	31-60%
Robin Hood	23	81-100%	81-100%
Shalford Park	63	81-100%	81-100%
St Josephs	71	31-60%	61-80%
Tunsgate	64	Full	Full
Upper High Street	48	Full	Full
Walnut Tree Close	16	61-80%	81-100%
York Road	595	61-80%	61-80%
<b>Total</b>	<b>4,536</b>	<b>61-80%</b>	<b>81-100%</b>

10.1.4 There is currently under-utilised provision in some car parks within Guildford, which allows for a level of growth. Whilst the growth will tip demand for individual car parks over capacity, the supply across the area as a whole will mean future growth can be accommodated, this will however require a change in user behaviour from visitors who may currently have a preferred car park they use. The resulting congestion and lack of choice within some car parks could potentially deter trips to the area.

## 10.2 Car Park Development

10.2.1 Two car parks are currently identified as sites for residential or commercial redevelopment, Bright Hill and Guildford Park. These currently provide a combined total of just under 300 spaces for Pay & Display / Pay by Phone use.

10.2.2 Based on current levels of utilisation, the removal of car parking and associated displacement of users from these locations to other car parks would result in current parking demand approaching the 85% threshold used to determine high occupancy within off-street car parks. This would mean users are likely to have difficulty in finding a space, resulting in vehicles circulating around car parks.

10.2.3 It is noted that when a TEMPro growth factor is applied to current parking demand to assess projected future year parking demand (2034), the loss of these car parks would result in peak parking demand reaching close to 100% occupancy. As such, it is considered that provision of parking, either within these two locations or elsewhere within the town centre, would be required to meet projected future demand.

- 10.2.4 It is recommended that development of further car parks is assessed and confirmed on an individual case by case basis to determine whether provision needs to be re-provided as part of any development proposals. This should take into consideration car park location, proximity to other parking opportunities and public transport accessibility.
- 10.2.5 It is noted that, in order to provide town centre development whilst maintaining public parking provision, there is possibility for development to be provided at some surface-level car parks, whereby the ground floor is utilised to provide publicly accessible car parking. This can also act as a mitigation measure against flooding risk in low lying areas where car parks are currently susceptible to flooding.
- 10.2.6 Development opportunities have been identified at a number of other town centre car parks, with a combined capacity for approximately 1,340 vehicles. This represents almost one third of the Council's off-street parking stock. It is considered that the loss of this level of parking simultaneously could not be accommodated and would impact upon the vitality of the town centre. In this context, there is a need for re-provision of parking as part of any development proposal. Furthermore, it is important that any development is phased to minimise impact upon parking capacity and occupancy. This would ensure that additional parking supply could be provided to mitigate against the impacts of development coming forward in the mid to long-term.

## 11. SUMMARY & CONCLUSIONS

### 11.1 General

11.1.1 Due to differences in the characteristics and nature of parking provided within Guildford, it is likely that different arrangements when it comes to the management and operation of Council car parking provision will be needed. However, the importance of an umbrella policy that allows the Council to effectively manage their car parking provision is also recognised.

11.1.2 It is also important to balance residential, retail and commuter parking demand to ensure adequate provision for all users.

### 11.2 Key Issues & Opportunities

11.2.1 A number of key issues and opportunities have been identified during the baseline assessment process, which are detailed in turn below.

11.2.2 Whilst the general condition of most Council-operated car parks is fair, there are a number of locations that could be improved in order to provide an even higher quality, safe and secure environment.. However, it is recognised that all car parks operated by the Council have been awarded the Safer Parking Award from the British Parking Association and Association of Chief Police Officers.

11.2.3 There are variances in occupancy levels between car parks; whilst a number of car parks currently operate close to or at capacity, others currently experience significant levels of spare capacity.

11.2.4 Projected future residential, employment and retail growth is likely to increase parking demand within Guildford.

11.2.5 Whilst this study primarily focuses on off-street parking provision, it is important that neither on-street nor off-street parking is considered in isolation. The interplay of on and off-street provision is an important consideration prior to any redevelopment of off-street car parks. The two forms of supply will inevitably interact and an overall reduction in off-street car parking provision may result in changes in behaviour for on-street car parking.

11.2.6 Given the location of Guildford and its role as a commuter location to and from London, it is important that an appropriate balance between short-stay and long-stay commuter parking is met, and changes to the number of short and long-stay car parks may be appropriate. Park & Ride is a potentially appropriate location for long-stay commuter parking, allowing short-stay provision to be enhanced.

11.2.7 A Climate Emergency has been declared by the Council, with a commitment to become carbon-neutral by 2030. It is important that the Parking Strategy recognises this and provides objectives that accord with this commitment, such as provision of EV, encouragement towards Park & Ride alongside active and sustainable travel.

- 11.2.8 The convenient location of car parks has been identified by users as the most important factor when choosing where to park, with almost half of users stating that nothing would encourage them to drive less or park in a different location.
- 11.2.9 As well as generating revenue for the Council through ticket sales, town centre off-street parking plays an important role in town centre vitality and retail spend. Every £1 visitors spend in the car parks supports £18 of expenditure in the local economy. Therefore, in total, the car parks help support around £150-200m of commerce per year. It is important that any changes to overall parking supply within Guildford reflect the value that parking can bring to the town centre.
- 11.2.10 The introduction of Pay on Foot payment systems, as utilised at Castle, Farnham Road, Tunsgate and York Road, may help encourage longer dwell times in car parks, which may also further increase basket spend. However, it is noted that geometric constraints within a number of the multi-storey car parks currently offering Pay & Display mean it is would be impractical to install Pay on Foot mechanisms without significant layout changes.
- 11.2.11 Appropriate provision for disabled blue badge parking across the three locations is important, with the majority of Council-operated car parks incorporating such provision.
- 11.2.12 Improved wayfinding and signage infrastructure can help to improve navigation for visitors and help to identify the location of all car parks. The provision of real-time information, including through utilisation of the GeoMii app, concerning parking availability with individual car parks can provide an enhanced user experience and minimise vehicle dwell times and potential congestion. Additionally, VMS enables drivers travelling into the town centre to make an informed decision about which car park to use. An agreement is in place with SCC to deliver improvements to this.
- 11.2.13 Effective enforcement can help to improve the efficiency and management of parking and minimises incidences of inappropriate parking.

### 11.3 Formulation of Strategy Objectives

11.3.1 Based on the key issues and opportunities identified and set out above, the following high-level aims have been identified to help form the basis of the final objectives of the parking strategy for Guildford:

- Ensure adequate quality, safety and security of all Council-operated car parks;
- Ensure parking provision facilitates appropriate durations of stay, helping to encourage retail spend in town centres;
- Manage and maximise existing car parking provision to best meet the needs of the local community, considering both short-stay and long-stay parking, local employers and employees, as well as commuters;
- Promote and encourage the Council's "drive to, not through" objective, which focuses on the provision of Park & Ride sites and reliable public transport connections to the town centre;



- Provide sufficient car parking provision and appropriate management solutions to help meet additional parking demand generated by projected future housing, employment and commercial growth;
- Provide sufficient and appropriately located disabled parking provision;
- Respond to the recently declared Climate Emergency;
- Ensure changes to parking provision do not negatively impact upon revenue generation or town centre vitality;
- Ensure effective enforcement of parking measures to maximise available supply and minimise traffic disruption and congestion on the local highway network; and
- Improve signage and wayfinding infrastructure in the town to facilitate efficient movement of vehicles and pedestrians to and from car parking provision.

## 1. APPENDIX A: DETAILED CAR PARK AUDITS

### 1.1 Car Park Audits

1.1.1 This section provides a detailed summary of the audits undertaken at each of the 23 Council-operated car parks within Guildford. Car parks are listed alphabetically within the following section.

#### Bedford Road MSCP

1.1.2 Bedford Road MSCP is the largest Council-operated car park within Guildford, providing a total of 1,033 standard spaces, two of which are fitted with electric vehicle charging points. In addition, 16 bays are marked and sized for use by blue badge holders and capacity is provided for 20 motorcycles, which can be parked within designated areas free of charge. It is noted that a number of bays are currently suspended due to renovation works within the car park.

1.1.3 The car park is located to the northwest of the town centre, and is situated immediately to the south of Mary Road and north of Bedford Road Surface car park. It is located in close proximity to the County Court, Crown Court, Guildford Police Station and Odeon cinema. It is also in close proximity to the River Wey putting it at flood risk, having recently been flooded in the winter of 2013-14.

1.1.4 Vehicular access and egress is provided through separate entrance and exit points from Laundry Road to the north, with additional vehicular access possible from Bedford Road to the south. Pedestrian access is provided onto Bedford Road and Laundry Road, with a pedestrian bridge providing a direct connection to The Friary Shopping Centre.

1.1.5 Parking (Pay & Display / Pay by Phone) is charged at £1.30 per hour between the hours of 08:00 and 18:00, Monday to Saturday, with a flat charge of £1.00 for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours.

Table 25. Car Park Audit Data: Bedford Road MSCP

CRITERIA	DESCRIPTION
Size	1,033 standard spaces (some suspended), 16 disabled spaces, 20 motorcycle spaces, 2 EVCPs
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Varied, generally good. Bays clearly marked, some faded, pedestrian routes colour delineated, some areas inaccessible due to construction works.

CRITERIA	DESCRIPTION
Safety & Security	Lighting and CCTV coverage across car park
Vehicular Access	Bedford Road, Laundry Road
Pedestrian Access	Bedford Road, Laundry Road, pedestrian bridge to The Friary Shopping Centre

1.1.6 The condition of the car park varies between floors; however, it is noted that renovation works are currently taking place with a number of bays temporarily inaccessible. Bay markings are generally clearly marked, although faded in places and the surface quality is good overall. The recent recoating works have addressed any faded marking. Whilst there is minimal natural surveillance from neighbouring properties, with low levels of natural light, each level of the car park is covered by CCTV and adequate levels of lighting. Appropriate signage is provided within and on the approach to the car park.

**Figure 27. Bedford Road MSCP**



**Bedford Road Surface**

1.1.7 Bedford Road Surface is a surface-level park, located to the northwest of the town centre and immediately to the south of Bedford Road MSCP. It provides a total of 68 standard spaces, with no additional provision for blue badge holders. No motorcycle parking is provided within the car park. Vehicular and pedestrian access is gained from Bedford Road. There is also pedestrian connection to the footbridge across the River Wey located immediately to the north of the car park. Being close to the River Wey, this car park is at risk of flooding, and was also flooded in the winter of 2013-14.

1.1.8 Parking (Pay & Display / Pay by Phone) is charged at £1.30 per hour between the hours of 08:00 and 18:00, Monday to Saturday, with a flat charge of £1.00 for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours, between 11:00 and 17:00, with a flat rate of £1.00 for stays between 17:00 and 22:00.

**Table 26. Car Park Audit Data: Bedford Road Surface**

CRITERIA	DESCRIPTION
Size	68 standard spaces
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Generally poor surface quality, potholes, faded markings in places
Safety & Security	Adequate lighting provision, overlooked, no CCTV
Vehicular Access	Bedford Road
Pedestrian Access	Bedford Road

**Figure 28. Bedford Road Surface**



1.1.9 It is noted that some bay and wayfinding markings are faded in places within the car park, as shown in **Figure 28** above. A proportion of parking bays within the car park are

inaccessible due to works, as shown in **Figure 29** below, with the remainder of the car park well utilised during the site audit.

**Figure 29. Bedford Road Surface - Works**



### Bright Hill

- 1.1.10 Bright Hill is a surface-level car park providing a total of 118 standard spaces and three additional bays marked and sized for use by blue badge holders. However, it is noted that the current capacity of the car park is reduced to 93 standard spaces due to ongoing maintenance issues. It is understood that users unable to park at Bright Hill have relocated to Castle to the south. Bright Hill is located approximately 150m to the northeast of Castle and immediately to the south of Robin Hood car park.
- 1.1.11 Capacity is provided for five motorcycles, who can park within designated areas free of charge. Vehicular and pedestrian access is gained from Bright Hill, with an additional stepped pedestrian access provided onto Sydenham Road.

**Table 27. Car Park Audit Data: Bright Hill**

CRITERIA	DESCRIPTION
Size	118 standard spaces (current capacity 93 due to works), 3 disabled spaces, 5 motorcycle spaces
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Bays marked, generally good surface quality, some bays fenced off due to maintenance issues
Safety & Security	Limited lighting and CCTV, minimal overlooking
Vehicular Access	Bright Hill
Pedestrian Access	Bright Hill, Sydenham Road

**Figure 30. Bright Hill**



1.1.12 As shown in **Figure 30**, a proportion of parking bays included disabled spaces within Bright Hill are currently fenced off and inaccessible to the public due to maintenance issues. Signage is installed to guide users to nearby car parks. The car park is either closed or operates on a further reduced capacity once a month due to a Farmer's Market. Signage within the car park advises customers to use Castle or G-Live on these dates.

1.1.13 The car park generally has a good surface quality with bays clearly marked, although some markings are faded in places.

### **Castle**

1.1.14 Castle is a multi-storey Council-operated car park located on the southern boundary of the town centre. It provides a total of 350 spaces across six floors, including eight spaces marked and sized for use by blue badge holders. It is located approximately 150m to the north of Tunsgate and to the south of Bright Hill car park. Vehicular access is provided from Sydenham Road via an in-out arrangement, with pedestrian access gained from Sydenham Road and Milkhouse Gate.

1.1.15 Between the hours of 08:00 and 18:00, Monday to Saturday, parking (Pay on Foot / Pay by Phone) is charged at £1.30 per hour for up to three hours, and £2.00 per hour thereafter. A flat rate of £1.00 is charged for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours between 11:00 and 17:00, with a flat rate of £1.00 for stays between 17:00 and 22:00.

Table 28. Car Park Audit Data: Castle

CRITERIA	DESCRIPTION
Size	350 standard spaces, 8 disabled spaces
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour up to three hours, £2.00 per hour thereafter Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Generally good
Safety & Security	Well lit; CCTV coverage across car park
Vehicular Access	Sydenham Road
Pedestrian Access	Sydenham Road; Milkhouse Gate

- 1.1.16 The car park is in generally good condition, with bays well marked and a good surface quality. The nature of a multi-storey car park means there is a clear and structured layout to parking provision that is easy for users to follow and understand. However, it is noted that manoeuvres within the car park are not easy, with drivers required to go down ramps on the right hand side which can be counter-intuitive compared to usual left hand side driving.
- 1.1.17 Utilisation of the car park varies across floors, with levels furthest from the vehicular access point less utilised than those closest to the access points. At the time of the audit, there was significant spare capacity on the upper floors of the car park, resulting in spare capacity overall despite lower floors being close to or at full occupancy. Queuing for the car park, particularly at weekends often causes congestion on Sydenham Road.

Figure 31. Castle



**Commercial Road (2)**

1.1.18 Commercial Road is a surface-level car park located to the north of Guildford’s main shopping area. It provides short-stay parking through 51 standard spaces and one space marked and sized for use by blue badge holders. It is located immediately to the west of Leapale Road and Old Police Station car parks. The car park operates through an in-out arrangement, with separate access and egress points provided on Commercial Road. Pedestrian access is possible from both Commercial Road to the west and Woodbridge Road to the east.

1.1.19 Parking (Pay & Display / Pay by Phone) is charged at £1.30 per hour for up to three hours and £2.00 per hour thereafter, between the hours of 08:00 and 18:00, Monday to Saturday, with a flat charge of £1.00 for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours between 11:00 and 17:00, and at a flat rate of £1.00 for stays between 17:00 and 22:00.

Table 29. Car Park Audit Data: Commercial Road (2)

CRITERIA	DESCRIPTION
Size	51 standard spaces, 1 disabled space
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour up to three hours, £2.00 per hour thereafter Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit



CRITERIA	DESCRIPTION
Physical Condition	Average, fading markings and uneven surface
Safety & Security	Overlooked, natural surveillance from bus station, no lighting or CCTV
Vehicular Access	Commercial Road
Pedestrian Access	Commercial Road and Woodbridge Road

**Figure 32. Commercial Road (2)**



1.1.20 Commercial Road (2) is generally in a good condition, with a good surface quality and bays and wayfinding signage marked. Whilst the car park is not covered by lighting or CCTV, it is overlooked from neighbouring buildings and the bus station, which enhances the perception of security.

**Farnham Road**

1.1.21 Farnham Road is one of the largest multi-storey car parks operated by the Council, with a total of 913 standard spaces alongside four bays marked and sized for use by blue badge holders. The car park is located to the west of the town centre and is situated in close proximity to Guildford station. Parking (Pay on Foot / Pay by Phone) is charged at £1.00 per hour between 07:00 and 19:00 Monday to Saturday, reducing to 10p per hour after 19:00. On Sundays, a flat rate of £1.50 is charged between the hours of 11:00 and 17:00, and a rate of 10p per hour after 17:00.

1.1.22 Vehicles enter and exit the car park via a single access point at ground floor level via Station Access (West), which operates in a two-way arrangement. Pedestrian access can be gained from Farnham Road, at Level 5 of the car park and via the Ground Level for those wanting to access the station.

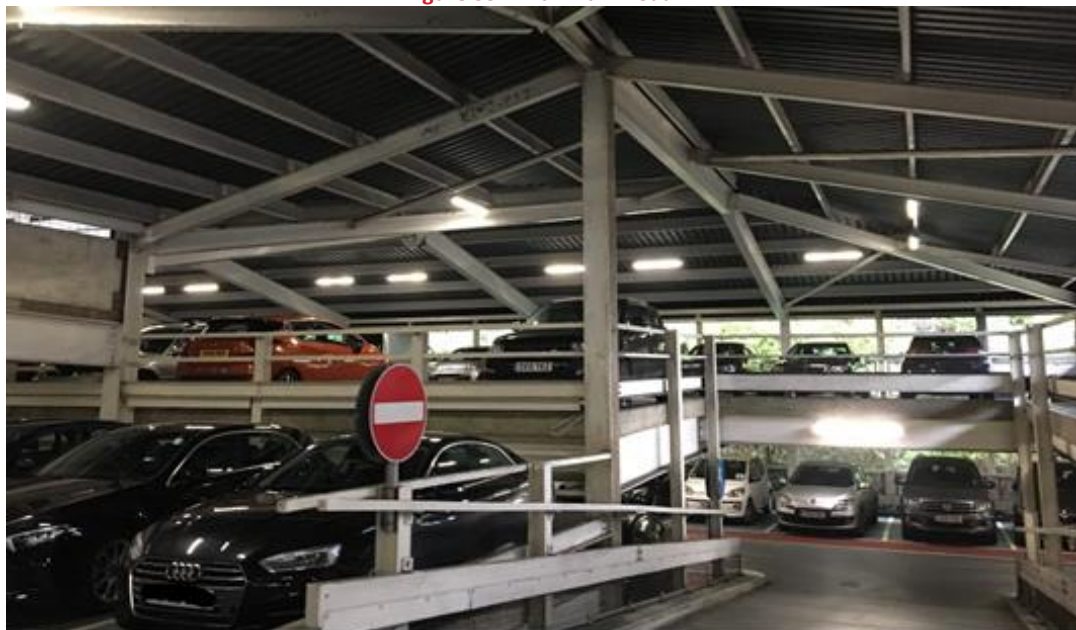
Table 30. Car Park Audit Data: Farnham Road

CRITERIA	DESCRIPTION
Size	913 standard spaces, 4 disabled spaces
Parking Type	Long-Stay
Tariffs	Mon to Sat 07:00-19:00 (incl Bank Holidays): £1.00 per hour Mon to Sat 19:00-07:00: 10p per hour Sun 11:00-17:00: £1.50 per visit Sun 17:00 to Mon 07:00: 10p per hour
Physical Condition	Good
Safety & Security	Good
Vehicular Access	Station Access (West)
Pedestrian Access	Farnham Road (Car Park Level 5) and Station Access (Ground Level)

1.1.23 The audit revealed that the car park has a good painted surface which is well maintained. Bays within the car park are clearly marked and of good surface quality. The nature of multi-storey car parks means that there is minimal natural surveillance from neighbouring properties, with low levels of natural light. However, adequate lighting provision covers the car park, which is enhanced by relatively high floor-to-ceiling heights. Given both its location in proximity to Guildford station and the nature of parking provided, it is anticipated that a large proportion of car park users are commuters travelling onwards from the station, particularly on the lower levels.

1.1.24 No dedicated bicycle or motorcycle parking is provided within the car park.

Figure 33. Farnham Road



**G Live**

1.1.25

G Live is a Council-operated car park associated with the G Live entertainment and community venue, located at the eastern edge of the town centre. The car park is split into two sections, both accessed from Dene Road; a surface-level area is located immediately to the north of G Live, with a second area located within a two-level undercroft area of the Guildford Harbour Hotel. The car park provides a total of 209 standard spaces and 11 spaces marked and sized for use by blue badge holders. Two bays are provided with electric vehicle charging points. Additional private parking is provided for guests of the Guildford Harbour Hotel, with guests advised to use the Council-operated parking when this provision is fully occupied.

**Table 31. Car Park Audit Data: G Live**

CRITERIA	DESCRIPTION
Size	209 standard spaces, 11 disabled spaces, 2 EVCPs
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Good, varies between two parking areas, markings clear
Safety & Security	Good, high pedestrian footfall, adequate lighting
Vehicular Access	Dene Road
Pedestrian Access	Dene Road

Figure 34. G Live



1.1.26 The car park is generally well maintained, with a good surface quality and bays clearly marked, although some markings are faded in places due to heavy usage. Lighting and CCTV coverage extends across the car park. Utilisation of the car park varies between the two sections, with the surface-level area immediately to the north of G Live subject to higher utilisation.

**Guildford Park**

1.1.27 Guildford Park a surface-level car park located to the west of the town centre, located in relatively close proximity to Guildford station. Vehicular access is gained from Guildford Park Road. It provides 398 standard and two disabled spaces; however, approximately half of the provision is currently closed and inaccessible due to development and construction works. Pedestrian access is provided to the University of Surrey located immediately to the north of the car park.

1.1.28 Parking (Pay & Display / Pay by Phone) is charged at a flat rate of £5.00 per visit Monday to Friday, with charges operational between 08:00 and 18:00. A flat rate of £1.00 per visit is charged on Saturdays, with parking free on Sundays.

Table 32. Car Park Audit Data: Guildford Park

CRITERIA	DESCRIPTION
Size	398 standard spaces, 2 disabled spaces (current capacity approximately 200 due to works)
Parking Type	Long-Stay
Tariffs	Mon to Fri 08:00-18:00 (incl Bank Holidays): £5.00 per visit Sat 08:00-18:00: £1.00 per visit

CRITERIA	DESCRIPTION
	Sun: Free
Physical Condition	Bay markings faded in places, limited surface quality
Safety & Security	Lighting and CCTV coverage
Vehicular Access	Guildford Park Road
Pedestrian Access	Guildford Park Road

**Figure 35. Guildford Park**



1.1.29 As previously noted, the car park is currently undergoing significant development works, reducing the capacity of the car park. Currently accessible parking was well utilised at the time of the audit. The surface quality of the car park is reduced as a result of these works. Sufficient levels of lighting cover the car park.

1.1.30 Given both its location in proximity to both Guildford station and the University of Surrey alongside the type of parking provided, it is anticipated that a large proportion of car park users are commuters travelling onwards from the station or students / visitors to the university.

**Lawn Road**

1.1.31 Lawn Road is a surface level Council-operated car park providing 87 standard spaces, two of which are fitted with electric vehicle charging points. No spaces are marked and sized for use by blue badge holders. Vehicular and pedestrian access is provided from Bury Fields, with pedestrian access also possible via Millmead.

1.1.32 The car park is associated with the Council’s offices, and as such its use is limited to contract use and permit holders only on weekdays. It is accessible to the public at weekends, with parking (Pay & Display / Pay by Phone) charged at £1.30 per hour on

Saturdays and £1.50 for stays up to three hours and £2.50 for stays up to six hours on Sundays.

**Table 33. Car Park Audit Data: Lawn Road**

CRITERIA	DESCRIPTION
Size	107 standard spaces, 2 EVCPs
Parking Type	Contract Parking (Weekdays); Short-Stay Weekends
Tariffs	Mon to Fri: Permit Holders Only (Contract Parking) Sat (& Bank Holidays) 08:00-18:00: £1.30 per hour Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs)
Physical Condition	Generally good, bays clearly marked
Safety & Security	Overlooked by Council offices
Vehicular Access	Bury Fields
Pedestrian Access	Bury Fields & Millmead

1.1.33 The audit identified that Lawn Road is generally of good quality, with a fairly well maintained surface and bays clearly marked. Adequate lighting and CCTV provision cover the car park, with natural surveillance enhanced through overlooking from the Council’s offices.

**Leapale Road**

1.1.34 Leapale Road is a multi-story car park located at the northern edge of the town centre with a total of 378 standard bays alongside six marked and sized for use by blue badge holders. The car park is one of the largest operated by the Council in Guildford. It is located to the east of Commercial Road (2) and Old Police Station, and to the north of North Street. Vehicular access is provided from Leapale Road, with separate entrance and exits provided, whilst pedestrian access can be gained from both Leapale Road and Haydon Place.

1.1.35 Parking (Pay & Display / Pay by Phone) is charged at £1.30 per hour for up to three hours, and £2.00 per hour thereafter, Monday to Saturday, with a flat rate of £1.00 charged for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours between 11:00 and 17:00, with a flat rate of £1.00 for stays between 17:00 and 22:00.

**Table 34. Car Park Audit Data: Leapale Road**

CRITERIA	DESCRIPTION
Size	378 standard spaces, 6 disabled spaces
Parking Type	Short-Stay

CRITERIA	DESCRIPTION
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour up to three hours, £2.00 per hour thereafter Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Poor, bay markings faded, good surface quality
Safety & Security	Lighting and CCTV coverage
Vehicular Access	Leapale Road
Pedestrian Access	Leapale Road and Haydon Place

1.1.36 Lighting and CCTV is provided across the car park, including on the upper open-air floor. The nature of a multi-storey car park means there is a clear and structured layout to the parking provision that is easy for users to follow and understand.

1.1.37 Utilisation of the car park varies across floors, with the lower levels more heavily utilised than the upper levels. At the time of the audit, there was significant spare capacity on the upper floors of the car park, with no cars parked on the top three levels. However, lower floors were close to, or at full occupancy, with two levels fully occupied.

**Figure 36. Leapale Road**



**Mary Road**

1.1.38 Mary Road is a surface-level car park located to the northwest of the town centre. It is situated immediately to the north of Bedford Road MSCP and in close proximity to the County Court, Crown Court and Guildford Police Station. The car park provides short-stay

parking through 107 standard spaces, with no dedicated parking provided for blue badge holders or motorcycles.

1.1.39 Parking (Pay & Display / Pay by Phone) is charged at £1.30 per hour between the hours of 08:00 and 18:00, Monday to Saturday, with a flat charge of £1.00 for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours between 11:00 and 17:00, and at a flat rate of £1.00 for stays between 17:00 and 22:00.

1.1.40 Vehicular access is provided from Mary Road, with vehicles exiting onto Bedford Road. Pedestrian access can be gained from Bedford Road, Laundry Road and Mary Road.

**Table 35. Car Park Audit Data: Mary Road**

CRITERIA	DESCRIPTION
Size	107 standard spaces
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Good surface, markings clear
Safety & Security	Limited lighting and CCTV coverage, high turnover of vehicles provides natural surveillance
Vehicular Access	Mary Road and Bedford Road
Pedestrian Access	Laundry Road, Mary Road and Bedford Road

1.1.41 Mary Road is in excellent condition, with a well maintained surface throughout and clear bay markings. It is noted that there is no lighting provision within the car park; however, on-street provision on surrounding roads provides cover across the car park in night hours. The car park is well utilised and is subject to a high turnover of vehicles, and was full at the time of the audit with vehicles waiting for a space to become available.



Figure 37. Mary Road



### Millbrook

1.1.42

Millbrook is a surface level car park located to the south of the town centre. It provides a total of 241 standard spaces, alongside three spaces marked and sized for use by blue badge holders and capacity for three motorcycles, who can park within designated areas free of charge. Two electric vehicle charging points are provided within the car park. Vehicular and pedestrian access is gained from Millbrook at the northeastern end of the car park, with an additional stepped pedestrian access provided onto Millbrook at the car park's southern end. The car park's proximity to the River Wey makes it vulnerable to flooding.

Table 36. Car Park Audit Data: Millbrook

CRITERIA	DESCRIPTION
Size	241 standard spaces, 3 disabled spaces, 3 motorcycle spaces, 2 EVCPs
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Generally good; bay markings clear; foliage in places
Safety & Security	Overlooked by regular car hand wash attendants
Vehicular Access	Millbrook
Pedestrian Access	Millbrook

- 1.1.43 The audit revealed the car park to be of a good quality, with a fairly well maintained surface. One standard parking bay was inaccessible due to building materials. Hoarding associated with construction of The Boathouse development is located at the southwestern end of the car park. Adequate lighting and CCTV provision covers the car park, with natural surveillance enhanced through a number of car cleaners working within the car park.

**Figure 38. Millbrook**



### **North Street**

- 1.1.44 North Street is a roadside car park that runs alongside the southern boundary of North Street, with bays angled perpendicular to the carriageway between Jeffries Passage to the east and Swan Lane to the west. It provides 48 standard spaces alongside one additional bay marked and sized for use by blue badge holders and capacity for eight motorcycles, who can park in designated areas free of charge.
- 1.1.45 Parking is charged at a flat rate of £1.00 between 08:00 and 18:00, Monday to Thursday, with a maximum stay of 30 minutes permitted. Between 18:00 and 22:00, a flat rate of £1.00 is charged with no minimum stay. Parking is not permitted on Fridays or before 20:00 on Saturdays due to the weekend market, with a flat rate of £1.00 charged after 20:00. On Sundays, parking is charged at £1.00 per 30 minutes between 11:00 and 17:00, with no maximum stay, and £1.00 per stay between 17:00 and 22:00.

Table 37. Car Park Audit Data: North Street

CRITERIA	DESCRIPTION
Size	48 standard spaces, 1 disabled space, 8 motorcycle spaces
Parking Type	Short-Stay
Tariffs	Mon to Thurs 08:00-18:00 (incl Bank Holidays): £1.00 (max stay 30 mins) Mon to Thurs 18:00-22:00: £1.00 per visit Sat 20:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.00 per 30 minutes Sun 17:00-22:00: £1.00 per visit
Physical Condition	Bays clearly marked, good surface quality
Safety & Security	Lighting and CCTV coverage, high turnover of vehicles provides natural surveillance, overlooking from retail units
Vehicular Access	North Street
Pedestrian Access	North Street

Figure 39. North Street



1.1.46 Given its location and layout, North Street effectively operates as on-street parking provision. The maximum duration of stay enforced on weekdays results in a high turnover of vehicles. Bays are clearly marked and of a good surface quality. At the time of the audit,

10 bays were temporarily suspended, with the remainder fully occupied. Parking is overlooked by commercial properties fronting North Street, with high levels of footfall providing natural surveillance and enhancing perceptions of security.

**Old Police Station**

- 1.1.47 Old Police Station is a surface-level car park located to the north of Guildford’s main shopping area. It is situated immediately to the west of Leapale Road and to the east of Commercial Road (2). A total of 58 standard spaces, four spaces marked and sized for use by blue badge holders and three motorcycle parking spaces are provided.
- 1.1.48 The car park operates through an in-out arrangement, with vehicular access provided from Leapale Road to the east and egress onto Woodbridge Road to the west. Pedestrian access is possible from both Leapale Road and Woodbridge Road.
- 1.1.49 Parking (Pay & Display / Pay by Phone) is charged at £1.30 per hour for up to three hours and £2.00 per hour thereafter between the hours of 08:00 and 18:00, Monday to Saturday, with a flat charge of £1.00 for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours between 11:00 and 17:00, and at a flat rate of £1.00 for stays between 17:00 and 22:00. Motorcycles can be parked in designated areas free of charge.

**Table 38. Car Park Audit Data: Old Police Station**

CRITERIA	DESCRIPTION
Size	58 standard spaces, 4 disabled spaces, 3 motorcycle spaces
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour up to three hours, £2.00 per hour thereafter Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Fading markings and uneven surface
Safety & Security	No dedicated lighting / CCTV but well overlooked
Vehicular Access	Leapale Road (access), Woodbridge Road (egress)
Pedestrian Access	Leapale Road and Woodbridge Road

- 1.1.50 Old Police Station is in an average condition, with bay markings faded in places and localised areas of a poor surface quality. The car park is not covered by lighting or CCTV; however, it is overlooked from neighbouring buildings which can help to enhance perception of security.

Figure 40. Old Police Station



**Portsmouth Road**

- 1.1.51 Portsmouth Road is a surface level Council-operated car park providing a total of 98 standard spaces. No spaces are marked and sized for use by blue badge holders. The car park is accessible to the public at weekends and after 18:00 on weekdays only, with the car park providing contract parking only until 18:00 on weekdays. Capacity is provided for 12 motorcycles, which can be parked within designated areas free of charge.
- 1.1.52 Portsmouth Road is located in the town centre and is bound by Onslow Street to the north, Park Street to the east, High Street to the south and the River Wey to the west, making it susceptible to flooding. Vehicular access is gained from High Street at the car park’s southern boundary, whilst pedestrian access can be gained from both High Street to the south and via an underpass to the north, which also provides access to the station.

Table 39. Car Park Audit Data: Portsmouth Road

CRITERIA	DESCRIPTION
Size	98 standard spaces, 12 motorcycle spaces
Parking Type	Contract Parking (Weekday Daytime); Short-Stay Evenings & Weekends
Tariffs	Mon to Fri until 18:00: Permit Holders Only (Contract Parking) Sat (& Bank Holidays) 08:00-18:00: £1.30 per hour Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Generally good, some markings faded
Safety & Security	On-street lighting covers car park, CCTV

CRITERIA	DESCRIPTION
Vehicular Access	High Street
Pedestrian Access	High Street & Pedestrian Underpass

1.1.53 As shown in **Figure 41**, the car park is in a generally good condition. Bays are marked, although slightly faded in localised places, and the car park has a good surface quality. It is noted that there is sufficient lighting coverage across the car park, with additional on-street provision on surrounding streets providing enhanced coverage. The heavily trafficked nature of Park Street also provides an element of natural surveillance, enhancing perceptions of security. CCTV coverage is also installed within the car park.

**Figure 41. Portsmouth Road**



**Robin Hood**

1.1.54 Robin Hood is a surface level Council-operated car park located on the southern boundary of the town centre, situated adjacent to the Robin Hood public house. It is located immediately to the north of Bright Hill and to the east of Castle and Tunsgate, and provides 23 standard spaces. No spaces are marked and sized for use by blue badge holders. The car park is accessible to the public at weekends only, with the car park providing contract parking only on weekdays.

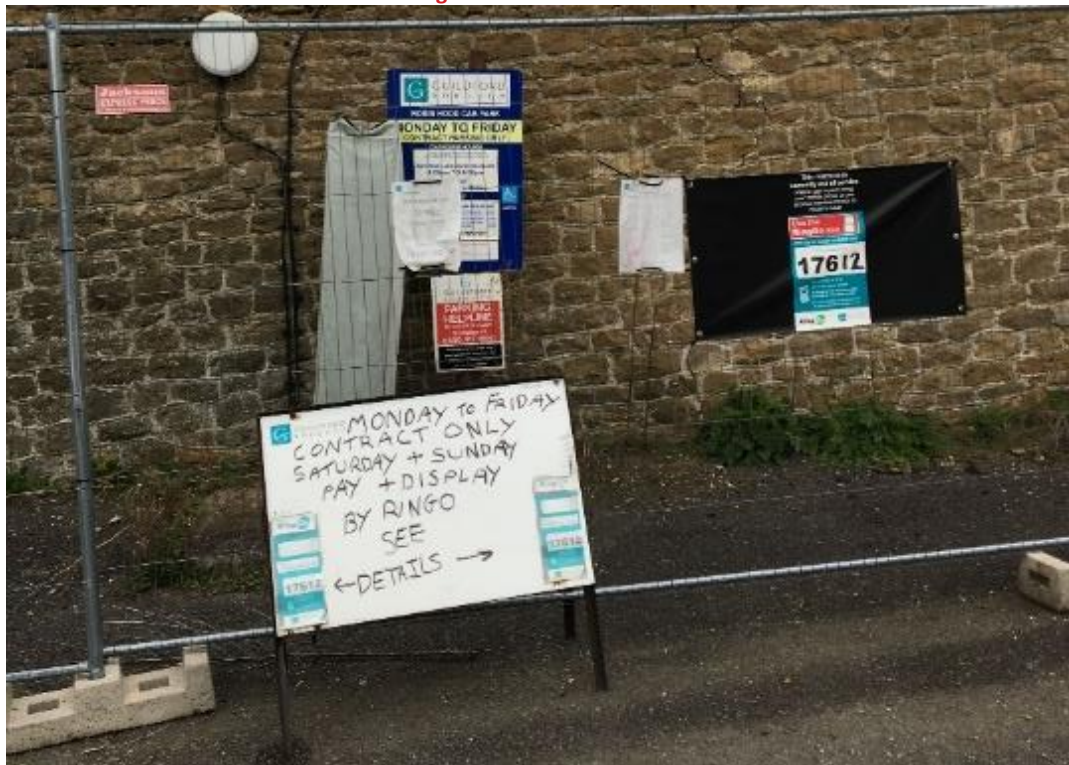
1.1.55 Some spaces are currently inaccessible to the public due to works. Vehicular and pedestrian access is provided from Sydenham Road.

Table 40. Car Park Audit Data: Robin Hood

CRITERIA	DESCRIPTION
Size	23 standard spaces (4 spaces closed for works)
Parking Type	Contract Parking (Weekdays); Short-Stay Weekends
Tariffs	Mon to Fri: Permit Holders Only (Contract Parking) Sat (& Bank Holidays) 08:00-18:00: £1.30 per hour Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs)
Physical Condition	Good, bays marked, surface quality smooth
Safety & Security	No lighting or CCTV, on-street lighting covers car park
Vehicular Access	Sydenham Road
Pedestrian Access	Sydenham Road

1.1.56 The car park is in generally good condition. Bays are well marked, although slightly faded in localised places, and the car park has a good surface quality. It is noted that there is limited lighting provision within the car park; however, on-street provision on Sydenham Road may cover parts of the car park in night hours.

Figure 42. Robin Hood



**Shalford Park**

1.1.57 Shalford Park is a surface level Council-operated car park located to the south of the town centre. The car park provides 63 standard spaces and three spaces sized and marked for use by blue badge holders. Vehicular and pedestrian access is gained from Shalford Road. The car park is closed at weekends, and offers Pay & Display parking during the week, charged at £3.20 per visit between 08:00 and 18:00, with stays free between 18:00 and 22:00.

**Table 41. Car Park Audit Data: Shalford Park**

CRITERIA	DESCRIPTION
Size	63 standard spaces, 3 disabled spaces
Parking Type	Long-Stay
Tariffs	Mon to Fri 08:00-18:00 (incl Bank Holidays): £3.20 per visit Mon to Fri 18:00-22:00: Free Sat & Sun: Closed
Physical Condition	Generally clearly defined bays, foliage from overhanging trees
Safety & Security	Lighting coverage, lack of overlooking and natural surveillance
Vehicular Access	Shalford Road
Pedestrian Access	Shalford Road, Dagley Lane, Shalford Park

1.1.58 The car park is generally well maintained, with a good surface quality and bays clearly marked. The presence of seasonal foliage reduces surface quality in places, as seen in [Figure 43](#). Adequate lighting is provided within the car park. It is noted that free parking is provided immediately adjacent to charged provision, potentially leading to confusion for users as to whether a ticket needs to be purchased. At the time of the audit, two cars were parked on the grass fields located adjacent to the car park.



Figure 43. Shalford Park



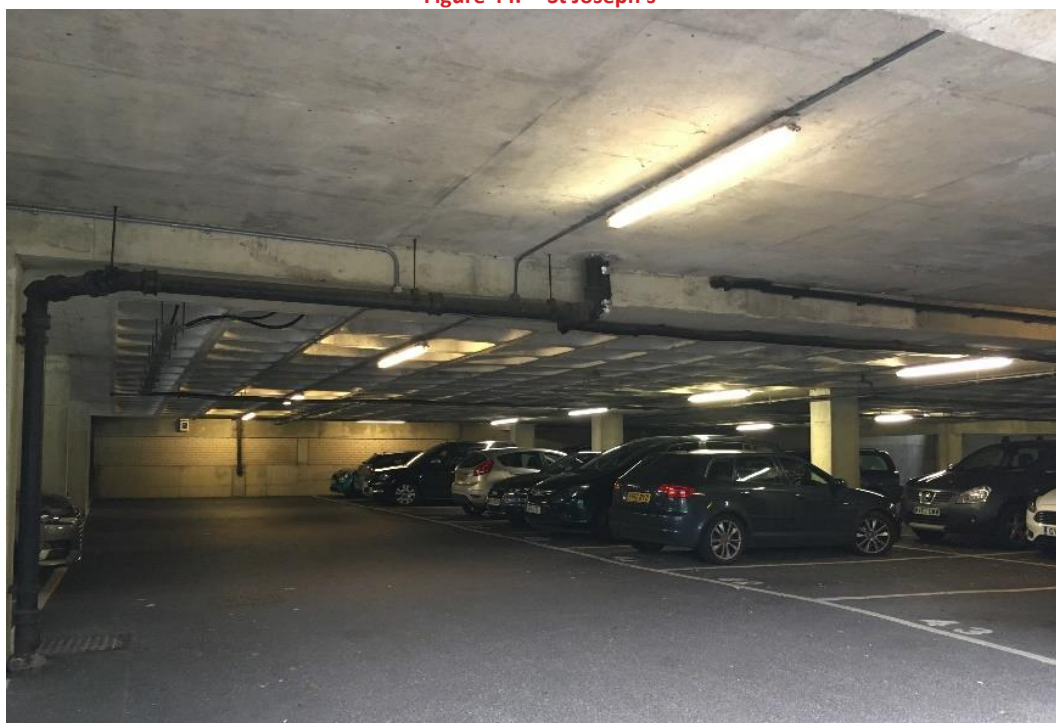
### St Joseph's

1.1.59 St Joseph's is a single-level car park, located adjacent to and underneath St Joseph's Church. It is located to the north of G Live and east of York Road. The car park is accessible to the public at weekends only, with the car park providing contract parking only on weekdays. It provides 71 standard spaces, with no spaces marked and sized for use by blue badge holders. Vehicular and pedestrian access is provided from Denmark Road.

Table 42. Car Park Audit Data: St Joseph's

CRITERIA	DESCRIPTION
Size	71 standard spaces
Parking Type	Contract Parking (Weekdays); Short-Stay Weekends
Tariffs	Mon to Fri: Permit Holders Only (Contract Parking) Sat (& Bank Holidays) 08:00-18:00: £1.30 per hour Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs)
Physical Condition	Generally good, some wear outdoors
Safety & Security	Limited lighting and overlooking, no CCTV coverage
Vehicular Access	Denmark Road
Pedestrian Access	Denmark Road

Figure 44. St Joseph's



- 1.1.60 Ten additional private parking spaces are provided for use by St Joseph's Church adjacent to the main car park. Bays are generally well marked, although faded in places. Low floor to ceiling heights in the undercroft parking area may reduce the sense of security; however, there is sufficient lighting provision to mitigate against this.

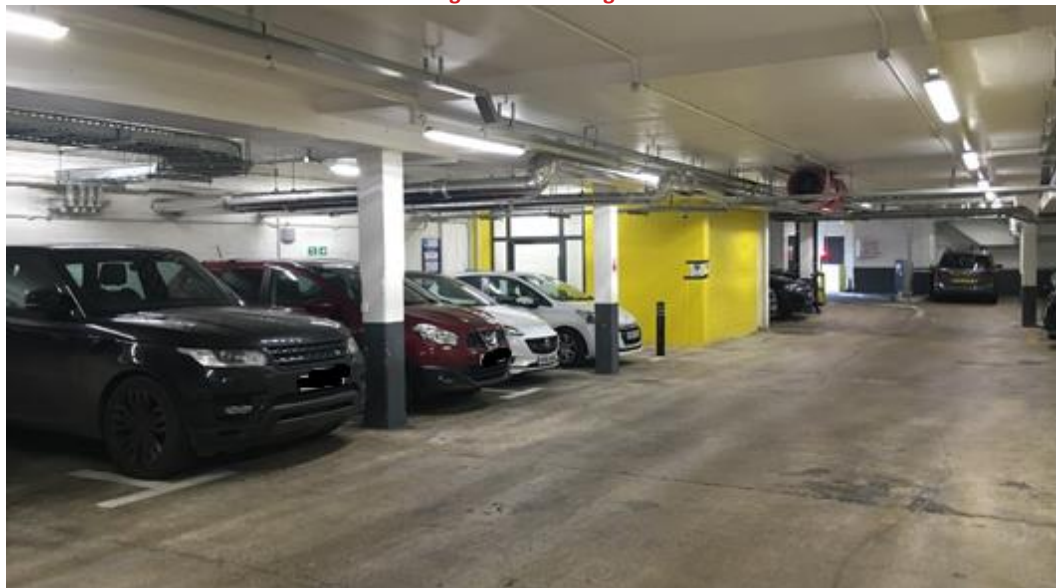
### **Tunsgate**

- 1.1.61 Tunsgate is located within the town centre and is associated with Tunsgate Quarter, a recently redeveloped retail-led centre. One of the smaller car parks in Guildford, it provides 64 standard bays. The car park was subject to a series of improvement works as part of the redevelopment of the shopping centre and as such was closed between September 2016 and June 2018.
- 1.1.62 It is located approximately 150m to the south of Castle car park. Vehicular and pedestrian access is provided from Castle Street, with internal pedestrian stair and lift access also provided directly into Tunsgate Quarter.
- 1.1.63 Between the hours of 08:00 and 18:00, Monday to Saturday, parking (Pay on Foot / Pay by Phone) is charged at £1.30 per hour for up to three hours, and £2.00 per hour thereafter. A flat rate of £1.00 is charged for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours between 11:00 and 17:00, with a flat rate of £1.00 for stays between 17:00 and 22:00.

Table 43. Car Park Audit Data: Tunsgate

CRITERIA	DESCRIPTION
Size	64 standard spaces
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour up to three hours, £2.00 per hour thereafter Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Good, bays clearly marked, good surface quality
Safety & Security	Lighting and CCTV coverage, high turnover of vehicles provides natural surveillance
Vehicular Access	Castle Street
Pedestrian Access	Castle Street, internal access to Tunsgate Quarter

Figure 45. Tunsgate



1.1.64 Tunsgate is of excellent quality, predominantly as a result of its recent renovation associated with the redevelopment of the shopping centre. It has a well maintained surface and clear bay markings. Lighting and CCTV cover the car park. It is noted that access to the car park is barrier controlled, with vehicles only able to enter when there is a spare parking space available. At the time of the audit, the car park was full with vehicles queuing outside waiting for a space, as shown in [Figure 46](#).

Figure 46. Entrance to Tunsgate



### Upper High Street

- 1.1.65 Upper High Street is a surface-level car park located within the town centre, immediately to the north of High Street and in close proximity to a number of commercial units and restaurants. It provides a total of 48 standard spaces and one bay marked and sized for use by blue badge holders. No dedicated motorcycle parking is provided. Vehicular and pedestrian access is gained from Eastgate Gardens.
- 1.1.66 Between the hours of 08:00 and 18:00, Monday to Saturday, parking (Pay & Display / Pay by Phone) is charged at £1.30 per hour for up to three hours, and £2.00 per hour thereafter. Between 18:00 and 22:00, a flat rate of £1.00 is applicable. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours between 11:00 and 17:00, with a flat rate of £1.00 for stays between 17:00 and 22:00.

Table 44. Car Park Audit Data: Upper High Street

CRITERIA	DESCRIPTION
Size	48 standard spaces, 1 disabled space
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour up to three hours, £2.00 per hour thereafter Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Good; bays well marked, smooth surface quality

CRITERIA	DESCRIPTION
Safety & Security	Overlooking from properties fronting High Street
Vehicular Access	Eastgate Gardens
Pedestrian Access	Eastgate Gardens

**Figure 47. Upper High Street**



1.1.67 The car park is in a good condition, with bays clearly marked and a good surface quality. It is also overlooked by properties fronting High Street, and natural surveillance associated with the high turnover of vehicles enhances perceptions of security. Given its town centre location and proximity to a number of local facilities and services, Upper High Street is a popular car park and it was full at the time of the audit. A number of cars were circulating within the car park whilst waiting for a space.

### **Walnut Tree Close**

1.1.68 Walnut Close is a surface-level car park located to the north of the town centre. It is the smallest Council-operated car park, with 16 standard spaces and one marked and sized for use by blue badge holders. Pedestrian and vehicular access is provided from Woodbridge Meadows. Walnut Tree Close provides Pay & Display parking during the week, charged at £3.20 per visit between 08:00 and 18:00, with stays free after 18:00. Parking is not charged at weekends.

**Table 45. Car Park Audit Data: Walnut Tree Close**

CRITERIA	DESCRIPTION
Size	16 standard spaces, 1 disabled space
Parking Type	Long-Stay
Tariffs	Mon to Fri 08:00-18:00 (incl Bank Holidays): £3.20 per visit Mon to Fri 18:00-22:00: Free Sat & Sun: Free
Physical Condition	Adequate marking and surface
Safety & Security	Limited overlooking, lighting or natural surveillance; no CCTV
Vehicular Access	Woodbridge Meadows
Pedestrian Access	Woodbridge Meadows

### York Road

- 1.1.69 York Road is a multi-storey car park located at the northeastern end of the town. With a total of 595 standard bays and ten marked and sized for use by blue badge holders across eleven floors, it is one of the largest Council-operated car parks in Guildford. Vehicular access is provided from a dedicated carriageway, connecting to Denmark Road and York Road. A pedestrian route also provides a direct connection to Chertsey Street.
- 1.1.70 Pay on Parking (Pay on Foot / Pay by Phone) is charged at £1.30 per hour between the hours of 08:00 and 18:00, Monday to Saturday, with a flat charge of £1.00 for stays between 18:00 and 22:00. On Sundays, parking is charged at £1.50 for stays up to three hours and £2.50 for stays between three and six hours between 11:00 and 17:00, with a flat rate of £1.00 for stays between 17:00 and 22:00.

**Table 46. Car Park Audit Data: York Road**

CRITERIA	DESCRIPTION
Size	595 standard spaces; 10 disabled spaces
Parking Type	Short-Stay
Tariffs	Mon to Sat 08:00-18:00 (incl Bank Holidays): £1.30 per hour Mon to Sat 18:00-22:00: £1.00 per visit Sun 11:00-17:00: £1.50 (up to 3 hrs), £2.50 (3 hrs to 6 hrs) Sun 17:00-22:00: £1.00 per visit
Physical Condition	Adequate marking and lighting
Safety & Security	Lighting, CCTV coverage, limited overlooking
Vehicular Access	York Road / Denmark Road

CRITERIA	DESCRIPTION
Pedestrian Access	York Road / Denmark Road and Chertsey Street

Figure 48. York Road



1.1.71 Utilisation of York Road varies across floors, with lower levels generally more utilised than upper levels. Bay markings are generally clear, although faded in places, and the surface quality is good overall. There is minimal natural surveillance given the multi-storey nature of the car park. Each level of the car park is covered by CCTV and adequate levels of lighting.

## 2. APPENDIX B: DETAILED INTERCEPT USER SURVEY RESULTS

### 2.1 General

2.1.1 This section sets out analysis of the intercept user survey for each of the six surveyed car parks, with car parks listed in alphabetical order.

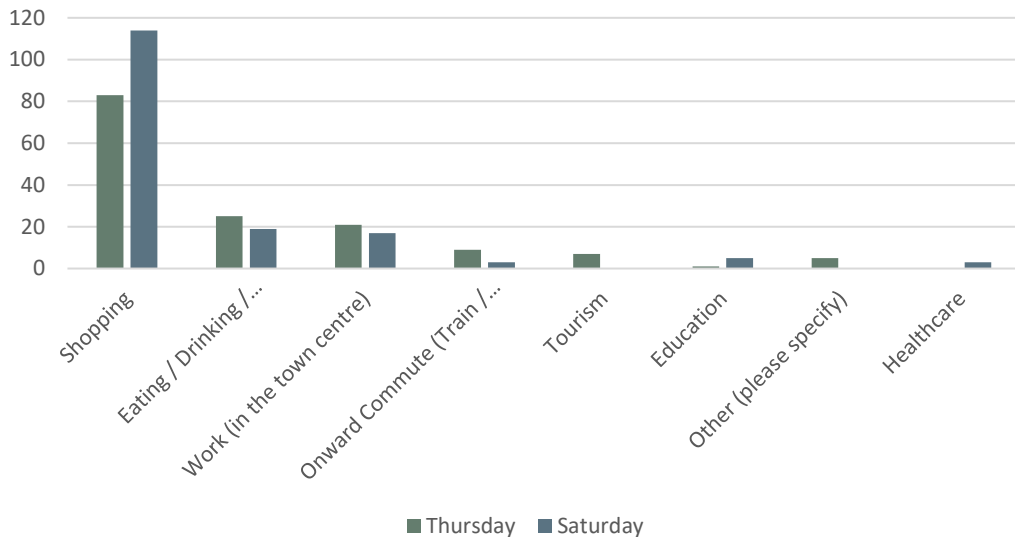
### 2.2 Bedford Road Survey Results

2.2.1 A total of 312 responses were recorded at Bedford Road MSCP (151 on Thursday and 161 on Saturday). Bedford Road car park is a multi-storey car park on the edge of the town centre. It is the largest car park in Guildford with 1,033 standard spaces, 16 disabled spaces and two electric vehicle spaces. In addition, there are 20 motorcycle parking spaces, where you can park without charge. Vehicular access is provided from Bedford Road and Laundry Road.

#### Trip Purpose

2.2.2 The majority of trips recorded at Bedford Road are made for shopping purposes, with 55% and 71% of respondents identifying this as their primary trip purpose on Thursday and Saturday respectively. Across the two survey days combined, 14% of trips were primarily made for Eating / Drinking / Entertainment purposes, with 12% for work within the town centre.

Figure 49. Trip Purpose, Bedford Road



#### Factors in Car Park Choice

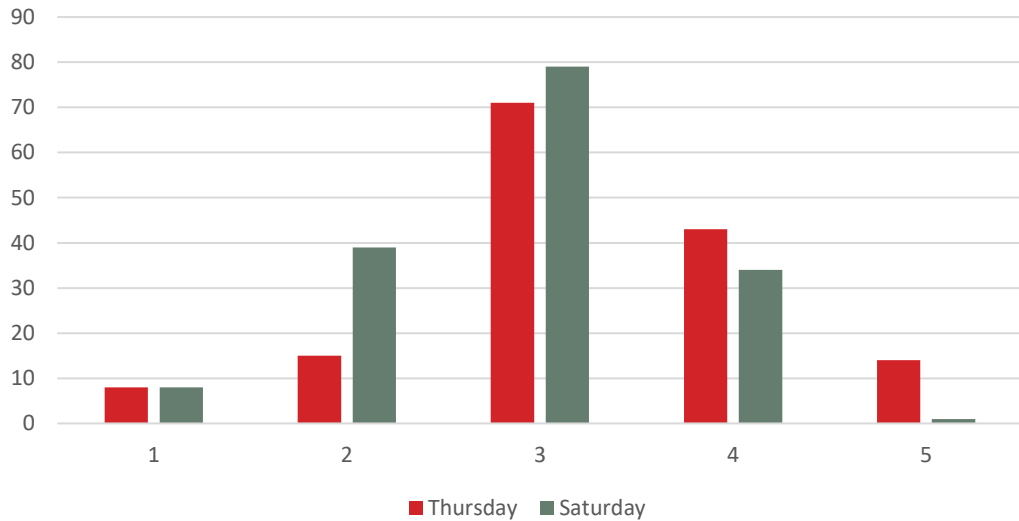
- **Thursday:** Convenience (Location): 87%, Ease of Finding a Space: 9%
- **Saturday:** Convenience (Location): 72%, Price: 19%



### Car Park Quality

2.2.3 The physical quality of Bedford Road was rated an average of 3.07 across all respondents, whereby 1 equates to poor and 5 to excellent. Bedford Road car park quality score is likely to have been influenced by refurbished work going on at the time of the survey, which involved reduced parking spaces and restricted traffic movement. The number of responses per score, split by survey day, is detailed in **Figure 40**.

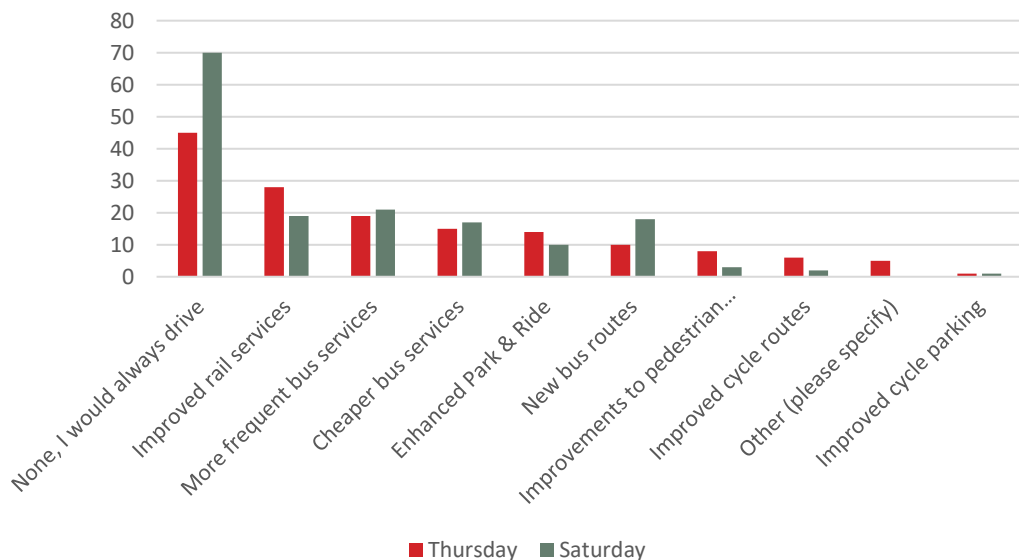
**Figure 50. Bedford Road Physical Quality**



### Factors to Encourage Driving Less

2.2.4 Improved public transport services (cheaper or more frequent bus services, new bus routes, improved rail services and enhanced Park & Ride) were identified as factors that may encourage respondents to drive less. However, the majority of respondents noted that they would always drive, as shown in **Figure 41**.

**Figure 51. Factors that would Encourage Car Park Users to Drive Less**

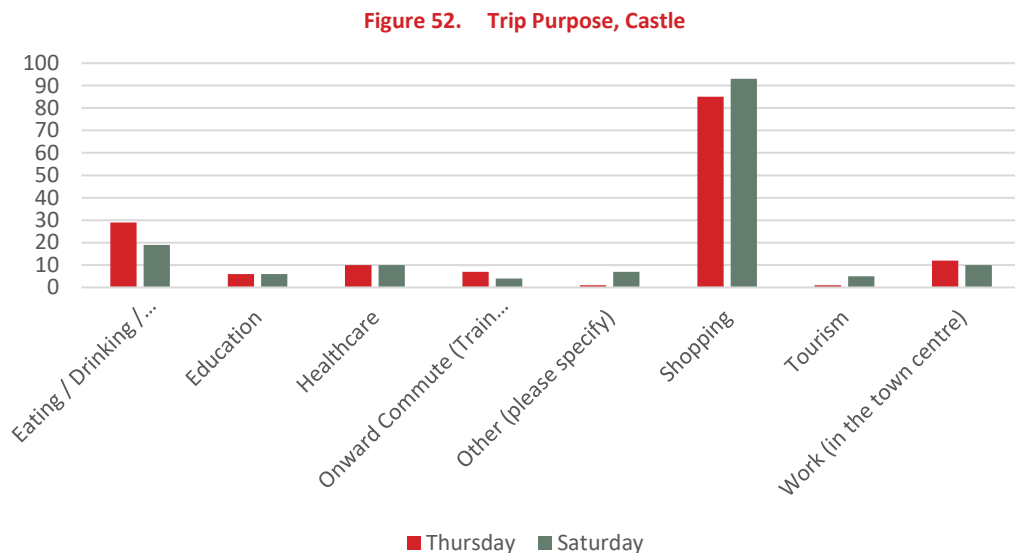


## 2.3 Castle Survey Results

2.3.1 A total of 305 responses were recorded at Castle (151 Thursday and 154 Saturday). Castle is a multi-storey Council-operated car park located on the southern boundary of the town centre. It provides a total of 350 spaces, of which eight are marked and sized for use by blue badge holders. It is located approximately 150m to the north of Tunsgate car park. Vehicular access is provided from Sydenham Road via an in-out arrangement.

### Trip Purpose

2.3.2 The majority of trips recorded at Castle car park are made for shopping purposes, with 56% and 60% of respondents identifying this as their primary trip purpose on Thursday and Saturday respectively. Across the two survey days combined, 16% of trips were primarily made for Eating / Drinking / Entertainment, with 7% made for work within the town centre.



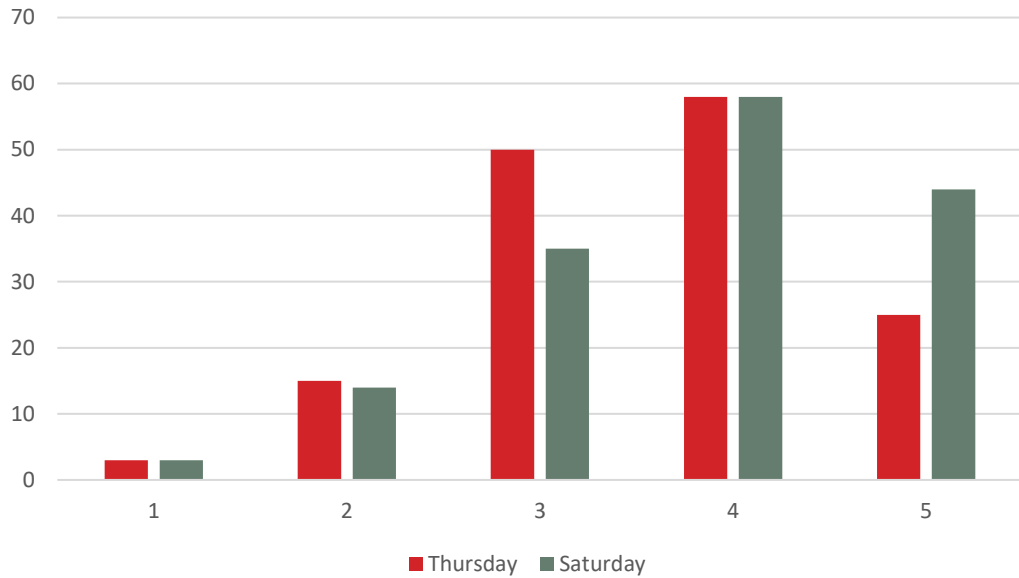
### Factors in Car Park Choice

- **Thursday:** Convenience (Location): 83%, Ease of Finding a Space: 8%
- **Saturday:** Convenience (Location): 49%, Ease of Finding a Space: 14%, Price: 14%

### Car Park Quality

2.3.3 The physical quality of Castle car park was rated an average of 3.7 across all respondents, whereby a rating of 1 equates to poor and 5 to excellent. This is the second highest average rating of the surveyed car parks. The number of responses per score, split by survey day, is detailed in [Figure 43](#).

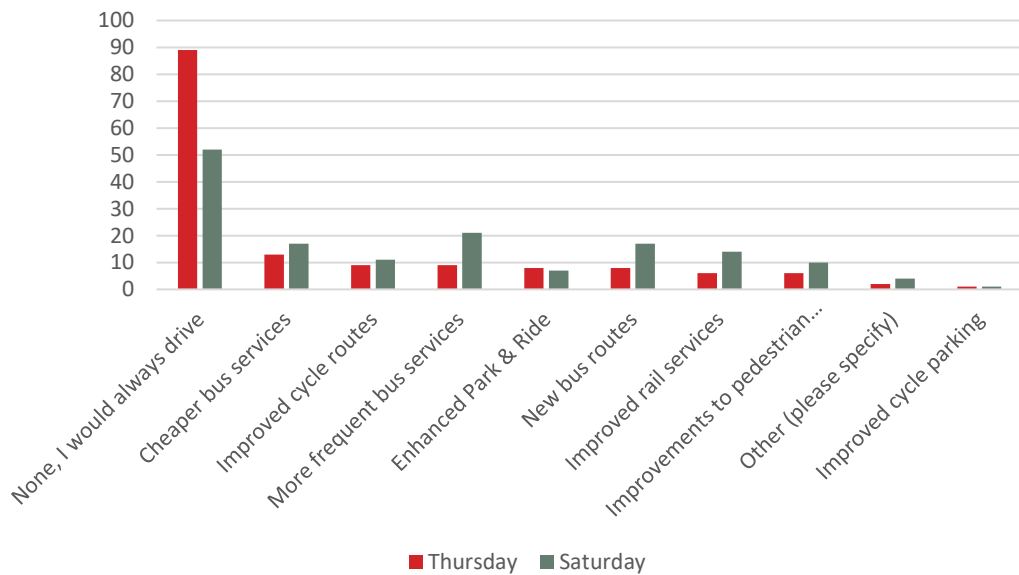
Figure 53. Castle Physical Quality



### Factors to Encourage Driving Less

2.3.4 It can be seen in Figure 44 that the vast majority of respondents noted that they would always drive to and from Guildford, more so from those questioned on Thursday.

Figure 54. Factors that would Encourage Car Park Users to Drive Less



## 2.4 Farnham Road Survey Results

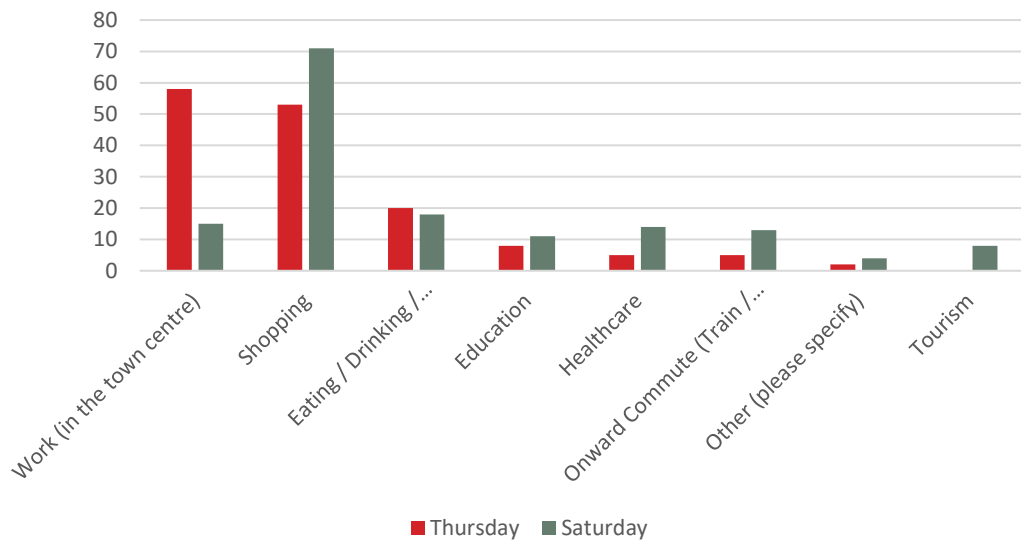
2.4.1 Farnham Road is one of the largest multi-storey car parks operated by the council within Guildford, with a total of 913 standard spaces, alongside an additional four bays marked and sized for use by blue badge holders. The car park is located within the town centre and in close proximity to the town’s main station, and provides short-stay parking with a maximum stay duration of five hours permitted. Vehicles can enter and exit the car park

via Station Access at ground floor level. A total of 305 responses were recorded at Farnham Road (151 Thursday and 154 Saturday).

### Trip Purpose

2.4.2 The most common trip purpose identified during the weekday survey was parking for work in the town centre (38%), followed by shopping (35%). On Saturday, the most common trip purposes were shopping (46%), Eating / Drinking / Entertainment (12%,) and parking to work in the town centre (10%). It is noted that rail commuters during the week may not have been fully captured in this survey sample.

Figure 55. Trip Purpose, Farnham Road



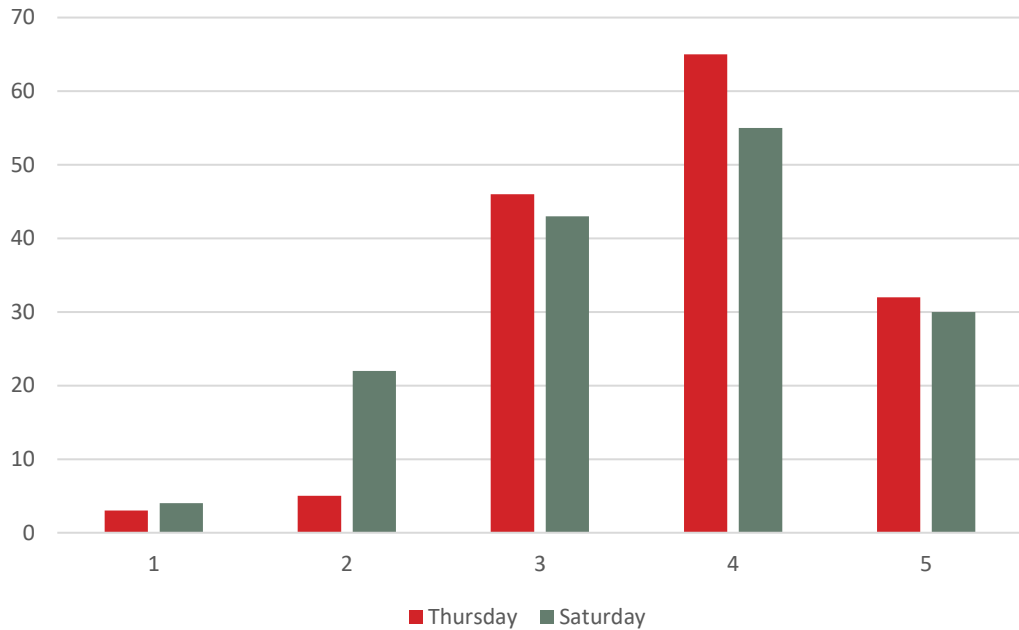
### Factors in Car Park Choice

- **Thursday:** Convenience (Location): 81%, Ease of Finding a Space: 6%
- **Saturday:** Convenience (Location): 70%, Price: 13%

### Car Park Quality

2.4.3 The physical quality of Farnham Road was rated an average of 3.66 across all respondents, whereby 1 equates to poor and 5 to excellent. The number of responses per score, split by survey day, is detailed in Figure 46.

Figure 56. Farnham Road Physical Quality

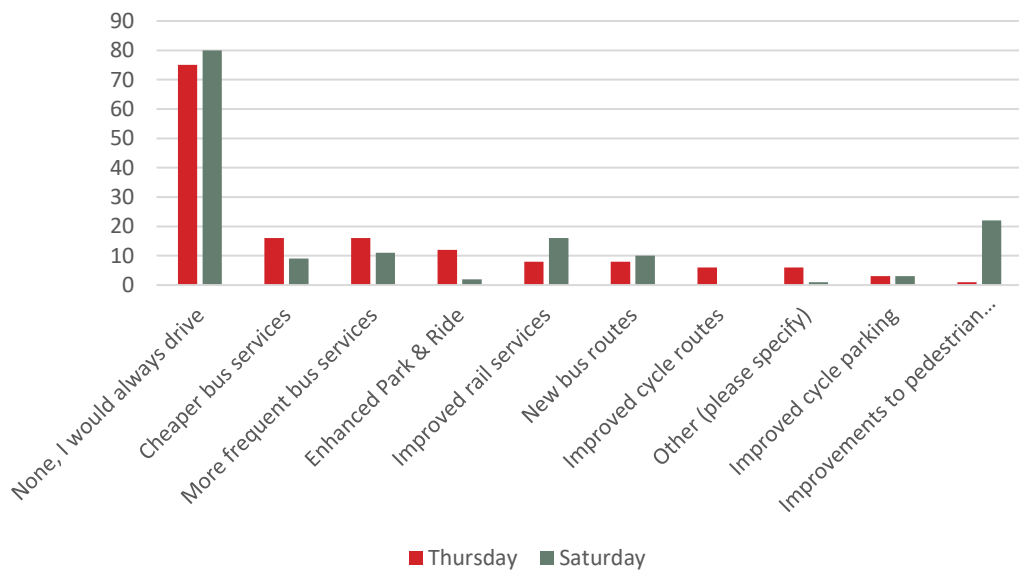


**Factors to Encourage Driving Less**

2.4.4

As with the majority of other car parks, most of the respondents would not change to a different mode of transport; however, improvements to public transport services may have a positive impact, mostly for people currently parking during the week. A total of 22 respondents on Saturday identified that improvements to pedestrian infrastructure would encourage them to drive less.

Figure 57. Factors that would Encourage Car Park Users to Drive Less



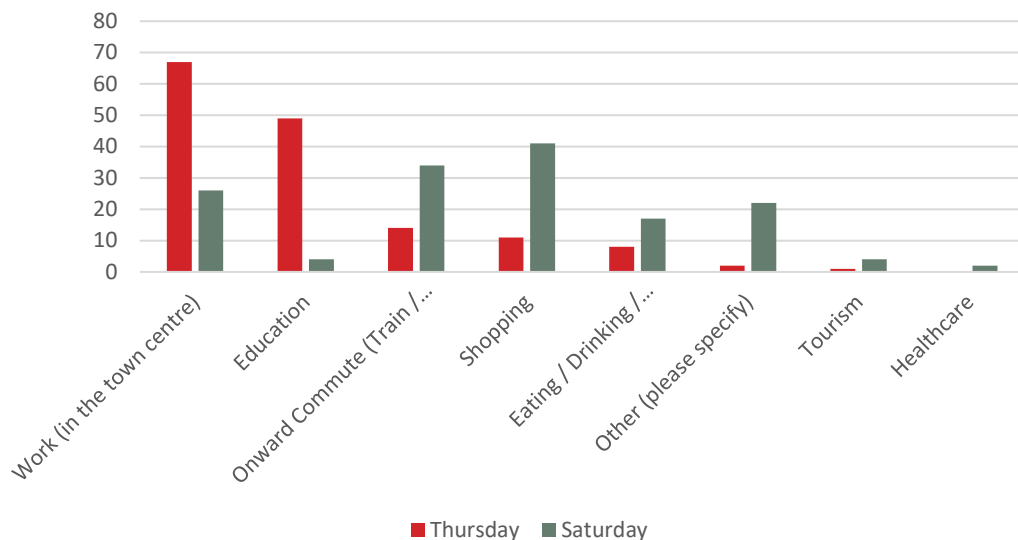
## 2.5 Guildford Park Survey Results

2.5.1 A total of 302 responses were recorded at Guildford Park (152 Thursday and 150 Saturday), a surface-level car park located to the west of the town centre, located in relative proximity to Guildford station. Vehicular access is gained from Guildford Park Road. It provides 398 standard and two disabled spaces; however, approximately half of the provision is currently closed and inaccessible due to development and construction works.

### Trip Purpose

2.5.2 The most common trip purpose identified during the weekday survey was parking for work in the town centre (48%), followed by education (35%). On Saturday, the most common trip purposes were shopping (27%), Eating / Drinking / Entertainment (12%) and onward travel via bus or rail (10%).

Figure 58. Trip Purpose, Guildford Park



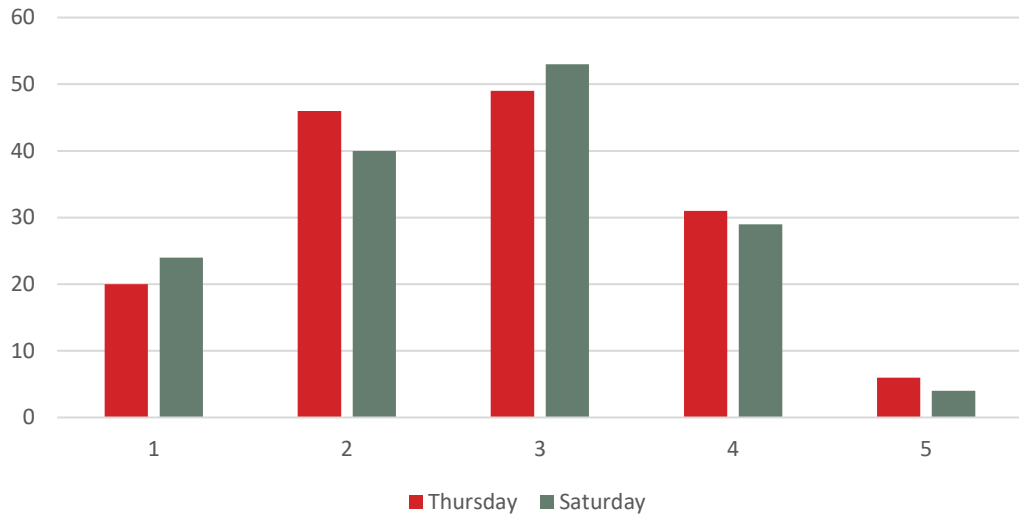
### Factors in Car Park Choice

- **Thursday:** Convenience (Location): 56%, Price: 35%
- **Saturday:** Convenience (Location): 49%, Price: 43%

### Car Park Quality

2.5.3 The physical quality of Guildford Park was rated an average of 2.7 across all respondents, representing the lowest average score across all surveyed car parks. The number of responses per score, split by survey day, is detailed in Figure 49. This score may be linked to the current works ongoing in the car park and restricted level of parking.

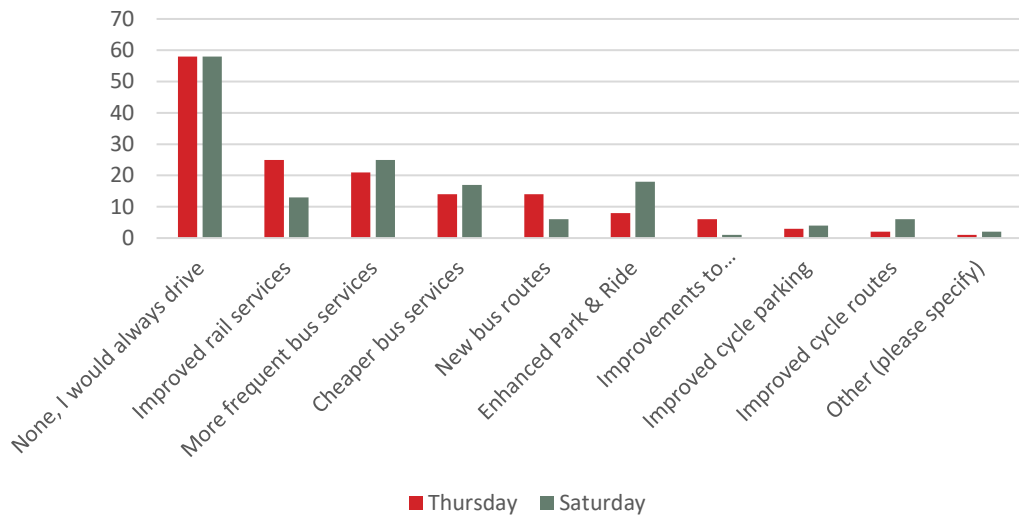
Figure 59. Guildford Park Physical Quality



**Factors to Encourage Driving Less**

2.5.4 The majority of respondents would not change to a different mode of transport; however, compared to the frequency of responses in other car parks, a number of respondents on Saturdays would be encouraged to drive less (or park further out from the town centre) if Park & Ride facilities were enhanced. The closest Park & Ride facility to this site is currently Onslow (service 400).

Figure 60. Factors that would Encourage Car Park Users to Drive Less



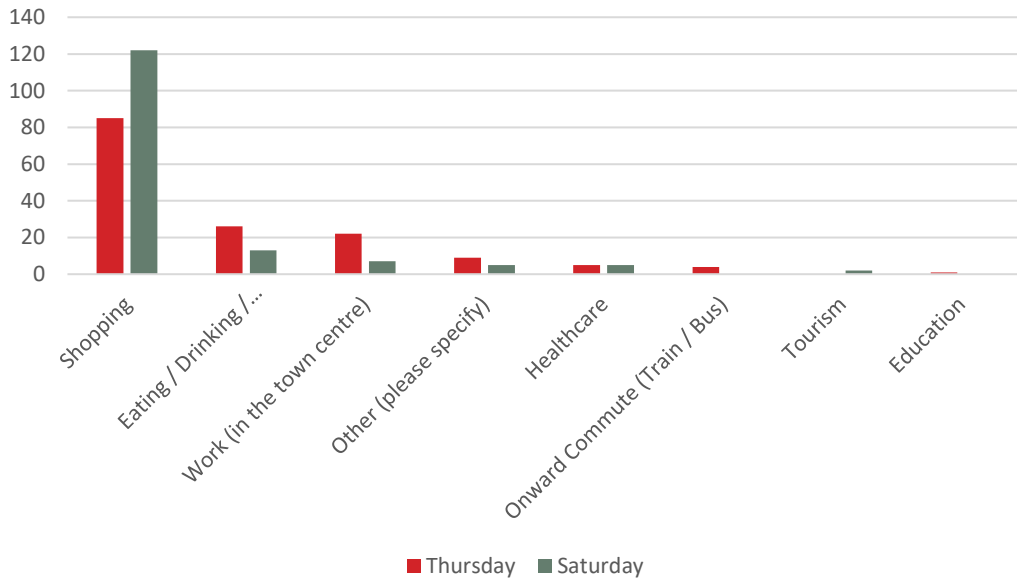
**2.6 Leapale Road Survey Results**

2.6.1 A total of 306 responses were recorded at Leapale Road (152 Thursday and 154 Saturday). The car park provides a total of 378 standard bays alongside six spaces sized and marked for use by blue badge holders. It is located in the town centre, between Leapale Road and Haydon Place, with vehicular access gained from Leapale Road.

### Trip Purpose

- 2.6.2 Over half of respondents (56%) to the Thursday survey identified shopping as their primary trip purpose, with 17% identifying Eating / Drinking / Entertainment, and 14% for work in the town centre. The proportion of shopping trips increases to 79% on Saturdays.
- 2.6.3 Across all survey respondents, shopping was the primary trip purpose for 78% of respondents, eating / drinking / entertainment for 13% and work in the town centre for 9%.

Figure 61. Trip Purpose, Leapale Road



### Factors in Car Park Choice

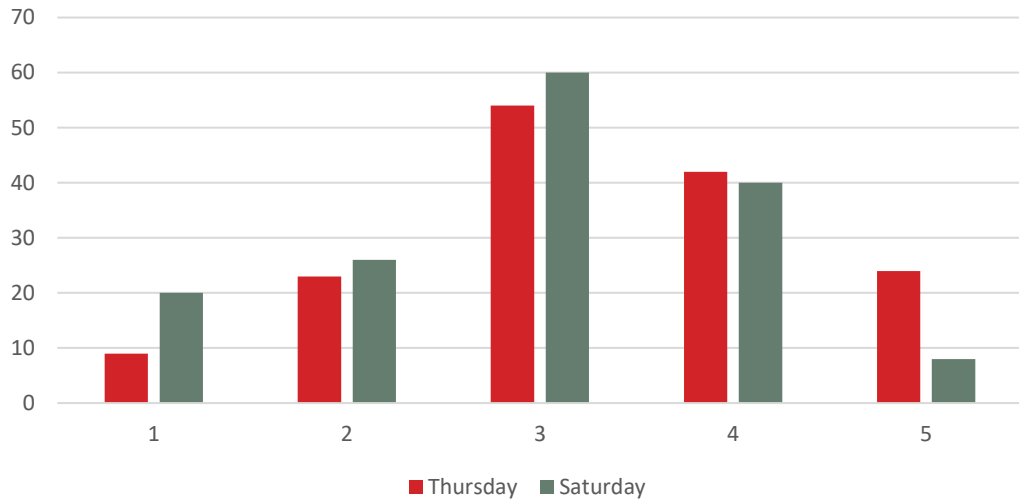
- **Thursday:** Convenience (Location): 82%, Ease of Finding a Space: 7% Price: 7%
- **Saturday:** Convenience (Location): 88%, Price: 5%, Ease of Finding a Space: 4%

### Car Park Quality

- 2.6.4 The physical quality of Leapale Road was rated an average of 3.13 across all respondents, with responses per score, split by survey day, detailed in [Figure 52](#).



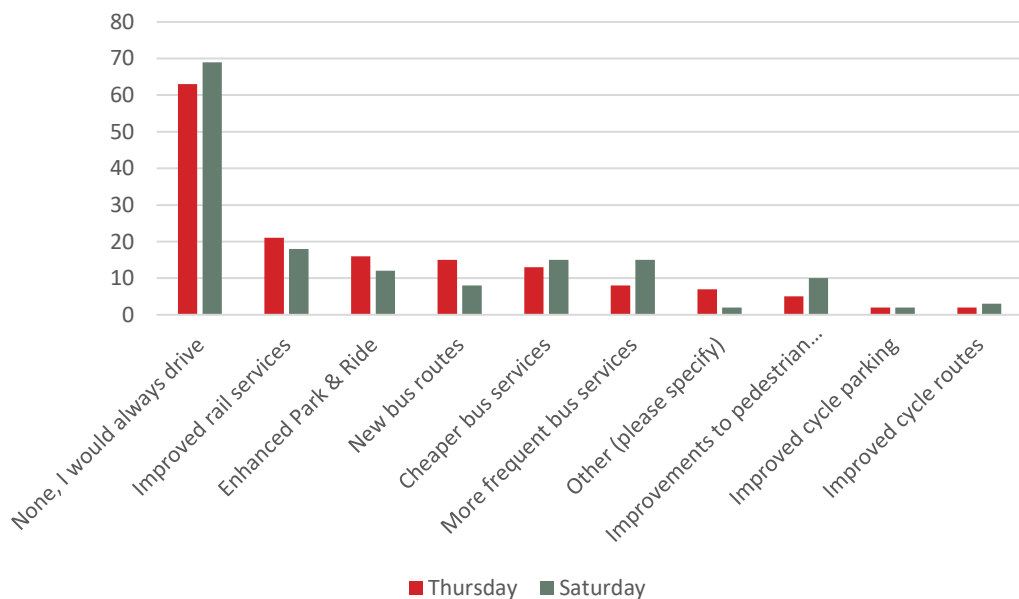
Figure 62. Leapale Road Physical Quality



### Factors to Encourage Driving Less

2.6.5 The majority of respondents would not change to a different mode of transport; however, potential factors that would encourage a shift include improvements to the town’s public transport offer.

Figure 63. Factors that would Encourage Car Park Users to Drive Less



## 2.7 York Road Survey Results

2.7.1 A total of 311 responses were recorded at York Road (152 Thursday and 159 Saturday). York Road is a large multi-storey car park located to the north of the High Street that provides pay-on-exit parking through 595 standard and 10 disabled spaces. It has one vehicular access located on Denmark Road.

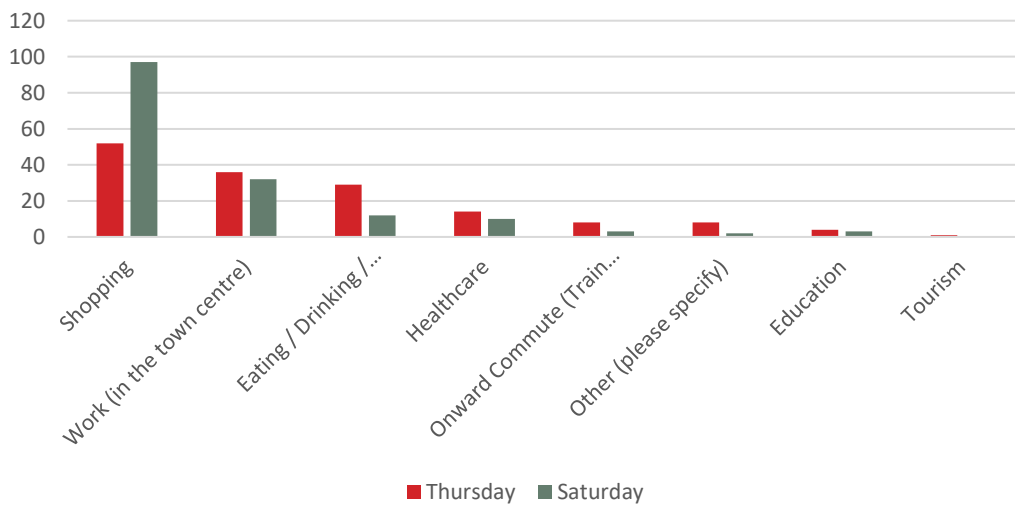
### Trip Purpose

2.7.2 Responses regarding primary trip purpose were varied during the Thursday survey:

- Shopping: 34%;
- Work (in the Town Centre): 24%; and
- Eating / Drinking / Entertainment: 19%.

2.7.3 In comparison, almost two third of respondents (61%) to the Saturday survey identified shopping as their primary trip purpose.

Figure 64. Trip Purpose, York Road



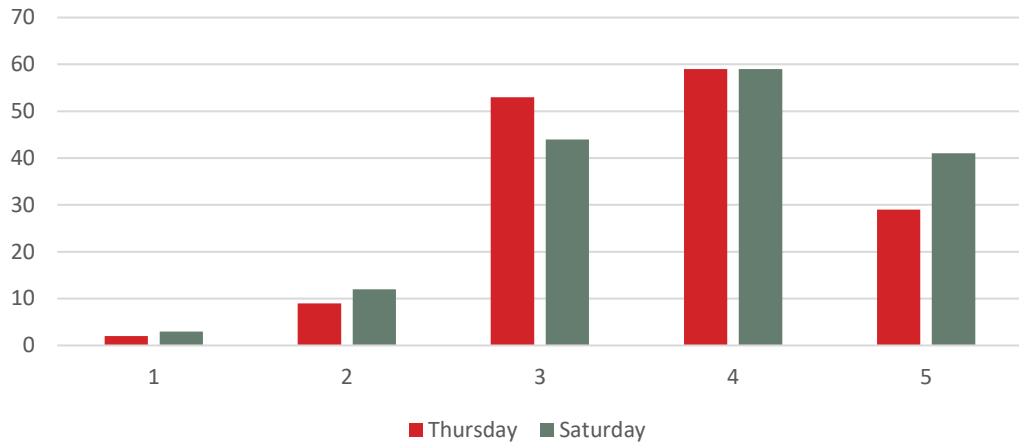
### Factors in Car Park Choice

- **Thursday:** Convenience (Location): 72%, Ease of Finding a Space: 13% Price: 8%
- **Saturday:** Convenience (Location): 76%, Price: 8%, Ease of Finding a Space: 8%

### Car Park Quality

2.7.4 The physical quality of York Road was rated an average of 3.73 across all respondents; this is the highest rated car park of the six surveyed. The total number of responses per score, split by survey day, detailed in [Figure 55](#).

Figure 65. York Road Physical Quality

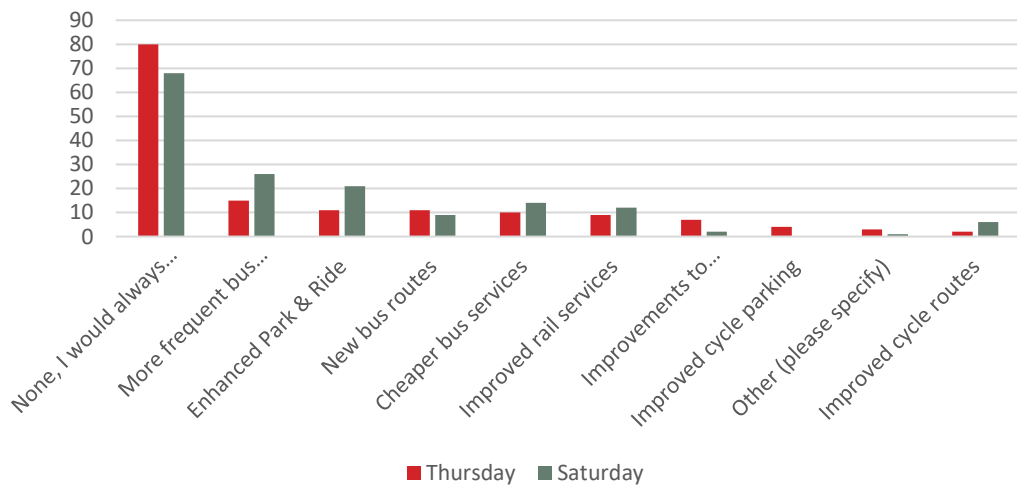


**Factors to Encourage Driving Less**

2.7.5

The majority of respondents would not change to a different mode of transport, as is the case in all surveyed car parks. Some respondents from Saturday at York Road car park may consider reducing their car use if improvements are made to public transport services.

Figure 66. Factors that would Encourage Car Park Users to Drive Less



### 3. APPENDIX C: GEOMII DATA ANALYSIS TECHNICAL NOTE

#### 3.1 Introduction

3.1.1 SYSTRA has undertaken extensive data analysis of GeoMii parking occupancy data provided by GBC for a series of off-street car parks and on-street parking zones within Guildford. This Technical Note has been prepared to summarise issues and constraints identified within the GeoMii dataset.

3.1.2 It is noted that a number of issues have been identified within the dataset, with the dataset not as 'clean' as expected.

#### 3.2 Parking Capacities

3.2.1 There are inconsistencies in car park capacities between that identified within the dataset, on the GeoMii Website and the maximum occupancy recorded within the data. In other words, there are instances where the maximum occupancy recorded is considerably higher than the recorded capacity. In some cases, this is probably due to circulating traffic within some of the larger facilities.

3.2.2 Car parks affected include the following, with differences identified in [Table 46](#).

- Bedford Road;
- G Live;
- Castle;
- Farnham Road;
- Millbrook;
- York Road; and
- Merrow P&R.

Table 47. Car Park Capacities

CAR PARK	CAPACITY FROM GEOMII WEBSITE	MAX IN DATA	CAPACITY FROM DATA
Artington P&R	712	712	712
Bedford Road	1,033	1,068	947
Castle	350	370	350
Farnham Road	917	918	900
G Live	220	350	189
Merrow P&R	338	345	338
Millbrook	244	347	244
Onslow P&R	550	520	550

CAR PARK	CAPACITY FROM GEOMII WEBSITE	MAX IN DATA	CAPACITY FROM DATA
York Road	604	614	605

3.2.3 Confirmation is required as to the actual capacities of the car parks, to enable accurate occupancy figures to be calculated.

### 3.3 Data Issues

3.3.1 The dataset does not provide information on all car parks within Guildford; it only incorporates six of the largest car parks (Bedford Road, Castle, Farnham Road, G Live, Millbrook and York Road) alongside three Park & Ride sites (Artington, Merrow and Onslow). Data is also provided for different on-street parking zones.

3.3.2 Some occupied spaces record negative values in Castle and Farnham Road (i.e. record a capacity of -1). Clarification should be sought as to the potential causes of this.

3.3.3 A large proportion of data is missing, with no information provided in the ‘spacesOccupied’ column for a number of car parks and on-street parking zones. It is unclear whether data has been removed for times when car parks are closed or sensors are faulty. Of all data entries, 80,137 or a total 735,840 are blank. For off-street car parks (excluding P&R sites), 17,572 of 105,120 entries are blank, equating to 17% of all data being missing.

3.3.4 Notably, data is missing for the period between Dec 2017 and Oct 2018 for Leapale Road and between Dec 2016 and Jan 2017 at Millbrook. As such, the data currently suggests that no vehicles were parked in these locations during the identified periods.

3.3.5 Summary data for individual car parks is presented in turn below.

### 3.4 Castle

3.4.1 Data for April 2018 and June 2018 diverges from the usual identified trend, whilst it appears no data is contained for May 2018, as seen in [Figures 65](#) and [66](#).

Figure 67. Castle Car Park Occupancy

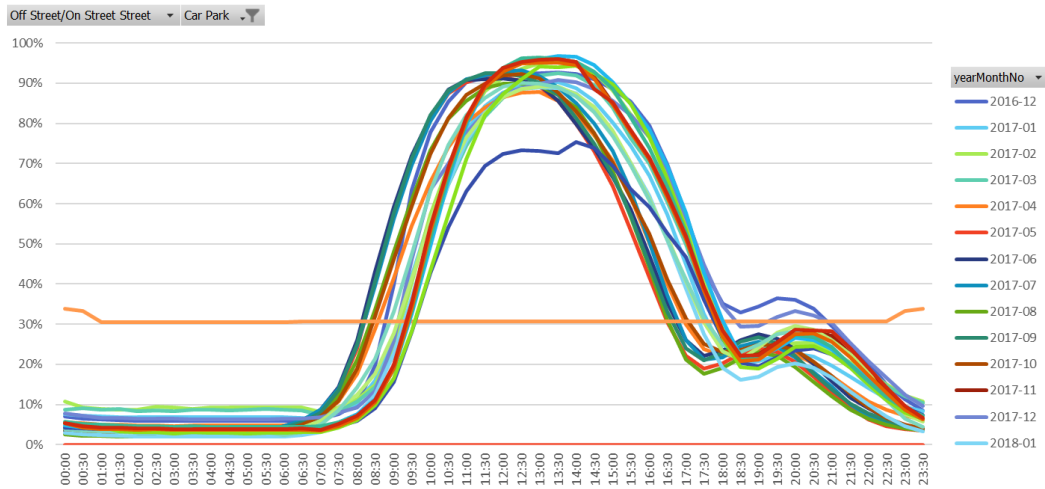
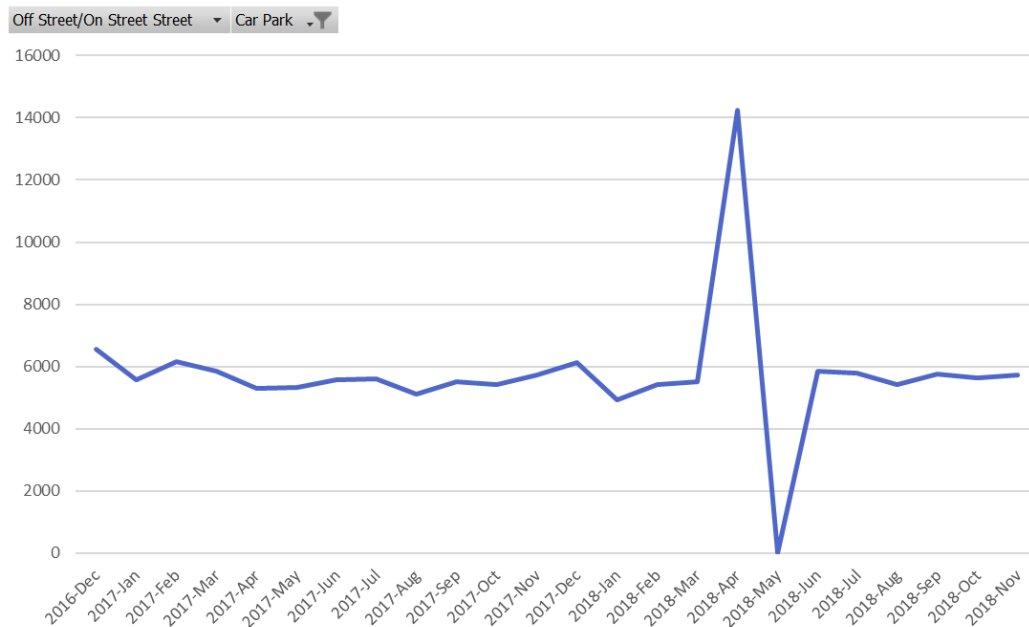


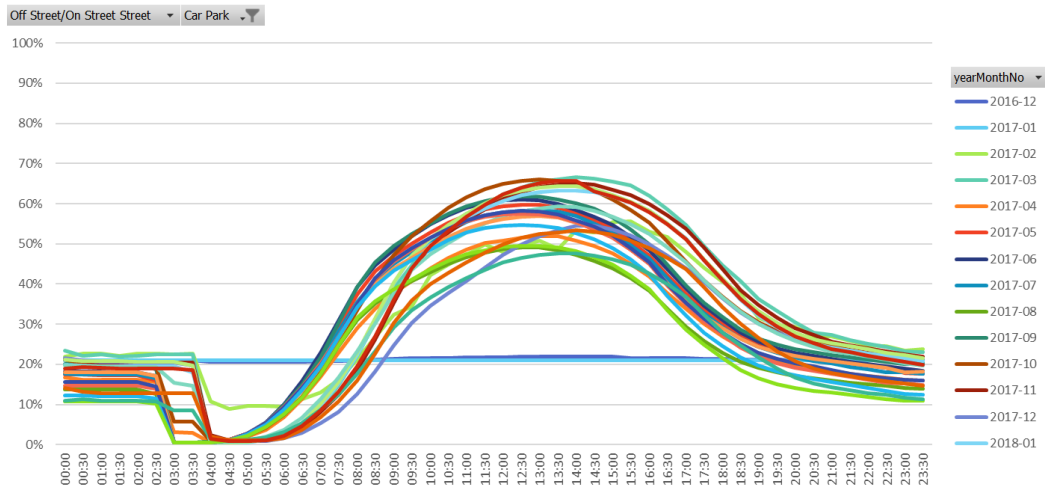
Figure 68. Castle Car Park: Average Total Occupancy per day



### 3.5 Farnham Road

3.5.1 Occupancy data for December 2016 and January 2017 is flat, suggesting errors within the data. It can be seen in Figure 67 that an issue exists within the data between 02:00 and 04:00, when monthly occupancy levels appear to drop to zero each month (except for the two identified above). Clarification should be sought as to the reason for this; potentially this could be due to a form of sensor calibration.

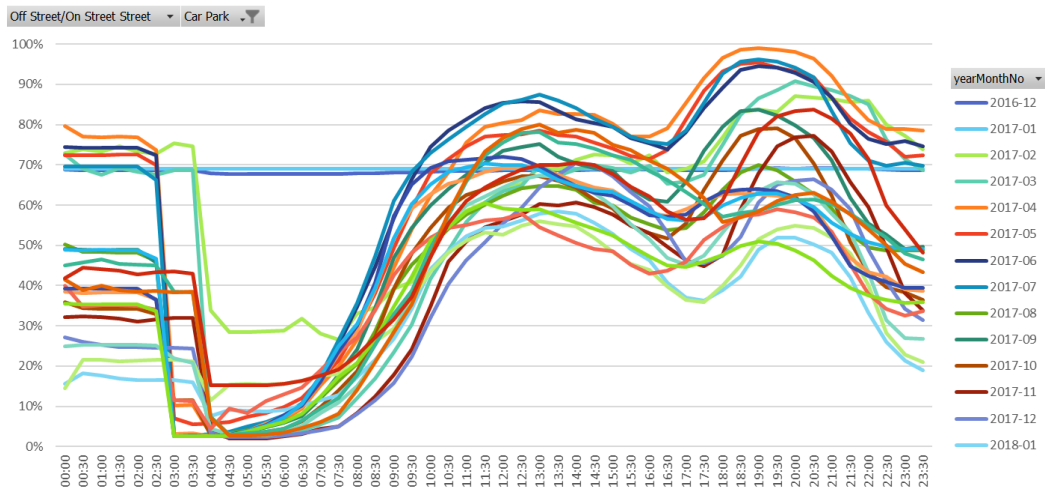
Figure 69. Farnham Road Car Park Occupancy



### 3.6 G Live

3.6.1 Similar issues exist with the dataset for G Live as with Farnham Road, whereby occupancy data for December 2016 and January 2017 is flat, and occupancies drop suddenly between 02:00 and 04:00. There are also considerable variations in monthly occupancy levels as shown in Figure 68.

Figure 70. G Live Car Park Occupancy



### 3.7 Leapale Road

3.7.1 Data does not appear to change for the occupancy of Leapale Road between the following months:

- 2016: November and December; and
- 2017: January, July, August, September, October and November.

Figure 71. Leapale Road Car Park Occupancy

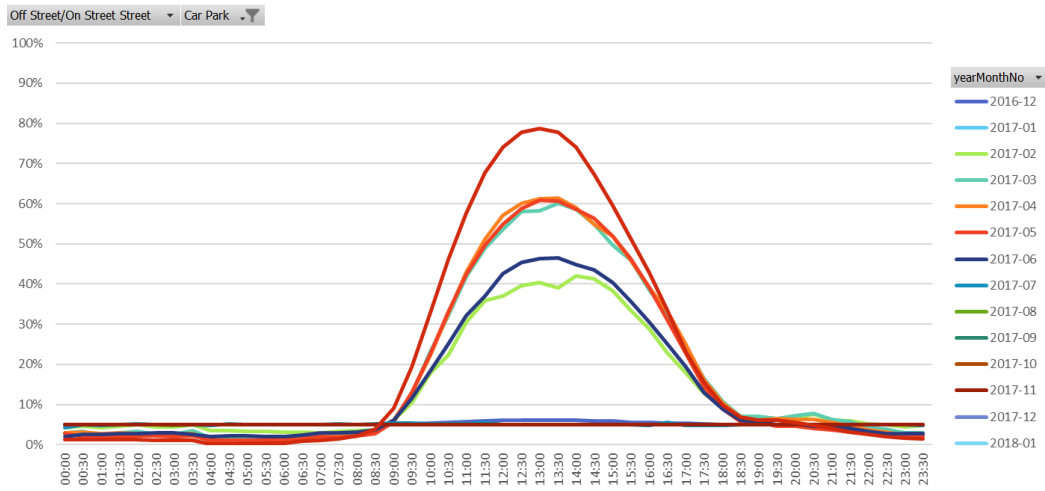
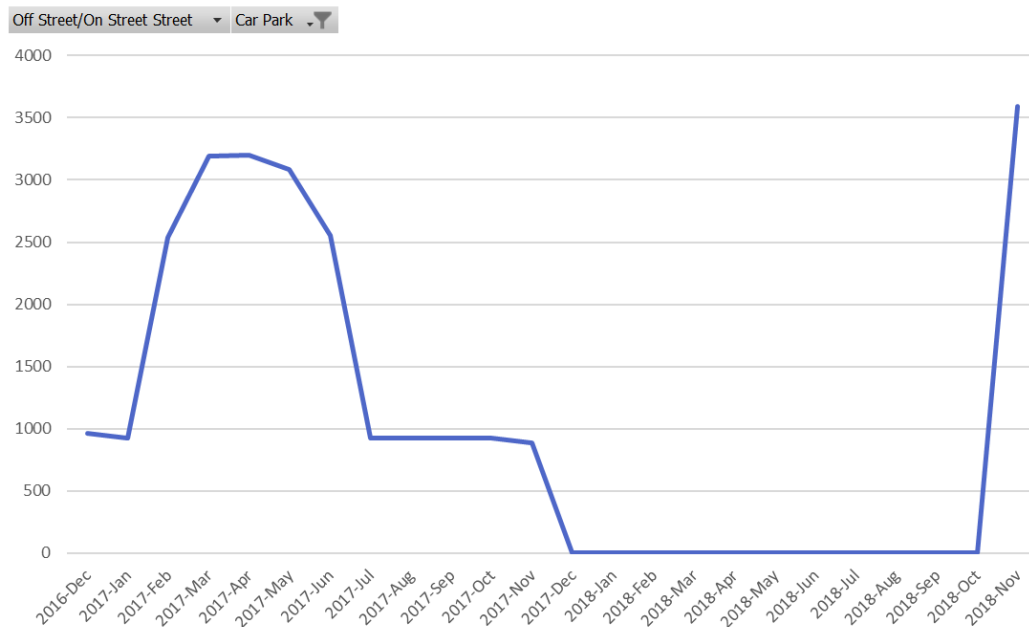


Figure 72. Leapale Road Car Park: Average Total Occupancy per day



### 3.8 Milbrook

3.8.1 It can be seen in Figures 71 and 72 that data is sporadic some months and smooth in other months, which would be unexpected. The data suggests that some months have a constant occupancy, with no variation.





Figure 73. Milbrook Car Park Occupancy

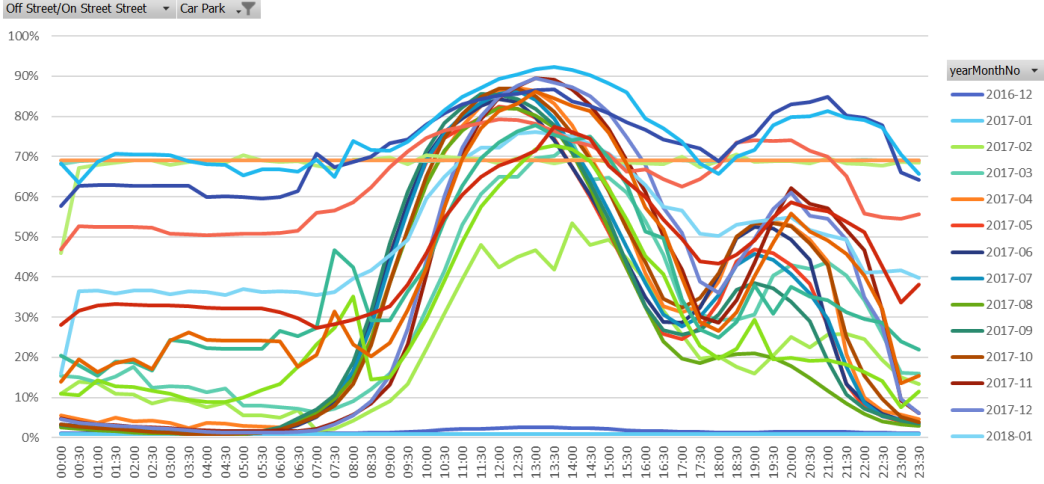
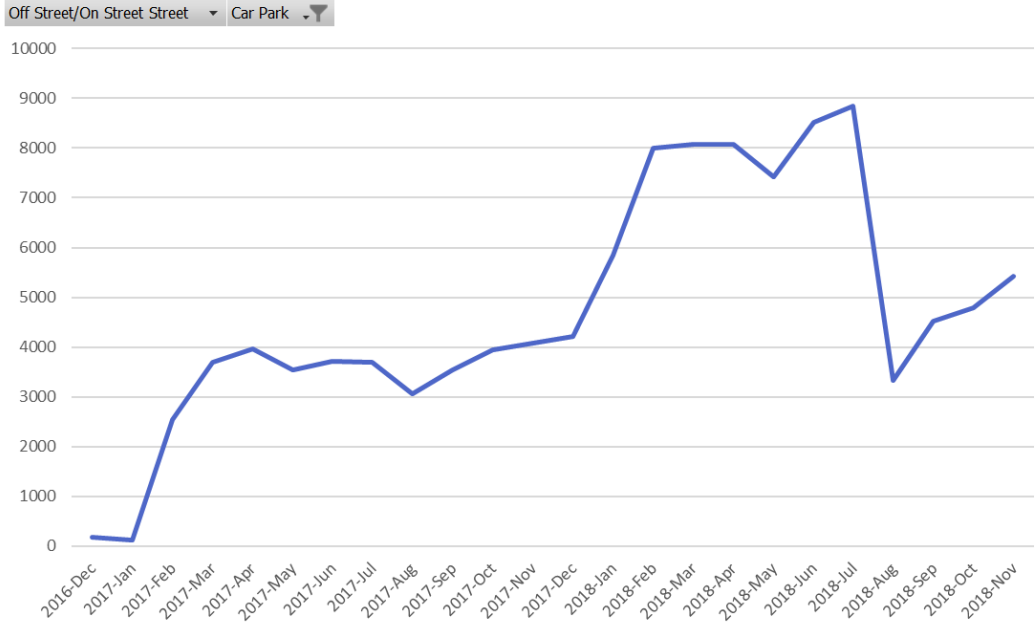


Figure 74. Milbrook Car Park: Average Total Occupancy per day



Agenda item number: 6  
Appendix 1

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The SYSTRA logo is rendered in a bold, red, sans-serif typeface. The letters are thick and closely spaced, with a distinctive design for the 'Y' and 'S' characters.

# GUILDFORD PARKING STUDY STRATEGY REPORT



**SYSTRA**

**STRATEGY REPORT**

IDENTIFICATION TABLE	
<b>Client/Project Owner</b>	Guildford Borough Council
<b>Project</b>	Guildford Parking Study
<b>Study</b>	Strategy Report
<b>Type of Document</b>	Final Report
<b>Date</b>	03/04/2020
<b>Reference Number</b>	108981-002
<b>Number of Pages</b>	54

APPROVAL					
Version	Name		Position	Date	Modifications
1	Author	Agnese Polonara	Assistant Consultant	12/02/2020	Draft for Client Review
	Checked by	James Rhodes	Senior Consultant	13/02/2020	
	Approved by	David Alderson	Associate Director	14/02/2020	
2	Author	Agnese Polonara	Consultant	31/03/2020	Final
	Checked by	James Rhodes	Senior Consultant	31/03/2020	
	Approved by	David Alderson	Associate Director	02/04/2020	

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## EXECUTIVE SUMMARY

- 1.1.1 SYSTRA Ltd has been commissioned by Guildford Borough Council to conduct a review of Council-operated on and off-street parking facilities in Guildford Town Centre and develop an associated parking strategy. The work involves providing technical support and peer review to ensure that Council-operated car parking delivers the optimal impact and efficiency for Guildford.
- 1.1.2 The Council operates a total of 23 car parks within Guildford, providing 4,829 standard and 80 accessible parking spaces. This is complemented by on-street parking and additional privately run car parks, which have not been subject to detailed assessment.
- 1.1.3 A detailed assessment of existing off-street parking provision and high-level assessment of on-street parking provision within Guildford formed the first stage of this study. The strategy development, contained within this document, is the second stage of the study. This Strategy Report will serve to guide the actions of the Council with respect to parking and can be used as a basis to develop a Parking Implementation Plan.
- 1.1.4 The overall strengths, weaknesses, opportunities and threats for parking in Guildford have been identified and used to inform the goals and objectives of the strategy. A set of key objectives for the strategy have been identified that aim to help optimise future car parking provision and management.
- 1.1.5 A range of options to meet these objectives are set out across a series of ten broad themes. Benefits, costs and limitations of each are identified, with the objectives each support identified.
- 1.1.6 A series of potential actions for the short, medium and long-term are detailed for three hypothetical scenarios, to provide the Council with a suggestion of what options may be taken forward depending on the area of prioritisation decided on:
- Climate Emergency;
  - Balanced Approach; and
  - Predict & Provide.
- 1.1.7 It is recognised Guildford requires a progressive and consistent car parking strategy that manages and enhances existing provision, whilst taking advantage of existing and emerging technologies to maximise benefits for both users and parking management practices. It is important that the strategy is aligned with the Council's strategic priorities as far as possible to support environmental objectives and town centre vitality.

## 1. INTRODUCTION

### 1.1 Study Scope

1.1.1 SYSTRA Ltd (SYSTRA) has been commissioned by Guildford Borough Council (the Council) to conduct a review of Council-operated on and off-street parking facilities in Guildford Town Centre and develop an associated parking strategy. The work involves providing technical support and peer review to ensure that Council-operated car parking delivers the optimal impact and efficiency for Guildford.

1.1.2 A detailed assessment of existing off-street parking provision and high-level assessment of on-street parking provision within Guildford formed the first stage of this study. This included a review of the physical condition of car parks, management and enforcement, levels of use and revenue generation. An assessment of the potential impact that projected housing and employment growth will have upon future off-street car parking demand was also undertaken. The evidence collected through this work was combined in a single Baseline Report, summarising the current situation with respect to parking and highlighting key issues and opportunities.

1.1.3 The second stage of the study is the strategy development, contained within this document. A set of key objectives for the strategy have been identified that aim to help optimise future car parking provision and management. A range of options to meet these objectives are set out across a series of broad themes, with consideration of which may be most suitable with respect to meeting the strategy goals. A series of potential actions for the short, medium and long-term are detailed for three hypothetical scenarios, to provide the Council with a suggestion of what options may be taken forward depending on the area of prioritisation decided on. This Strategy Report will serve to guide the actions of the Council with respect to parking and can be used as a basis to develop a Parking Implementation Plan.

### 1.2 Strategy & Action Plan

1.2.1 Following this introductory section, the remainder of this report is structured as follows:

- **Section 2: Evidence Base** – Provides a high-level summary of the outputs from the Baseline Report that informs the development of the Strategy and Action Plan.
- **Section 3: Options Development** – Sets out the range of potential tools and scheme measures available to influence future car parking demand and both the quality and quantity of provision, highlighting those considered appropriate for Guildford. These will form the basis for the development of the Strategy and Action Plan.
- **Section 4: Strategy & Action Plan Development** – Sets out the process of developing the strategy, with a focus on short, medium and long-term measures.



## 2. EVIDENCE BASE

### 2.1 Overview

2.1.1 This section provides an overview of some of the main outcomes of the baseline assessment work, and summarises the key issues and opportunities that have been identified. These have been utilised to formulate the overarching strategy objectives.

### 2.2 Baseline Review

2.2.1 A detailed baseline assessment of the current supply of parking, associated demand, and the potential future impact of development proposals has been completed. This work encompassed:

- An overview of relevant current and emerging national, regional and local policies and strategies that need to be considered when developing parking policy;
- A review of current transport conditions, with consideration given to the highway network, parking provision and locations, and public transport provision;
- An in-depth overview of the findings of desktop and on-site audits of Council-operated off-street car parks;
- A development review of current and emerging local policy documents to identify any changes in demand or supply of parking which might take place in the upcoming years;
- A review of current demand for off-street parking within the town;
- Detailed analysis of an intercept user survey, undertaken in the six largest car parks in Guildford;
- A review of Park & Ride services, pricing structures, operations and funding mechanisms; and
- An overview of management and enforcement practices in the study area.

### 2.3 Context

2.3.1 The town of Guildford is located in Surrey, 27 miles (43 km) to the southwest of London. It has a population of approximately 80,000 and is the primary urban area of the wider borough, which has an estimated population of approximately 150,000 (2015).

2.3.2 Guildford town centre is a popular shopping and leisure destination and is the largest retail centre in Surrey. As such, the town plays an important role in supporting the borough's economy and meeting the shopping and service needs of the population. Three main shopping centres are located within the centre of Guildford: The Friary Centre, White Lion Walk and Tunsgate Quarter. A traditional street market is held weekly on Fridays and Saturdays on North Street, whilst a Farmers' Market takes place on the first Tuesday of every month. These attract shoppers and bring footfall to the town centre.

2.3.3 Guildford is located on the A3 principal road midway between London and Portsmouth. Other principal roads serving Guildford are the A31, connecting Guildford to locations including Farnham, Alton and Winchester, and the A25, connecting Guildford to Dorking and locations in Kent. The M3 and the M25 are situated approximately 13km to the north

and 16 km to the northeast of the town centre respectively, accessible from the A31 (and A331) and A3.

- 2.3.4 As noted in the Guildford Transport Strategy, the town experiences significant traffic congestion during peak hours, including on the A3 and the gyratory system. Resultant congestion on the local highway network often occurs; this can cause adverse impacts on elements including road safety, noise and air quality, parking demand and uptake of walking and cycling. Known congestion around the gyratory also results in increased use of back roads in residential areas to travel through the town centre.
- 2.3.5 The vision for Guildford is set out in the Guildford Town Centre Regeneration Strategy (2017) which sets out ambitions to improve upon the desirability of Guildford as a place to live and work, where the needs of urban and rural communities are balanced. Congestion is recognised as one of the main issues in the town, and a package of measures to tackle congestion and increase sustainable travel has been promoted. This package includes experimental road closures, junction improvements, provision of new cycling facilities and public transport improvements.

#### **Car Parking**

- 2.3.6 The Council operates a total of 23 car parks within Guildford, alongside additional car parks at Ash Vale station and other rural locations which have not been subject to assessment within this report. Council-operated off-street parking provision is complemented by on-street parking and additional privately run car parks, which have not been subject to detailed assessment. A total of 4,829 standard parking spaces, alongside 80 spaces sized and marked for use by blue badge holders, are provided within the car parks operated by the Council. [0](#) overleaf summarises car parks audited as part of the Baseline Report and details capacity plus both current and predicted future peak parking demand. Predicted future peak parking demand is based on a “No Change” scenario, and does not incorporate any committed or proposed changes to car park capacities or closures.



Table 1. Council Car Parks

CAR PARK	PARKING TYPE	TOTAL CAPACITY			PEAK OCCUPANCY	
		STANDARD	DISABLED	MOTOR-CYCLE	CURRENT	PREDICTED (2037)
Bedford Road	Short-stay	1,033	16	20	Full	Full
Bedford Road Surface	Short-stay	68	2	2	81-100%	81-100%
Bright Hill	Short-stay	93*	3	5	Full	Full
Castle	Short-stay	342	8	0	61-80%	81-100%
Commercial Road (2)	Short-stay	51	1	0	Full	Full
Farnham Road	Long-stay	913	4	0	61-80%	61-80%
G Live	Short-stay	209	11	0	61-80%	61-80%
Guildford Park	Short-stay	200**	2	0	81-100%	81-100%
Lawn Road	Contract parking/short-stay	87	0	0	81-100%	81-100%
Leapale Road	Short-stay	378	6	0	31-60%	61-80%
Mary Road	Short-stay	107	0	0	Full	Full
Millbrook	Short-stay	241	3	3	61-80%	61-80%
Millmead	Short-stay	23	4	0	61-80%	61-80%
North Street	Short-stay	48	1	8	Full	Full
Old Police Station	Short-stay	58	4	3	Full	Full
Portsmouth Road	Contract parking/short-stay	98	0	12	31-60%	31-60%
Robin Hood	Contract parking/short-stay	23	0	0	81-100%	81-100%
Shalford Park	Long-stay	63	3	0	81-100%	81-100%

CAR PARK	PARKING TYPE	TOTAL CAPACITY			PEAK OCCUPANCY	
		STANDARD	DISABLED	MOTOR-CYCLE	CURRENT	PREDICTED (2037)
St Joseph's	Contract parking/short-stay	71	0	0	31-60%	61-80%
Tunsgate	Short-stay	64	0	0	Full	Full
Upper High Street	Short-stay	48	1	0	Full	Full
Walnut Tree Close	Long-stay	16	1	0	61-80%	81-100%
York Road	Short-stay	595	10	0	61-80%	61-80%
<b>Total</b>		<b>4,829</b>	<b>64</b>	<b>33</b>	<b>61-80%</b>	<b>81-100%</b>

\* Capacity currently from original full capacity of 118 spaces due to maintenance issues  
\* Capacity currently reduced from original full capacity of 398 to approximately 200 spaces due to works

## 2.4 Key Issues & Objectives

- 2.4.1 A number of key issues and opportunities have been identified during the baseline assessment process, which are detailed in turn below.
- 2.4.2 Whilst the general condition of most Council-operated car parks is fair, there are a number of locations that require improvements in order to provide a high quality, safe and secure environment. However, it is recognised that all car parks operated by the Council have been awarded the Safer Parking Award from the British Parking Association and Association of Chief Police Officers.
- 2.4.3 There are variances in occupancy levels between car parks; whilst a number of car parks currently operate close to or at capacity, others currently experience significant levels of spare capacity.
- 2.4.4 Projected future residential, employment and retail growth is likely to increase parking demand within Guildford.
- 2.4.5 Whilst this study primarily focuses on off-street parking provision, it is important that neither on-street nor off-street parking is considered in isolation. The interplay of on and off-street provision is an important consideration prior to any redevelopment of off-street car parks. The two forms of supply will inevitably interact and an overall reduction in off-street car parking provision may result in changes in behaviour for on-street car parking.
- 2.4.6 Given the location of Guildford and its role as a commuter location to and from London, it is important that an appropriate balance between short-stay and long-stay commuter parking is met, and changes to the number of short and long-stay car parks may be

appropriate. Park & Ride is a potentially appropriate location for long-stay commuter parking, allowing short-stay provision to be enhanced.

- 2.4.7 A Climate Emergency has been declared by the Council, with a commitment to become carbon-neutral by 2030. It is important that the Parking Strategy recognises this and provides objectives that accord with this commitment, such as promotion of active and sustainable travel modes and encouragement towards Park & Ride usage.
- 2.4.8 The convenient location of car parks has been identified by users as the most important factor when choosing where to park, with almost half of users stating that nothing would encourage them to drive less or park in a different location. This will influence the effectiveness of pricing strategy and the amendment of parking supply to modify behaviour.
- 2.4.9 As well as generating revenue for the Council through ticket sales, town centre off-street parking plays an important role in town centre vitality and retail spend. It is important that any changes to overall parking supply within Guildford reflects the value that parking can bring to the town centre.
- 2.4.10 The introduction of Pay on Exit payment systems, as utilised at Castle, Farnham Road, Tunsgate and York Road, may help encourage longer dwell times in car parks, which may also further increase basket spend. However, it is noted that geometric constraints within multi-storey car parks currently offering Pay & Display mean it may not be possible to install a Pay on Exit mechanism without significant layout changes and expenditure.
- 2.4.11 Appropriate provision for disabled blue badge parking is important, with the majority of Council-operated car parks incorporating such provision.
- 2.4.12 Improved wayfinding and signage infrastructure can help to improve navigation for visitors and help to identify the location of all car parks. The provision of real-time information, including the use of the GEOMii app and Pay by Phone technologies concerning parking availability with individual car parks can provide an enhanced user experience and minimise vehicle dwell times and potential congestion. Additionally, Variable Message Signs (VMS) enable drivers travelling into the town centre to make an informed decision about which car park to use. An agreement is in place with SCC to deliver improvements to this.
- 2.4.13 Effective enforcement can help to improve the efficiency and management of parking and minimises incidences of inappropriate parking.

## 2.5 SWOT Analysis

- 2.5.1 The overall strengths, weaknesses, opportunities and threats for parking in Guildford is summarised in [Figure 1](#) and has been used to inform the goals and objectives of the strategy.

Figure 1. Guildford Parking SWOT Analysis

STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> <li>- Current total supply sufficient for demand</li> <li>- Mix of different parking types</li> <li>- Distribution of car parks means generally possible to park near destination</li> <li>- Strong retail offer in Guildford and high average basket spend</li> <li>- All Council car parks have been awarded the Safer Parking Award</li> <li>- Park &amp; Ride services operate from four sites with potential for enhancement</li> <li>- Appropriate provision of disabled blue badge parking</li> <li>- Data collection / technology systems (e.g. GEMii) present a useful resource</li> </ul>	<ul style="list-style-type: none"> <li>- Some car parks of lower quality leading to under occupancy and require improvements</li> <li>- Back-office technology outdated in places and provides limited information (e.g. Pay on Exit systems)</li> <li>- Information provision for users currently lacking</li> <li>- Wayfinding and signage can be improved</li> <li>- Park &amp; Ride sites not operating to maximum efficiency</li> <li>- Lack of bus priority measures impact upon Park &amp; Ride service journey times</li> </ul>	<ul style="list-style-type: none"> <li>- Use of technology to improve management, enforcement and user behaviour</li> <li>- Scope to enhance GEMii platform</li> <li>- Parking management integrated with active travel and public transport promotion</li> <li>- Optimised parking provision to support business and retail growth</li> <li>- Improved wayfinding and more flexible payment methods to enhance customer experience</li> <li>- Flexible tariffs could be used to attract users to under-utilised car parks</li> <li>- Car parking in the town centre plays an important role supporting evening offer, retail spend and town centre vitality</li> </ul>	<ul style="list-style-type: none"> <li>- Projected future growth anticipated to increase parking demand</li> <li>- Reduction of off-street parking may lead to an increase in demand for on-street parking</li> <li>- Competing retail destinations (e.g. Woking, Kingston) may attract users from Guildford if parking offer not competitive</li> </ul>

## 2.6 Formulation of Strategy Objectives

2.6.1 Based on the key issues and opportunities identified and set out above, the following high-level aims have been identified to help form the basis of the final objectives of the parking strategy for Guildford. It is noted that the below aims are not listed in order of priority.

- **1- Quality, Safety & Security:** Ensure adequate quality, safety and security of all Council-operated car parks;
- **2- Ensure Balanced Duration of Stay:** Ensure adequate parking provision facilitates appropriate durations of stay, helping to retail, leisure and other town centre activities;

- **3- Balanced Supply for Local Needs:** Manage existing car parking supply of short- and long-stay provision to best meet the needs of the community for all purposes;
- **4- Minimise Traffic Impacts:** Minimise the impacts of traffic accessing car parks with promotion of the Council's "drive to, not through" approach and the provision of Park & Ride sites;
- **5- Future Demand Management:** Provide appropriate management solutions to help meet additional parking demand generated by projected future housing, employment and commercial growth, including through promotion of alternatives to private car use and vehicle travel into town centre, including Park & Ride, public transport, walking and cycling;
- **6- Disabled Parking:** Provide sufficient and appropriately located disabled car parking;
- **7- Climate Emergency:** Respond to the recently declared Climate Emergency with measures that seek to reduce emissions and enhance public and sustainable modes of transport;
- **8- Revenue Generation:** Ensure the revenue generated from parking meets required targets or not negatively impact upon town centre vitality;
- **9- Enforcement:** Ensure effective enforcement of parking measures, both on- and off-street, to maximise available supply and minimise traffic disruption and congestion on the local highway network; and
- **10- Communication:** Improve signage and wayfinding infrastructure and other communications to facilitate efficient movement of vehicles and pedestrians to and from car parking provision.

2.6.2 These objectives have been taken forward and act as the principles for developing and evaluating potential policy interventions and scheme measures that are set out within the Parking Strategy and Action Plan and detailed in the remaining sections of this report.

2.6.3 It is noted that there are a series of current and planned measures and works being implemented by the Council that relate to parking provision and management, which are set out in detail within this report. For completeness, a summary of these measures is set out below:

- Refurbishment and upgrade works at Leapale Road (planned for summer 2020);
- Changes to management of on-street electric vehicle parking bays;
- Development of a GEMii dashboard and enhancement to data recording;
- Increases to payment tariffs in four surface car parks (from April 2020);
- Review of current use and provision of disabled parking bays;
- Replacement of Pay on Exit equipment; and
- Upgrade works to VMS equipment, in partnership with Surrey County Council.

### 3. OPTION DEVELOPMENT

#### 3.1 Overview

3.1.1 This section sets out the potential options for the strategy and appraises them against the key issues and opportunities, as well as the overriding objectives. Options considered have been grouped under ten overriding themes:

- Off-Street Parking Provision;
- Technology;
- Wayfinding & Signage;
- On-Street Provision;
- Active Travel & Public Transport;
- Park & Ride;
- Accessibility;
- Enforcement; and
- Marketing & Communication.

#### 3.2 Off-Street Parking Provision

3.2.1 There are a number of measures and tools that can be used to either change the quality of parking provision or the overall quantity of supply. If employed in an appropriate manner, such measures help to provide off-street parking supply that is not only safe, secure and able to meet current parking demand, but that is also made resilient against anticipated employment and housing growth across Guildford and changes in travel patterns.

3.2.2 Currently, off-street provision provides a mixture of quality and quantity, and there is generally a high demand for both short- and long-stay parking across Guildford. However, as might be expected, parking demand tends to be higher in surface-level town centre car parks compared to multi-storey car parks.

3.2.3 Indeed, a number of multi-storeys including are currently underutilised. Leapale Road is underutilised due to its quality, which will be addressed as part of refurbishment works programmed to be undertaken in summer 2020. Despite being Pay on Exit car parks, the perceived remoteness of Farnham Road and York Road from the town centre may influence their utilisation.

##### Quality of Parking

3.2.4 As an umbrella strategy, the Council should seek to maintain high standards within all car parks, and implement improvements where necessary. It is recognised that all car parks operated by the Council have been awarded the Safer Parking Award from the British Parking Association and Association of Chief Police Officers.

3.2.5 This is aimed at reducing both crime and the fear of crime in parking facilities, and in meeting this standard it can subsequently help to improve the user experience and promote usage whilst potentially reducing short-term maintenance costs associated with



identified issues. The standard takes elements including lighting facilities, CCTV, management practice, access arrangements and signage provision into consideration.

- 3.2.6 The quality of off street car parks is generally good; however, it is considered that Leapale Road, Bedford Road MSCP and Guildford Park could benefit from improvement works. It is noted that the Council has committed to improving the condition and quality of Leapale Road, including enlarging the size of bays, provision of increased levels of disabled parking, and provision of widened spaces for Parent & Child use. Electric vehicle charging infrastructure will also be installed to allow the car park to operate as a hub for electric vehicle parking. The proposals aim to encourage drivers to use the car park in favour of nearby surface level car parks that currently operate close to capacity, and align with the objectives of and options set out within the strategy. It is noted that these improvements will reduce the overall capacity of the car park to approximately 300 spaces.
- 3.2.7 A high level of service should be maintained within all car parks, with appropriate and relevant maintenance budgets allocated to facilitate this.

#### **Future Parking Demand**

- 3.2.8 There is currently under-utilised provision in some car parks within Guildford, which allows for a level of growth. Projected future housing and employment growth within Guildford is anticipated to increase off-street parking demand, with this growth anticipated to tip demand for individual car parks over capacity. However, supply across Guildford as a whole would be expected to accommodate future growth, should no changes be made to current levels of parking provision.
- 3.2.9 This would however require a change in user behaviour by those who may currently have a preferred car park they use. Resulting congestion and lack of choice within some car parks could potentially deter trips to the town.
- 3.2.10 Two car parks - Bright Hill and Guildford Park - are currently identified as sites for residential or commercial redevelopment. Due to capacity reduction, these currently provide a combined total of just under 300 spaces for Pay & Display / Pay by Phone use, albeit when operating at fully capacity they provided over 500 spaces.
- 3.2.11 It is noted that the capacity of both Bright Hill and Guildford Park have been gradually reduced, from 118 to 93 and 398 to approximately 200 respectively, due to maintenance issues and construction works. This has helped to reduce the impact of immediate/complete removal of both car parks. Based on current levels of utilisation, it is considered that both car parks can be removed to facilitate development without the need to be re-provided to meet current parking demand. Demand derived from the closure of Bright Hill is likely to be displaced into nearby car parks, including Castle, and on-street Pay & Display parking (for stays with a shorter duration).
- 3.2.12 It is noted that the Solum development proposals incorporate the redevelopment and reprovision of the existing commuter car park at Guildford Station, including provision of an additional 50 spaces (alongside standalone residential parking). This can accommodate a proportion of vehicles displaced by the closure of Guildford Park, although this has potential implications in terms of revenue generation for the Council. It is anticipated that other displaced vehicles will re-route to use Farnham Road.

- 3.2.13 It is also recommended that a targeted marketing campaign is undertaken to encourage those currently using Guildford Park for long-stay commuting parking to utilise Park & Ride sites and travel to the station using associated bus services, as such long-stay parking within the town centre is not as beneficial from an economic perspective and town centre vitality during daytime hours. Due to the perceived distance and topography, there may be difficulties associated with effectively marketing Farnham Road as a town centre visitor car park.
- 3.2.14 However, the removal of car parking and associated displacement of users from these locations to other car parks would result in current overall parking demand approaching the 85% threshold used to determine high occupancy within off-street car parks. This would mean users are likely to have difficulty in finding a space, resulting in vehicles circulating around car parks.
- 3.2.15 Further loss of parking provision may result in increased displacement of visitors to competitor destinations such as Woking or Kingston, with consequent loss of revenue for business in Guildford and the Council.
- 3.2.16 An informed decision therefore needs to be made on the future provision of car parking and managing current demand to spread capacity. It is recommended that the impacts of, and suitability of closure of further car parks is assessed and confirmed both on an individual case-by-case basis and within the wider context, taking into consideration car park location, proximity to other parking opportunities, extent of parking provision to be removed and public transport accessibility. The phasing of future parking removal alongside an assessment regarding re-provision, or displacement will need careful consideration.
- 3.2.17 Furthermore, any decisions regarding changes to future parking supply need to be cognisant of the fact that the local highway network is reaching capacity in key places, and so may not be able to accommodate vehicular movements associated with new or compensatory parking provision.
- 3.2.18 Potential measures to manage parking demand vary depending on the overarching focus of the strategy. For example, should the Council seek to maximise provision in order to maintain town centre vitality and retail spend, this could encompass increasing parking provision through construction of new smaller car parks, a single large multi-storey, the extension of existing multi-storey car parks (such as York Road), or decking of current surface car parks (such as Millbrook) to provide multiple levels and increased capacity.
- 3.2.19 Alternatively, should the strategy look to align closer to sustainable travel priorities, displacement activity could be encouraged to push users towards use of Park & Ride provision and services, alongside the implementation of sustainable transport measures and promotions.
- 3.2.20 Alongside this, a change in user behaviour will be required from car park users in order to manage parking demand and shift users from car parks close to or at capacity to those under-utilised, including Park & Ride sites. This can be encouraged through a number of means, such as provision of signage and real-time occupancy information, marketing and promotional activity that promotes travel through sustainable means, and providing enhanced cycle parking within car parks.

- 3.2.21 Given the large number of parking bays located at Farnham Road and York Road, their current levels of utilisation (averaging between 60% and 80%) results in a considerable number of parking bays available for use; these can in part be used to ease pressure from other car parks operating close to or at capacity.
- 3.2.22 Car parking provision plays an important role in ensuring retail and commercial growth of the town centre. Provision and availability of parking is used as a parameter to monitor the vitality of town centre. It is clear that parking brings considerable value to the town centre, and this should be an important consideration in decisions relating to changes to overall parking supply within Guildford. Reducing the availability of parking may threaten town centre vitality and associated retail spend of visitors.
- 3.2.23 Car parks in Guildford generate £10m gross revenue and £6.5m net revenue per annum. Car parks identified as being at risk of closure could result in a reduction in income of approximately £2 million per annum, if spaces are not subject to re-provision. The intercept user survey undertaken during Stage 1 of the study identified that Guildford car park users spend up to 18 times as much when in the town centre than on the cost of parking itself; failure to provide convenient and easily accessible parking may result in a loss of visitors to competitor towns.

**Parking Classification, Tariffs & Duration of Stay**

- 3.2.24 A key factor in any changes to parking operations or supply is to ensure this does not negatively impact upon revenue generated by the Council’s parking stock. As would be expected, it is anticipated that a reduction in parking capacity within the town centre would negatively impact upon revenue generation. Increases to parking tariffs can mitigate against such revenue impacts.
- 3.2.25 It is noted that Council-operated off-street parking charges within Guildford are lower than Woking, one of Guildford’s main competitors as an attractor for retail demand, located approximately 9km to the north. Parking within the centre of Woking is charged at a higher rate of £1.50 per hour, compared to £1.30 per hour in the majority of Guildford car parks. Based on Pay & Display ticket sales in 2019, bringing parking charges in line with Woking could potentially generate an additional £800,000 per year. Increased in parking tariffs may also help to make other modes of transport more favourable for users.
- 3.2.26 Such increases are likely to be acceptable to the majority of parking users and would not be expected to act as a deterrent to visiting and parking in Guildford, particularly as tariffs have remained consistent in recent years. Furthermore, the intercept user survey undertaken during Phase 1 of the study revealed that cost of parking is not currently a major issue or barrier for car park users.
- 3.2.27 The Council will this year be introducing changes to pricing for long-stay users at Farnham Road, to encourage use of the car park by commuters, through the introduction of an early-bird discount (£7.20 for all day) for vehicles that arrive before 07:00. This discount is aimed at reducing vehicle movements to the car park during standard network peak periods.
- 3.2.28 A potential option to assess the receptiveness of changes to pricing structures in the most central car parks would be to undertake a trial within one car park and monitor before vs.

after usage to see if changes result in some users changing to other parks within the town centre. In April 2020, charges in four of the surface car parks (Bedford Road Surface, Commercial Road 2, Mary Road and Old Police Station) will be increased from £1.30 per hour to £1.50 per hour. This will provide an opportunity for the Council to measure the impact pricing has on user behaviour.

- 3.2.29 The majority of Council-operated car parks provide a similar pricing structure, with only six having tailored pricing.
- 3.2.30 Discounts in car parks in the town centre could be considered after a certain hour to boost the night time economy. A flat rate evening charge of £1.00 is applied after 18:00 in town centre car parks, helping to assist the night time economy. Users of electric vehicles are also offered a discount through a Green Parking Permit to park for free, or at a discounted rate in some car parks. Whilst such measure fits with the objectives of the Climate Emergency, it does not target particular user groups that contribute to retail spend and associated town centre vitality. The provision of discounts in parking charges for shoppers or a review of tariffs to encourage longer durations of stay could be considered as a means of increasing basket spend in Guildford. However, care should be taken not ensure that these parking facilities are not made more attractive for general long-stay parking.

#### **Payment Mechanisms**

- 3.2.31 All car parks within Guildford offer both Pay & Display and Pay by Phone (utilising the RingGo mobile app) payment mechanisms, with the exception of (Castle, Farnham Road, Tunsgate, York Road and Farnham Road), which operate a Pay on Foot system. It is noted that the proportion of payments made by phone has considerably increased year-on-year, and it is expected that this trend will continue; the share of payments made by phone increased by 10% between 2017/18 and 2018/19.
- 3.2.32 Pay on Exit facilities as currently utilised in four car parks provides users with greater flexibility in terms of removing the need to return to their car by a specific time, as is the case under the Pay & Display model, and can help increase dwell times (and associated basket spend) within the town centre. It is noted that the availability of Pay by Phone payment mechanisms within Pay & Display car parks allows users to extend their stays without returning to the car park, and therefore achieves the same goal.
- 3.2.33 Consideration of implementation of Pay on Exit facilities is recommended as a way to provide greater flexibility for users; this may result in longer car park stays and increased spend in the town centre. The introduction of ANPR technologies in car parks can support this.

#### **Managing Demand**

- 3.2.34 Moving towards a dynamic system with respect to how tariffs are set, or vary with standardised payment methods across all car parks could help manage demand through encouraging people to use a greater variety of car parks. Variation in price and the option for dynamic pricing should be maintained to promote use of car parks with spare levels of capacity in favour of those operating close to capacity.

3.2.35 Moving towards Pay on Exit may encourage users to stay longer in the town centre without the need to return to their car, although the need for the latter is already avoided through the availability and use of Pay by Phone technology within Pay & Display car parks. Pay on Exit systems can also help to reduce enforcement requirements. Further enhancements could be made in combination with the technological advances described above, allowing customers to easily access real-time occupancy levels, whilst the Council can use this technology to track parking usage and optimise enforcement.

#### **Season Tickets & Contract Parking**

3.2.36 The Council operates over 300 contract parking spaces within five car parks in Guildford. Contract parking offers an allocated space with a permit for exclusive use of that space. There is no specific eligibility criteria that needs to be met in order to apply for a contract parking space. A pro-rata fee is applied depending on when the space is taken.

3.2.37 Contract parking is currently provided Portsmouth Road, Robin Hood, and St Joseph's. Parking is also provided in Lawn Road and Millmead House for staff and visitors to the Council offices. Members of the public are able to park within these car parks at weekends on a Pay & Display / Pay by Phone basis.

3.2.38 The major benefit of contract parking is that it allows users to have guaranteed access to a specific parking space. In general, such spaces are most suitable for business users who may need to come and go throughout the day. However, it is noted that contract parking does not provide the most efficient use of space, as spaces can sit empty for large periods of time without other vehicles able to utilise them. This is a particular issue at Portsmouth Road and St Joseph's, where a large proportion of spaces are unoccupied during daytime hours (with average occupancy levels between 30% and 60%). Nevertheless, contract parking provides guaranteed revenue to the Council, and the premium rates charged give users of contract parking the peace of mind that a space will be available.

3.2.39 It is noted that the overall provision of contract parking within Guildford has been significantly reduced from approximately 600 spaces over the past five years. The reduction in number of contract parking spaces has been accompanied by an increase in the sale of season tickets. Season ticket parking is provided within four town centre car parks (Bedford Road MSCP, Farnham Road, Guildford Park and York Road), with season ticket holders able to utilise any bay within the car park they have purchased a season ticket for, but they do not have an allocated space.

3.2.40 The Council also offer Virtual Value Cards (VVCs) within its Pay on Exit car parks, which in addition to offering a discount to regular users, also ensure that they only pay for the parking that they use.

3.2.41 It is considered that there is scope for a further reduction in the number of contract parking spaces provided in Guildford, with such spaces used to increase short-stay parking opportunities, increased season ticket coverage or potentially support redevelopment for residential or commercial growth.

3.2.42 As of November 2019, there is season ticket availability in Farnham Road and York Road, whilst a waiting list is operational for Bedford Road MSCP. Due to redevelopment works currently taking place, season ticket holders at Guildford Park are required to utilise

Farnham Road; it is considered that this is a suitable permanent arrangement should Guildford Park be closed to facilitate development.

3.2.43 Changes to arrangements for use of season tickets could provide efficiencies in terms of parking demand, revenue generation and user behaviour; for example, provision of season tickets within car parks that are currently under-utilised, such as Leapale Road. This would also allow car parks within town centre locations to solely provide short-stay parking with a higher turnover.

**Off-Street Parking Provision Summary**

3.2.44 Potential options relating to the quantity and management of off-street parking provision are detailed in **Table 2**.

**Table 2. Off-Street Parking Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Upgrade Works to Leapale Road	Improve quality of Leapale Road car park, including provision of larger bays, disabled parking, EVCP infrastructure	Promote use and improve occupancy levels, reduce pressure on nearby surface car parks	Infrastructure, works design and installation, future maintenance costs	Improvements to bay sizes reduces overall car park capacity, requires associated marketing campaign to change user behaviour	1, 6
Bright Hill / Guildford Park Closure & Marketing Campaign	Targeted marketing to reduce impact of displacement associated with Bright Hill and Guildford Park closures	Reduce parking demand within town centre, encourage use of P&R sites, potential to reduce congestion in centre	Marketing materials, potential revenue losses from car park closures	Requires change in user behaviour, users may look to use privately operated station car park instead of Council-operated	4, 5, 10
Car Park Demand Forecast	Spreadsheet model to forecast future demand for car parks allowing testing of alternative scenarios and individual car park assessment	Forecast for need for future car parking and potential car park closures	Model build	Forecast only, degree of estimation inherent	2, 3, 4, 5
Season Ticket / Contract Parking Review	Review of volume of and tariffs for contract parking provision	Ensure that provision is appropriate to supply and maximises efficiency of use	Review	N/A	2, 3, 8



OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Review / Trial of Tariff Increases	Trial tariff increase in one car park and monitor usage to see if changes result users changing to other parks	Allows Council to better understand whether blanket tariff increase will be accepted by public	Signage, marketing information provision	May increase parking demand in other car parks or encourage users to visit competitor locations	5, 8
Strategic Variable Tariff Structure	Implement strategic variable tariff structure with standardised time periods for which charges are applied	Easier to understand for users and aids management of demand between car parks, potential to increase revenue	Implementation	Potential cost if reducing tariffs to increase visitor numbers	2, 3, 5, 8
Identify & Upgrade of Car Parks to Pay on Exit Systems	Move to Pay on Exit model for car parks where spatially feasible and longer dwell times are encouraged	Improve customer experience, encourage longer stays in town centre, reduce enforcement requirements	Infrastructure. Accompanying software / data systems	High cost	1, 2, 8, 9
Physical Upgrade Works	Improve aspects such as surface, marking, lighting and CCTV in lower quality car parks; introduce mitigations for aspects related to flooding	Improved customer experience, greater willingness to use under-utilised car parks instead of those at or close to capacity	Maintenance costs	Cost, especially for car parks that are earmarked for potential redevelopment	1, 6
Review of Pedestrian Accesses & Routes to Key Destinations	Review of pedestrian access and egress points at car parks and routes to key destinations to ensure high quality provision which is accessible to all	Improved customer experience, potential to increase occupancy of under-utilised car parks.	Infrastructure works	Potential high costs	1, 10
Provision of Additional Car Park(s) Outside	Provision of new car parks outside town centre to replace existing	Additional high quality parking supply	Capital infrastructure	High cost, promotes car use. Requires supporting behaviour change	1, 3, 4, 5

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Town Centre	town centre car parks of a lower quality			programme / incentives for users to park outside the town centre and high quality pedestrian routes on desire lines into the town centre	
Bicycle & Motorcycle Parking	Provision of additional bicycle and motorcycle parking	Enhanced supply for motorcycles and bicycles which is currently lacking	Installation costs, potential revenue decreases possible from loss of standard car parking	Cost, takes space from car parking	1, 3, 4, 7

### 3.3 Technology

3.3.1 There are a range of areas where existing technologies can be enhanced and utilised to improve the user experience of car parking in Guildford whilst simultaneously improving management and enforcement practices. It is important that the strategy allows for Guildford to maximise the potential for and take advantage of emerging and future technologies related to car parking.

#### Information Provision

3.3.2 Smart parking technology can be utilised to deliver fully integrated parking solutions through the use of real time parking information and wireless cloud-based technology.

3.3.3 GEMii is a platform that provides real time information on parking availability thanks to sensors located on the parking bays. The GEMii platform and associated app was launched in Guildford in December 2016. It has the potential to increase the ease of finding a space for drivers and help reduce congestion as vehicles circulate looking for parking opportunities.

3.3.4 GEMii sensors are installed in seven strategic car parks (Bedford Road, Castle, Farnham Road, G-Live, Leapale Road, Millbrook and York Road) alongside three Park & Ride sites (Artington, Merrow and Onslow) and a number of on-street locations.

3.3.5 The app also can benefit parking management, including the ability to easily access live parking occupancy data in real-time, and to determine trends in parking across time, which can be used to make informed decisions on issues such as tariff structures, time restrictions and potentially to inform the introduction of dynamic pricing.

3.3.6 It is noted that there are a currently series of limitations and constraints within the GEMii dataset that impact upon its reliability and robustness and result in potential inaccuracies in reported data. For off-street car parks (excluding P&R sites), 17,572 of 105,120 entries are blank, equating to 17% of all data missing. Notably, data is missing for the period



between Dec 2017 and Oct 2018 at Leapale Road and between Dec 2016 and Jan 2017 at Millbrook.

- 3.3.7 As part of this study, SYSTRA has highlighted where issues currently exist with the GEMii platform and reported data in order to allow issues to be addressed and the platform improved to provide maximum benefit to the Council. It is understood that the Council is currently working with GEMii to enhance the current dataset and sensor provision, as well as expand to a wider set of car parks. Furthermore, the Council is working with GEMii to develop a user-facing front end dashboard to provide easily accessible information to parking users.
- 3.3.8 The GEMii platform provides – and will continue to provide – an invaluable dataset to the Council, and its use should be promoted across all car parks.
- 3.3.9 Data regarding arrival / departure times and duration of stay collected through the GEMii platform can also be used for the purposes of enforcement, helping to identify hotspot areas for non-compliance (for example in car parks with restrictions on maximum permitted duration of stay), allowing Civil Enforcement Officers to be directed to locations and specific vehicles that have contravened restrictions.
- 3.3.10 For car park users, smart parking technology can facilitate the viewing of parking availability, booking a parking space in advance, thus removing the need to search, and paying for spaces via a smartphone application. Electric or disabled spaces can also be linked to specific users or vehicles, preventing non-compliant use.
- 3.3.11 The installation of GEMii sensors within all car parks should be considered to provide enhanced levels of information both for users and the Council. Sensors can also be used to collect important data on occupancy levels that can be used to make informed data-driven decisions regarding the potential closure, re-provision or expansion of specific car parks. Information from sensors can also be made available to parking users, helping to reduce time spent by users looking for a parking space, helping to improve car park efficiency.
- 3.3.12 Where smart parking technology is introduced in combination with enhanced data collection and improvements to back-office technology, this should be capable of integrating data from multiple sources and have the resilience to incorporate future developments such as vehicle to infrastructure connectivity and providing future accessibility for Connected and Autonomous Vehicles (CAVs).

### **Payment Technology**

- 3.3.13 It is noted that the RingGo Pay by Phone payment mechanism is currently offered and used in all Pay & Display car parks and on-street locations. Usage of the app has significantly increased year-on-year since its introduction, and the proportion of parking paid by this method has significantly increased in 2019. However, it is important to note that not all parking users have access to a smartphone and so alternative payment methods will still be required.
- 3.3.14 As previously detailed, Pay on Exit facilities are currently utilised in four car parks (Castle, Farnham Road, Tunsgate and York Road). However, it is noted that back-office systems

are approximately ten years old and provide limited information, with information not instantly available electronically.

3.3.15 Pay on Exit technology relying on ANPR cameras is the most efficient payment technology, in terms of user experience, management and enforcement. Such systems are currently being procured for the four existing Pay on Exit car parks and Onslow Park & Ride. Increased roll-out of such technology across all major car parks in Guilford would be a positive action; however, it is recognised that there are spatial constraints in some car parks that limit the ability to install Pay on Exit infrastructure.

**Technology Summary**

3.3.16 Improved wayfinding and signage infrastructure can help to improve navigation for visitors and help to identify the location of all car parks. The provision of real-time information, including through utilisation of the GEMii platform / app and development of an associated user-facing dashboard, concerning parking availability with individual car parks can provide an enhanced user experience and minimise vehicle dwell times and potential congestion. Additionally, VMS enables drivers travelling into the town centre to make an informed decision about which car park to use.

3.3.17 Potential technological options that could be introduced are detailed in [Table 3](#).

**Table 3. Technology Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Pay by Phone Expansion	Expansion of use of Pay by Phone systems to all car parks and on-street locations; potential to link to GEMii platform	Improves user experience; increased payment options; encourage longer dwell times where appropriate; reduce non-compliance with time limits	Signage installation, marketing costs, potential for increased enforcement in short-term	Not all parking users have access to smartphone	1, 2, 3, 5, 8, 9
GEMii Platform Enhancement	Improve GEMii platform and app to provide reliable information for all car parks and robust data for parking management; increase coverage of	Enhanced user experience, enabling journey planning in advance. Can contribute to reduced vehicle circulation, congestion.	Application development, management and licensing marketing costs; sensor installation; maintenance costs	Potential high cost of set up in all car parks; management and development costs; potential for data inaccuracies / sensor failure	1, 3, 4, 5, 7, 8, 10

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
	sensors to all car parks	Ties in with Climate Emergency priorities. Improved Parking Management System			
Parking Bay Sensors	Installation of additional sensors in car parks. Initial roll out at busiest locations	Real time occupancy data that allows information to be easily provided to users and Council, can help identify issues. Improves car park efficiency	Capital infrastructure; IT infrastructure; analysis and processing	High cost to install and maintain sensors in large number of spaces	1, 3, 4, 5, 9, 10
Pay on Exit / Car Park ANPR	Installation of ANPR / Pay on Exit at additional car parks	Promote longer stays in town centre, potentially increased retail / basket spend. Reduced incorrect payment for time parked. Allows enhancement to enforcement practices	Capital infrastructure	High cost per car park; spatial limitations restrict ability for installation in all car parks	1, 2, 4, 8, 9

3.3.18 All technology options set out above have the potential to support the goals of the strategy, particularly in terms of improving back-office data collection systems, which in turn can enhance management and enforcement practices. Alongside this, technological advancements can improve the customer experience and help manage parking demand such that existing supply can be used more efficiently.

### 3.4 Wayfinding & Signage

#### Information Provision

- 3.4.1 The provision of real-time occupancy signage along key routes into the town centre enables users to make an informed decision of where to park based on availability. It also provides the Council with an opportunity to direct users to under-utilised car parks, including Park & Ride sites, helping to promote and encourage the Council's "drive to, not through" approach for parking. It can also help to reduce journey times and the number of vehicles circulating on the local network looking for a space, providing benefits in terms of congestion and air quality, helping to meet the objectives of the Climate Emergency declared by the Council in July 2019.
- 3.4.2 The provision of good quality and easy-to-follow signage can play an important role for both local residents and visitors to a location. Signage identifying the locations of car parks is provided, although such signage is not easy to follow in all instances, including cases where signage is covered by foliage or moss.
- 3.4.3 Parking occupancy levels can be used to provide information through Variable Message Signs (VMS) as a way of directing users to car parks with under-utilised capacity. Such signs provide real-time occupancy displays on the current number of available spaces within car parks, enabling drivers travelling into the town centre to make an informed decision about which car park to use.
- 3.4.4 In Guildford, VMS are installed in a number of strategic locations, and are managed by Surrey County Council (SCC) with information fed from Guildford Borough Council's parking systems. However, it appears that there are ongoing maintenance issues with the VMS signs, which are over 15 years old, resulting in intermittent operation and information not provided for all car parks listed on all signs.
- 3.4.5 Improvements to the GEMii platform (see **Section 3.3**) can be tied with current and potentially expanded VMS coverage to provide real-time and reliable information regarding parking availability to drivers. There is also potential for the GEMii app to provide suggestions to users of alternative car parks that have capacity at that moment in time, helping to minimise vehicle journey lengths, and potentially reduce the number of vehicles passing through the town centre.
- 3.4.6 It is understood that an agreement is in place with SCC to deliver improvements to current wayfinding and signage provision.
- 3.4.7 Whilst a lack of wayfinding information and signage is not usually an issue for residents, improved wayfinding would make for an improved experience for visitors and help reduce unnecessary circulation within the town centre, including on the A3 and gyratory system, and help to promote the Council's "drive to, not through" approach. The nature of one-way and gyratory systems in general can be confusing for motorists who are not familiar with an area.
- 3.4.8 Pedestrian signage can be improved at access and egress points of car parks to improve user experience, particularly for visitors who do not visit often, or when there is bad weather. Enhancements could also help encourage greater use of locations subject to

lower levels of pedestrian footfall and more active travel in general. Increased awareness of pedestrian routes and travel times could encourage people to park further from their ultimate destination than at current, redistributing the use of car parks and reducing vehicle travel within the town centre.

3.4.9 Potential wayfinding options are set out in **Table 4** below.

**Table 4. Wayfinding Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Signage Installation on Key Routes	Install signposts listing car parks on key approach routes, detailing capacity and type (short/long stay). Where possible include VMS showing occupancy	Clarifies purpose of car parks and helps users make informed decision on where to park	Installation and maintenance costs	Require VMS to add significant value	1, 4, 7, 10
Wayfinding Review	Review existing car park wayfinding and identify locations where signposts are missing/required	Identification of locations where additional wayfinding required	Completion of review	N/A	4, 10
Upgrade Existing Variable Message Sign (VMS) Provision	Improve signs currently not functioning correctly, ensure clearly visible	Reduce unnecessary circulation and irritation for drivers, potential to tie with GEOMii and Pay on Exit systems to facilitate uniformed data provision	Sign upgrade costs, potential requirement for installation of sensors and ANPR	Requires live occupancy data; additional street clutter	4, 10
Increase VMS Provision	Display occupancy levels of car parks (where data available) strategic locations where signage is not currently installed	Reduce unnecessary circulation and irritation for drivers, potential to tie with GEOMii and Pay on Exit systems to facilitate uniformed data provision	VMS design and installation, installation of sensors and ANPR	Requires live occupancy data	4, 10

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Vehicle Directional Signposting	Installation of signposts within town directing drivers to specific car parks and key locations / attractions	Aid navigation for drivers, reducing circulation	Capital infrastructure	Dense street network may make legibility difficult. Additional street clutter	4, 10
Pedestrian Directional Signposting	Installation of pedestrian signposts at car park exits, showing map with walking time isochrones as well as directional arrows to key landmarks.	Aid navigation of pedestrians in general as well as car park users. Encourage active travel through increased awareness of travel times	Capital infrastructure	N/A	1, 4, 10
Provision of wayfinding information online/ via app	Develop an active travel map for those walking and cycling around the town centre, showing routes, estimated time it will take, links to public transport services.	Enhance pedestrian experience and promote more sustainable travel by making it easier for people to find their way around the town.	Development of the map, marketing to potential users	N/A	10

3.4.10 Through improvements in signage, better awareness and information for of all car parks can be supplied to the public, ensuring an improved journey experience for visitors. This in turn can potentially improve traffic circulation and reduce issues of congestion within the four towns. This can have further benefits in terms of easing congestion and improving air quality, which ties to the objectives of the Climate Emergency declared by the Council.

### 3.5 Active Travel & Public Transport

3.5.1 In July 2019, the Council declared a Climate Emergency. The objective of this declaration is to achieve zero net carbon emissions by 2030, the programme of investments focuses on a number of key areas, including transport.

3.5.2 Parking provision can play a key role in meeting the zero emissions objective. Currently the nature of parking provision is not linked to encouragement of either active travel or the use of public transport. However, the nature and cost of car parking could be used as an incentive to encourage mode shift away from the car for either part of, or whole journeys, particularly as high levels of development are both committed and proposed within the town centre.

- 3.5.3 Measures to enhance pedestrian wayfinding detailed above can help encourage people to park further from their destination and complete their journey on foot, as opposed to driving and parking within the immediate town centre. They may also encourage use of Park & Ride services or car parks which are not considered to be in convenient locations and are therefore currently under-utilised.
- 3.5.4 Guildford is served by a comprehensive series of bus services, providing regular connections through circular routes (starting and ending at the bus station) and to surrounding towns and villages including Aldershot and Woking. However, there are issues at present of buses getting stuck in traffic within and on approaches to the town centre, impacting journey times. The provision of a reliable and high quality bus network may encourage long-stay commuter parking to take place away from the centre. In addition, it could bring residents and employees from outer locations to the town centre and vice versa, potentially enhancing Park & Ride services (see **Section 3.6**).
- 3.5.5 This could actively encourage the displacement of vehicles to periphery locations outside of the town centre, helping to manage the impact of facilitated redevelopment within the town centre, whilst also providing benefits in terms of air quality and congestion.
- 3.5.6 Current provision of cycle parking in Guildford car parks is limited and increased space could be provided within car parks for cycle parking. It is noted that the Council is currently developing an electric bike hire scheme and spaces in two car parks (Millbrook and Millmead House) have been identified as being suitable.
- 3.5.7 Benefits of cycle parking provision in multi storey car parks is that they offer both increased security and shelter, whilst provision in town centre surface car parks tends to be closer to final destinations and therefore provide attractive locations for users to park bicycles. For example, Upper High Street is located in close proximity of the pedestrianised shopping area and so may be particularly attractive to users. However, it is recognised that some bicycle users tend to prefer parking within on-street locations, due to the ultimate convenience that these locations provide.
- 3.5.8 Potential active travel and public transport supporting options are described in **Table 5**.

**Table 5. Active & Public Transport Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Cycle Parking	Installation of cycle parking in car parks	Encourage cycle trips	Capital Infrastructure	Not sufficient alone to drive behaviour change; car parks may not provide most convenient locations for cyclists	4, 5, 7
Public Transport Improvements	Assess potential to provide enhanced public transport provision (bus, rail, P&R)	Promote modal shift, reduce congestion, air quality improvements	Infrastructure costs, requires agreement / input from multiple stakeholders	Not sufficient alone to influence behaviour change, supporting soft measures required	4, 5, 7

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Bus Priority Measures	Provision of dedicated lanes / infrastructure	Improve bus journey times to and within the town centre	Capital infrastructure, design and installation	Potential to worsen congestion of general traffic	4, 5, 7
Information Provision	Installation of informational mapping / signage providing walking and cycle isochrones and travel times	Promotion of active travel, reduce parking demand within town centre	Signage design and installation, supporting marketing programme	Requires changes to user behaviour and parking practices	4, 5, 7, 10
Workplace Parking Levy	Levy charged on all businesses per space of parking provided, with income used to fund active travel and public transport schemes	Deterrent to providing workplace parking, funding for alternative modes as funding is ring fenced to transport schemes	Design, consultation, implementation, management	Unlikely to be popular with businesses	3, 4, 5, 7, 8
Workplace Travel Plans	Development and implementation of workplace travel plans to guide how employees travel to work and on business trips	Encourage sustainable and active travel, reduce pressure on car parking	Engagement with businesses	N/A	4, 5, 7, 10
Guildford Travel & Parking app	Development of a travel app with walking and cycling maps to help promote active travel	Encourage uptake of sustainable travel, provision of real time information, scope to link to GEMii and RingGo apps	Implementation costs	Not accessible to people without a computer or smartphone	4, 5, 7, 10

3.5.9 The role of the strategy in supporting active travel and public transport use is a key goal, and ties to the objectives of the declared Climate Emergency. This suggests that all options that tie to this goal should form part of the strategy.

### 3.6 Park & Ride

3.6.1 Guildford currently has a network of four Park & Ride sites, which stand at the core of the “drive to, not through” approach the Council is developing to reduce congestion in the town centre. The aim of Park & Ride is to improve the access to Guildford town centre for



people that do not have access to public transport, at the same time trying to reduce the impact of car traffic into the town centre.

- 3.6.2 The four Park & Ride sites are located at Artington (742 spaces), Mellow (338 spaces), Onslow (550 spaces) and Spectrum (254 spaces, with over 1,000 spaces available at the neighbouring leisure complex). Park & Ride sites are located outside the town centre in “interceptor” locations along the strategic highway network.
- 3.6.3 As of January 2019, the bus fleet became electric as part of the Council’s aim to reduce emissions and associated pollution.
- 3.6.4 Data on passenger numbers and revenue from the service provider Stagecoach highlights the overall success of the Park & Ride scheme. However, it is noted that the cost of operating services is no longer covered by on-street revenue generation, and the Council has to sustain the costs. This reduces the chances of finding viable and self-sustaining additional capacity and limits the opportunity to extend service operational hours to include evenings and weekends.
- 3.6.5 Service usage data also demonstrates notable differences in uptake of bus services from the four sites. The number of users in Onslow is particularly low and there are concerns that employees and visitors to the Royal Surrey Hospital and Surrey Business Park may be using the car park to avoid parking charges elsewhere without paying for and using the bus services. It is recommended that an increase in monitoring and enforcement is undertaken to determine whether significant issues exist in terms of use of P&R parking opportunities by non-bus users from local workplaces. The ongoing Pay on Exit procurement as detailed in **Section 3.3** will result in the implementation of management measures at Onslow that are specifically aimed at preventing misuse.
- 3.6.6 There is potential to contract a proportion of spaces that are currently under-utilised, although this may involve issues in terms of leases and planning. The Council has identified that the facility at Artington has potential to be developed and shared with the bus company. This provides potential for additional revenue; however, there may be some planning issues. At present, weekend services operated from Spectrum operate at significant expense and are under-utilised. Removing these services could be an option for the Council to reduce operating costs, although may not be received positively by the public.
- 3.6.7 The provision of new Park & Ride sites may be considered to better serve those travelling from the south, such as development of a new site in Stonebridge. Similarly, facilities on the north and north-eastern corridors (such as Gosden Farm) could provide additional provision and be used to replace services that may be reduced or closed, such as Spectrum. Additional P&R sites also have the potential to accommodate parking demand associated with the anticipated housing development to be brought forward within Guildford, as well as parking that may be displaced should additional car parks within the town centre be brought forward for development in the future.
- 3.6.8 One of the main issues that make P&R unattractive is the absence of bus priority measures to allow a quicker journey by bus from the sites to the town centre compared to a journey by car. At the moment, travelling by bus takes the same time as travelling by car (if not

more), reducing the incentive for drivers of journey time savings to park outside the town centre.

3.6.9 Targeted and specific marketing campaigns can be implemented, focused at local residents, to promote the use of P&R services in favour of parking within the town centre.

3.6.10 Potential options to improve the Park & Ride offer in Guildford are identified in **Table 6** below.

**Table 6. Park & Ride Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Identify New Park & Ride Sites	Additional Park & Ride sites	Additional high quality parking supply, new P&R to the south, to the north and north-east and replacing Spectrum.	Capital Infrastructure	High cost, promotes car use. Requires supporting incentives for users and efficient bus service.	2, 3, 4
Bus Connections	Enhance frequency, reliability and operating times of bus routes serving the Park & Ride sites	Increased connectivity of the sites to the city centre	Capital Infrastructure	Cost	2, 3, 4, 5, 7
Bus Priority Measures	Implement bus priority measures along the corridor connecting the Park & Ride sites to the town centre.	Time saving compared to car journeys	Capital Infrastructure	Cost, need for road space.	4, 5, 7
Pricing	Review of P&R pricing system	Increase the convenience of the Park & Ride compared to on-street parking	Review	N/A	2, 5, 8
VMS Installation / Provision	Display occupancy levels of P&R sites (where data available) on entrance to P&R and in town.	Gives drivers real time information on parking availability at sites	Sign design and installation, installation of sensors and ANPR	Requires live occupancy data	4, 5, 7, 10
Provision of EV Charging Points	Provision of slow and rapid charging points to be used both by cars and buses.	Increase appeal of the Park & Ride site to electric vehicle owners.	Capital Infrastructure	High cost, grid requirements	5, 7



OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
P&R Marketing Campaign	Implement a targeted marketing campaign to promote a fare use of the Park & Ride	Increase visibility of P&R sites	Implementation	N/A	4, 5, 7, 10
Monitoring & Enforcement	Monitor Park & Ride use and enforce drivers parking without using the bus service	Reduce misuse and increase revenue	Implementation	Impact on those wishing to use the facility to Park & Walk or Park & Cycle	9

### 3.7 Future of Mobility

3.7.1 It can be expected that the nature of the ownership and use of vehicles will change significantly over the next ten years. In particular it is anticipated that the roles of electric vehicles, automated vehicles and ride sharing will expand. Parking provision will not only need to react to these changes, but can also help determine how they grow.

#### Electric Vehicles

3.7.2 With an increased focus on the Climate Emergency, the uptake of electric vehicles is expected to grow, therefore adequate Electric Vehicle Charging Point (EVCP) provision is needed to sustain increased usage. The availability of charging infrastructure can be a major limiting factor in the uptake of electric vehicles. It is noted that the Council’s proposals for the upgrade of Leapale Road incorporate the provision of electric vehicle charging infrastructure. In addition, there are proposals to introduce additional EVCPs across a wider number of car parks within Guildford, including the provision of two electric vehicle spaces at all Park & Ride sites, with further provision anticipated in the future.

3.7.3 In addition, it is proposed that changes will be made to the operation of on-street parking bays intended for use by electric vehicles, whereby use of these by electric vehicles will become enforceable rather than advisable, meaning non-electric vehicles will no longer be permitted to park in such bays.

3.7.4 The Council is also currently working in partnership with SCC, in the first instance, to provide approximately 20 additional EVCPs for on-street spaces.

#### Car Club

3.7.5 Car clubs offer an alternative to private car ownership and allow people to pay a subscription in order to be able to book and use a shared vehicle on a pay as you go basis. The cars are locally parked and can be booked online, over the phone or via a mobile app. Car club vehicles are parked in designated spaces ensuring that users can be guaranteed a space to return their vehicle to within the designated time slot. This allows distribution of car club vehicles to be maintained across locations.

- 3.7.6 SCC is currently working with Enterprise Car Club to expand the provision of car club vehicles in Surrey. There are currently 30 vehicles located within seven towns (Guildford, Woking, Leatherhead, Dorking, Redhill, Addlestone and Walton-on-Thames), with 12 vehicles provided within Guildford, five of which are electric. Usage data suggests that the car club vehicles are well utilised and operating close to capacity.
- 3.7.7 SCC is also working with Enterprise to expand the network of electric vehicle provision with a view to making 50% of available car club vehicles electric by 2025, in line with the requirements of the Surrey Electric Vehicle Strategy.
- 3.7.8 In Surrey, members pay an upfront joining fee of an hourly rental charge of around £4.50 - £5.50 per hour depending on the type of vehicle hired, plus a mileage charge of 21p per mile driven. For those who only need a car occasionally (not for everyday commuting) using a car club can provide significant savings compared to private car ownership. Car club vehicles can also be used by businesses to provide their employees with access to a pool of cars for business trips as an alternative to the use of personal vehicles.
- 3.7.9 Currently all Surrey residents are offered annual membership at a discounted rate (£10 instead of £60) and two hour driving credit for free when they join the scheme online, using a promotional code available on SCC’s website. The scheme is promoted on the website of every town where car club vehicles are provided, including Guildford.

**Ride & Lift Sharing**

- 3.7.10 Ride or lift sharing allows people to offer spaces in their vehicle for a specified trip, offering efficiencies in cost and traffic volumes. This can help to reduce both car ownership and the number unnecessary vehicle trips made, particularly in a workplace setting, where verifiable car sharing options are now readily available. Car parking policy can be utilised to encourage these activities.

**Connected Autonomous Vehicles**

- 3.7.11 Much uncertainty remains around the practicalities of Connected Autonomous Vehicles (CAVs), both legislatively and in terms of how they will work in complicated urban environments. However, it can be expected that they will become a form of transport supply in the future; therefore how CAVs are stored, fuelled and move around will be an issue to consider. Within these considerations, parking supply will be an important factor.
- 3.7.12 Potential future mobility options are described in **Table 7** below.

**Table 7. Future Mobility Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Provision of Electric Vehicle Charging Infrastructure	Increase current provision of EVCPs in on- and off-street locations	Provision of charging facilities for users, promotes uptake of	Capital infrastructure	Installation and management costs, potential additional street clutter	7

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
		electric vehicles			
On & Off-Street Electric Vehicle Charging Regulation	Introduction of regulation regarding use of EV-parking spaces, including potential for a requirement for vehicles to be charging whilst parked in such bays	Ensures that spaces equipped with EVCPs are not used by non-electric vehicles or solely for parking, enabling access specifically for charging use)	Consultation on regulations, marketing material, enforcement costs	Potential legal issues regarding enforceability	7
Additional Car Club Spaces / Vehicles	Increase current number of car club bays within Guildford, potentially both on- and off-street	Encourage scheme uptake, allow scheme growth, potential to reduce private car use	Installation and marketing costs, consultation, enforcement costs	Requires liaison and agreement with SCC and Enterprise. Experience also suggests that on-street locations are preferred by Car Club providers	7
Connected Autonomous Vehicle (CAV) Adaptations	Adapting car parks for use as parking for CAVs	Facilitate emergence of CAVs	Capital infrastructure, technological research	Highly unpredictable and emerging market	5

### 3.8 User Prioritisation

3.8.1 The prioritisation of parking provision amongst different users is an important policy tool where parking demand is high or supply is restricted; it is important to ensure a balance is struck that meets the parking demands of all users.

#### Accessible Parking

3.8.2 Provision of spaces for blue badge holders across Guildford is generally good with some provision in most car parks. As average population age increases, there may be greater demand for such spaces and a requirement to increase the number of accessible parking

spaces in the town centre close to amenities and services, along direct routes. Recent changes in the Blue Badge eligibility criteria may also increase demand for disabled spaces. Where possible, disabled parking bays should be located in central areas and in close proximity to major services and trip attractors.

- 3.8.3 To ensure that appropriate levels of disabled parking are provided, the Council is looking into undertaking a study of current usage of disabled parking provision, to determine whether current disabled parking supply meets demand and whether issues of non-compliance exist. The study incorporates the use of GEMii sensors in disabled bays in all town centre car parks, and allows the Council to make evidence-based decisions regarding increasing or potentially decreasing disabled parking provision. It is recommended that, in appropriate locations, the standard of 5% of overall provision should be targeted.
- 3.8.4 It is important to ensure that existing accessible spaces are indeed accessible and properly enforced such that they are used only by those who require them. A lack of provision of family and child parking may lead to certain car parks being undesirable for use by those with children in prams / buggies.
- 3.8.5 An overview of potential accessible parking options is set out in [Table 8](#).

**Table 8. User Prioritisation Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Accessible Parking Upgrades	Implement improvements for disabled users and parents with children, including provision of additional spaces and ensuring these are in optimum locations in relation to payment machines and access points. Ensure pedestrian accesses are also accessible	Improved experience of disabled users	Implementation	Reduction in availability of standard spaces. Enforcement requirements	1, 6
Review of Disabled Parking Provision	Review quantity and location of all disabled bays through GEMii sensors, identifying areas where they are lacking or existing provision is not sufficiently accessible	Ensure that provision is appropriate to needs	Commissioning and undertaking of review (£34,000 cost)	N/A	1, 6

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Modification of Disabled Bays	Based on output of review, modify bays to improve provision if required, including ensuring a minimum of 5% of provision is for disabled users	Improved provision for disabled access.	Consultation and implementation	Reduction in availability of standard spaces. Requires enforcement.	1, 6
Disabled Bay Enforcement	Enforcement to deter misuse of disabled bays to be a priority for CEOs	Ensures that disabled parking is available for appropriate users	Training	May restrict time available for enforcement of standard spaces	6, 9

3.8.6 Ensuring that parking provision is not discriminatory to people with disabilities should be a fundamental part of the strategy in line with legislation against discrimination. Therefore all options relating to this will be carried into the strategy.

3.8.7 Refurbishment works at Leapale Road, anticipated to commence in summer 2020, will create a facility with 'oversized' spaces, whereby a proportion of spaces are prioritised for Blue Badge holders, whilst others are made more easily accessible for use by families with children in prams / buggies.

### 3.9 Enforcement

3.9.1 The Council is responsible for the enforcement of parking regulations for both on- and off-street provision within Guildford. Route patrolling is designed to give the highest coverage to areas/hotspots of non-compliance and at times when most appropriate. At present, a range of enforcement practices are employed, including use of foot patrol officers and mobile patrols. There are currently 22 Civil Enforcement Officers covering on- and off-street parking.

3.9.2 Adopting approaches to improve enforcement will potentially have the twofold benefit of both ensuring that car parks are used as intended and increasing revenue generated through parking.

3.9.3 Many of the proposed technological options detailed in **Section 3.3** would be expected to benefit the enforcement regime, through increasing the efficiency of officers and making it easier to patrol car parks. For example, handheld devices with GPS technology embedded could be used to help accurately map where parking contraventions occur, enabling hotspots to be identified and enforcement targeted to specific locations.

3.9.4 **Table 9** overleaf sets out potential options for improved enforcement.

**Table 9. Enforcement Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Review Existing Enforcement Approach	Consider how technological improvements could support enforcement team	Basis for improving enforcement approach	Completion of review	N/A	9
Adoption of Improved Technology	Use of technological advancements to benefit enforcement regime and practices	Increase efficiency of officers and make patrolling car parks easier	IT infrastructure, processing and analysis costs. Marketing.	High cost of set up, on-going costs and knowledge requirements	9
Targeted Enforcement	Use review findings to target enforcement on hotspot areas of non-compliance	Improved Pay & Display compliance, potential increases in revenue generation from PCNs	Officer training	Unpopular with public	8, 9

3.9.5 Appropriate and effective enforcement practices can be developed through enhancements in technology and data collection, and can help to support a large number of the options set out in this strategy.

### 3.10 Marketing & Communication

3.10.1 Effective marketing and communication can help drive Travel Demand Management, encouraging people to make certain decisions. Information on parking provision is provided on the Council website, but there is not significant marketing beyond this. Reviewing how such information is provided and marketing approaches could help alter or reduce parking demand as well as improve user experience through providing information on payment methods or even real time occupancy.

3.10.2 There is potential to implement effective communication regarding car parks occupancy through the use of radio announcements, particularly during weekends. For example Eagle Radio, based in Guildford covering Surrey and NE Hampshire, provides frequent traffic updates and is popular among drivers in the area. Specific parking information can be included in travel updates provided regularly on the station.

3.10.3 Potential information and marketing approaches are outlined in [Table 10](#).



**Table 10. Marketing & Communication Strategy Options**

OPTION	DESCRIPTION	BENEFITS	COST	LIMITATIONS	OBJECTIVES MET
Review Marketing & Comms Strategy	Review what, how and where information is provided with respect to car parking	Basis for improving marketing and communications	Completion of review	N/A	5, 10
Improve Marketing & Comms Strategy	Implement improvements identified by review undertaken	Improve Travel Demand Management and user experience	Implementation	N/A	5, 10
Targeted Marketing Campaigns	Implementation of targeted marketing campaigns on specific elements, such as relocation of parking, rail travel (including SWR partnership), Park & Ride; targeted marketing to employment reduce parking requirements / to shoppers; and liaising with Experience Guildford (the BID).	Improve Travel Demand Management and user experience	Implementation	N/A	5, 10

## 4. STRATEGY ACTION PLAN

### 4.1 Context

4.1.1 It is clear from the evidence base collected that Guildford requires a progressive and consistent car parking strategy that manages and enhances existing provision, whilst taking advantage of existing and emerging technologies to maximise benefits for both users and parking management practices. It is important that the strategy is aligned with the Council's strategic priorities as far as possible to support environmental objectives and town centre vitality.

### 4.2 Strategy Principles

4.2.1 The previous chapter has set out a range of options for enhancing car parking provision and management in Guildford. However, a balance must be found to identify the options that best meet the overall strategy goals whilst also offering value for money and aligning with the Council's wider aims and objectives. It is noted that there are often competing demands in terms of implementing parking strategy measures. For example, measures that align to fully prioritise town centre vitality may contradict wider sustainability objectives, and vice versa.

4.2.2 For example, if a decision was made to fully focus on delivery of environmental and sustainability objectives, it is anticipated the strategy would prioritise measures that look to displace parking to outer locations, encourage modal shift, and promote the use of Park & Ride services. However, if absolute focus was made to ensure town centre vitality was maintained, the strategy would potential look towards a 'Predict & Provide' approach, whereby immediate re-provision of parking within the town centre as part of any new development coming forward is promoted.

4.2.3 It is important for a balance to be met between competing priorities, and this requires decision making at Council-level. Different short, medium and long-term measures would likely be taken forward depending on this prioritisation.

### 4.3 Strategy Scenarios & Action Plan

4.3.1 **Section 3** of this report presents a range of potential options incorporating a wide range of themes. This is intended to provide the Council with an informed evidence base to consider and choose options that are considered to be most appropriate to align with wider objectives and goals. In order to provide the Council with a suggestion of what options may be taken forward depending on the area of prioritisation decided on, this chapter provides a series of potential actions for the short, medium and long-term for three hypothetical scenarios:

- Climate Emergency;
- Balanced Approach; and
- Predict & Provide.

**Climate Emergency**

4.3.2 Under a Climate Emergency approach, priority would be given to measures that are most likely to deliver environmental and sustainability benefits. It is anticipated that this approach would prioritise measures that look to reduce overall parking demand, displace parking to outer locations, encourage modal shift, promote the use of public transport in favour of private car use and encourage uptake of Park & Ride services. Public transport investments would be prioritised over investments to expand the parking offer or to increase the quality of car parks. Parking capacity would likely be reduced over time, particularly within the town centre. Measures that seek to discourage car use, for example implementation of a Workplace Parking Levy could also be considered.

**Predict & Provide**

4.3.3 On the other hand, a Predict & Provide approach would seek to ensure that sufficient parking capacity is provided to accommodate future growth in demand. Measures aimed at increasing car park quality and ensuring that parking capacity is maintained would be prioritised. Additional parking provision would be considered, alongside re-provision of any parking removed to facilitate development. Parking policies and strategies would be developed to encourage trips to the town centre to sustain retail spend and town centre vitality.

**Balanced**

4.3.4 Taking a balanced approach would incorporate identification of measures that best meet overall strategy objectives without significantly impacting upon competing wider Council policies and aims. It would be expected that changes to parking supply would be assessed on a case-by-case assessment. It would incorporate some options that would be taken forward as part of a Climate Emergency, or Predict & Provide approach. It is likely that detailed traffic data collection and movement assessments may be required to ensure suitable balanced solutions can be delivered. Sustainable transport would be promoted but parking capacity safeguarded; however, the nature of this capacity may be changed (for example, promoting Park & Ride in favour of town centre provision).

**4.4 Action Plan**

4.4.1 **Table 11** provides an overview of possible strategy recommendations for the short, medium and long-term for the three hypothetical scenarios detailed above.

**Table 11. Strategy Action Plan**

	CLIMATE EMERGENCY	BALANCED APPROACH	PREDICT & PROVIDE
Short-Term	Improve GEOMii system; Improve payment technologies and back-office systems; Implementation of strategic tariffs; Assessment of balance between short- and long-stay parking and on- and off-street provision; Review of accessible parking provision; Review and develop marketing and communications with a focus on public transport and active travel;		

	CLIMATE EMERGENCY	BALANCED APPROACH	PREDICT & PROVIDE
	<p>Installation of cycle parking; Park &amp; Ride enforcement and investigation of further measures (operational hour extension, new sites, etc..).</p>		
Medium-Term	<p>Actively encourage parking displacement and reduce provision in town centre; No re-provision of removed parking to encourage modal shift; Enhance P&amp;R provision and attraction; Assessment of possible funding options for investments on public transport improvements; Implementation of Workplace Travel Plans and secure TP funding; Secure developer contributions towards public transport infrastructure (e.g. through S106); Cycle infrastructure improvements, including cycle parking; Increase electric vehicle charging infrastructure provision; Physical improvement to car parks; Enhance P&amp;R provision and attraction.</p>	<p>Incorporate a mix of <b>Climate Emergency</b> and <b>Predict &amp; Provide</b> measures; Individual / case by case assessment for changes to parking capacity or car park closures; Undertake further traffic survey / movement assessment; Promote sustainable travel whilst not losing significant parking provision; Enhance P&amp;R provision and attraction; Physical improvement to car parks.</p>	<p>Maintain current parking capacity levels; Ensure parking re-provision if car parks are closed to enable development to come forward; Potentially increase town centre parking supply to meet forecast future growth; Enhance P&amp;R provision and attraction; Physical improvement to car parks.</p>
Long-Term	<p>Assessment of potential to introduce a Low Emission Zone; Assessment of potential to introduce a Workplace Parking Levy; PT infrastructure investment (e.g. bus priority); Implementation of centralised parking management system; Adaptation for CAVs.</p>	<p>Incorporate a mix of <b>Climate Emergency</b> and <b>Predict &amp; Provide</b> measures; Implementation of centralised parking management system; Adaptation for CAVs.</p>	<p>Provision of additional parking supply to accommodate growth; Implementation of centralised parking management system; Adaptation for CAVs.</p>

## 4.5 Short-Term Measures (1-2 Years)

- 4.5.1 It is noted that nearly all short-term measures set out in [Table 11](#) would be applicable and likely taken forward as part of a Strategy Action Plan across all three option priorities considered. These include improvements to the GEOMii platform and app, enhancements to payment technologies, assessment of disabled parking provision and promotion of current Park & Ride services. Given this wide applicability, short-term measures detailed below have not been split between the three considered priorities.
- 4.5.2 In the short-term, it is considered that a key focus of the strategy should be on ensuring that parking technology and systems utilised for parking management operations are fit for purpose in order to provide reliable and robust real-time data both to parking users and the Council. Benefits to users will include increased ease of parking, while the Council will have access to a robust dataset, including availability in real-time, that can be used to provide an evidence base for informing the decision making process in the medium to long-term, such as closure of specific car parks, changes to tariff structures, dynamic pricing and modifications to time restrictions. Enhancement of the GEOMii platform should be the priority, but it is also important to update Pay on Exit technology systems, to provide reliable and integrated data regarding ticketing and revenue generation. It is noted that improvements to the GEOMii platform are currently being made.
- 4.5.3 Two car parks (Bright Hill and Guildford Park) are identified as sites to be brought forward for redevelopment in the short-term. Current utilisation levels across the town centre suggest that both car parks can be removed without the need to be re-provided to meet current parking demand.
- 4.5.4 Focused marketing that seeks to minimise the impact of parking displacement in case of closure of these car parks should be undertaken; for example, to encourage those currently using Guildford Park for long-stay commuting parking to utilise Farnham Road or Park & Ride sites (and travel to the station using associated bus services).
- 4.5.5 Other short-term actions include the promotion of car parks outside the town centre, including Park & Ride facilities. One of the current strengths of the parking provision in Guildford is the presence of capacity in Park & Ride sites that can in part be used to accommodate future demand and also support the Council's "drive to, not through" approach. Promotion of the use of alternative parking locations is an important action that should precede the removal of any significant levels of parking, such as Guildford Park, to minimise the impact of removal and encourage appropriate changes to user behaviour. If the use of alternative car parks does not meet increased demand, re-provision could be considered in the medium-term as part of the Balanced and the Predict & Provide approach.
- 4.5.6 Actions to improve the parking experience and parking management should be implemented together with actions aimed at promoting sustainable travel and to reduce pressure on parking. Short-term actions include improvements to cycle parking, provision of walking and cycling maps and assessment of potential improvements to bus services, especially for services that connect to Park & Ride sites. It is noted that these measures may be seen as being of less importance under the Predict & Provide approach.

### **Improve GEMii System**

- 4.5.7 The Parking Study has identified some limitations and constraints within current GEMii reporting that impacts upon the reliability and robustness of reported data. The Council should work alongside GEMii to enhance the current dataset and sensor provision, helping to reduce the percentage of missing data (from 17% at present) and fix errors with sensors.
- 4.5.8 It is understood that the Council is working with GEMii to develop a user-facing front end dashboard that will provide easily accessible and real-time information to parking users. This should be rolled out and promoted to car park users once identified data reliability issues have been addressed.
- 4.5.9 The installation of sensors in all car parks and the extensive roll out of GEMii is considered a key strategic action to prioritise in the short-term to improve the user experience, enhance parking management systems and provide a robust evidence base to inform medium to long-term measures and decisions.

### **Payment Technologies**

- 4.5.10 It is recommended that investment is made in newer machines and systems that provide an analytical back-office solution with API (Application Programming Interface) connectivity. There are currently issues with Pay on Exit systems and reporting in the four car parks where such systems operate. The Pay on Exit system is in the process of being retendered and replaced, with implementation anticipated in the latter part of 2020. This will satisfy this recommendation. It is important that any new systems introduced have the ability to integrate with the Council's existing back-office software and feed reported data into the centralised management system.
- 4.5.11 The potential for introduction of Pay on Exit using ANPR cameras in a larger number of car parks could be reassessed, although it is recognised that the spatial constraints may limit implementation in some car parks. Additionally, the introduction of more modern Pay & Display equipment both on- and off-street, combined with the expanded availability of Pay by Phone payment across all charged parking locations, will provide customers with a wide range of payment options.

### **Accessible Parking**

- 4.5.12 The Council is looking at undertaking a study to assess current disabled provision and demand using GEMii sensors, to understand if existing provision currently meets demand. Increasing levels of disabled parking provision may not be an efficient use of space if demand does not exist for such spaces. Providing a greater proportion of disabled spaces without a careful assessment of demand may result in a reduction in short-term parking and increase pressure on parking.

### **Wayfinding**

- 4.5.13 The current provision of wayfinding and signage is generally good in Guildford town centre, as is signage for Park & Ride sites outside the town centre. However, the ongoing maintenance issues with the Variable Message Signs, which often results in information not being provided for all the car parks listed on the signs, needs to be addressed. The

Council recognises the need for improvements to information and wayfinding provision, including through VMS enhancements, and has an agreement in place with SCC to deliver a series of improvements, using LEP funding. This should be followed through to ensure that all required fixes are made to current signage and infrastructure, alongside looking at enhancing provision in additional locations.

### **Enforcement**

- 4.5.14 Data collected through the enhanced GEMii platform and upgraded back-office systems could be used to identify hotspot areas of non-compliance within on- and off-street parking areas, such as parking within electric vehicle and disabled bays and in Pay & Display locations in the town centre, allowing targeted enforcement to ensure that spaces are used appropriately and safely, (such as use of short-stay parking bays to access shops and businesses). Targeted enforcement may also help to increase revenue generation for the Council through increased issuing of Penalty Charge Notices.
- 4.5.15 The introduction of Pay on Exit system using ANPR cameras has the potential to reduce demand on CEOs to check compliance within car parks, with barriers only opening to allow those recognised as having paid to pass. Pay on Exit also removes the risk of users overstaying purchased parking time as occurs through the Pay & Display model.
- 4.5.16 It is understood that issues currently exist around the use of Park & Ride parking by people that do not use bus services to the town centre, particularly at Onslow. The introduction of a barrier based Pay on Exit system at Onslow, with a prohibitive fee for non-bus-users, may help address this issue and ensure sufficient capacity is available for service users to meet both current and future demand.

### **Marketing & Communication**

- 4.5.17 Current communication with respect to parking is focused on the Council's website. The development of more dynamic tools for sharing information, including via a mobile app, can enhance the user experience and allow provision of items such as dynamic maps showing car park locations, a tool to calculate potential tariffs as well as links to online payment systems. This could also be used to distribute information about any changes made to parking provision or tariffs and real-time occupancy information.
- 4.5.18 In the first instance, it is considered important to focus marketing and communication activity on the promotion of use of car parks outside the town centre, including Park & Ride sites. This could include use of local radio stations to provide information on traffic, car parks and particular issues in real-time.

### **Cycle Parking**

- 4.5.19 Cycle parking provision is good in the town centre, and will be further improved through the introduction of the public electric bike share scheme. Nevertheless, provision of cycle parking within car parks may help to further the uptake of cycling for part of the journeys. To provide visible and easily accessible cycle parking, it is suggested that one vehicle parking space located in a well overlooked location, such as close to main access points or payment machines, in all surface-level car parks is considered for conversion to provide a line of Sheffield stands. Up to six Sheffield stands can fit in one parking space, allowing

twelve cycle spaces to be provided in lieu of a single car space. The usage of cycle parking should be monitored and should provision reach 80% capacity on a regular occurrence, additional car spaces should be converted.

### **Park & Ride**

- 4.5.20 Short-term measures to improve Park & Ride services and encourage usage could include targeted enforcement for not compliant vehicles (especially at Onslow) and targeted marketing campaigns to promote P&R uptake.
- 4.5.21 It is recommended that a business case is developed for extending P&R operational hours, for example to provide an evening and weekend service, to assess the potential for installing bus priority measures on routes to and from P&R sites to reduce journey times to and from the town centre and to investigate potential demand for additional P&R sites. Currently, the bus company that runs the Park & Ride services operates the Artington and Mellow routes on a commercial basis. There is likely to be an expectation that any extension to the services at these and any other Park & Ride sites also operate on a commercial basis.
- 4.5.22 A business case could include collection of qualitative data through targeted user intercept surveys to understand user behaviour and opinions, such as why people use, or choose not to use, current services. It is noted that, at present, GEMii sensors are installed in three of the four P&R sites. It is recommended that sensors are installed at the fourth site to facilitate an assessment of GEMii data against bus sales data to provide information regarding the extent to which P&R parking is used by non-bus users.

## **4.6 Medium-Term Measures (3-5 years)**

- 4.6.1 In the medium-term the focus for the strategy is likely to be on measures that seek to improve car park management and customer experience whilst addressing potential increasing demand for parking associated with new development, some of which may remove existing parking sites, and parking displaced through the removal of Bright Hill and Guildford Park.
- 4.6.2 Potential medium-term measures are discussed for the Climate Emergency and Predict & Provide scenarios in turn below. It is noted that the Balanced Approach scenario would incorporate a mix of options promoted from the two scenarios.

### **Climate Emergency Medium-Term Measures**

- 4.6.3 The medium-term focus of the strategy under the Climate Emergency approach would look to reduce car parking provision, particularly in the town centre, and seek to secure investment opportunities to improve public transport and active travel infrastructure.

### **Reduction of Parking Provision**

- 4.6.4 Under a Climate Emergency approach, it is expected that parking capacity lost through the closure of Bright Hill and Guildford Park, which have been identified as sites to be brought forward for development in the near future, would not be re-provided. Instead,



promotion of use of Park & Ride sites, particularly for long-stay commuter parking at Guildford Park, and promotion towards use of active and public transport modes would be favoured.

- 4.6.5 It would be expected that further reductions to parking levels, particularly within the town centre, would not be resisted under a Climate Emergency approach, as a means of reducing the number of vehicles travelling to and within the town centre, helping in turn to reduce congestion and vehicle emissions. However, this would need to be complemented by measures that incorporate improvements to public transport provision and measures to make Park & Ride services more appealing to parking users.

### **Electric Vehicle Infrastructure**

- 4.6.6 EVCPs are currently provided in four car parks (Bedford Road MSCP, G Live, Lawn Road and Millbrook), meaning publicly available charging facilities are limited. This could potentially be reducing the attractiveness of owning an electric vehicle in Guildford, or reducing the attractiveness of Guildford as a shopping or leisure destination for electric vehicle owners. It is noted that at least six EVCPs are planned to be installed as part of the refurbishment works of Leapale Road. There are also proposals for the provision of two electric vehicle spaces in each Park & Ride site, and to increase the number of such spaces within off-street car parks more widely.
- 4.6.7 Guildford's adopted standards for EVCPs provision as part of new development accords with national guidance; however, standards are not applied consistently. As electric vehicles are becoming increasingly affordable and concern with respect to climate change and air quality increases, it is important that infrastructure is in place to support increased uptake of electric vehicles.
- 4.6.8 Charging infrastructure will also be important for residents, particularly when people park on-street and do not have access to off-street parking at home. This will require the installation of on-street charging infrastructure. It is important that this is not done at the detriment of pedestrians, ensuring that infrastructure is incorporated within existing furniture such as lampposts or placed on the carriageway, and that measure are taken to prevent trailing cables across footways.
- 4.6.9 On-street charging options include standalone infrastructure, and alternative options such as charging via lampposts. SCC is in the process of running a 20-space on-street EVCP pilot in partnership with the Council, and this is expected to be the start of a more ambitious programme.

### **Workplace Travel Plans**

- 4.6.10 Workplace Travel Plans allow businesses to assess current travel patterns and behaviours of employees and identify strategies to help encourage more sustainable and active travel practices. They can also help to reduce parking pressure through encouraging employees to use measures such as car sharing for commuter trips and walking or cycling to local meetings.
- 4.6.11 The Council should encourage all commercial sites to develop Workplace Travel Plans, with all new commercial developments granted planning permission required via planning

condition or Section 106 agreement to prepare a Workplace Travel Plan. This should incorporate measures that explicitly seek to reduce parking demand, including use of Park & Ride services, verifiable car share schemes or sustainable modes of travel.

### Physical Improvements

- 4.6.12 Some car parks have elements in poor physical condition. Making improvements in these locations will help to make specific car parks more attractive to users, potentially enhancing the user experience and encouraging use in favour of on-street parking. A programme of upgrades to car parks could be implemented initially focusing on quick wins such as remarking spaces, resurfacing and upgrading unreliable payment machines. This could include resurfacing of Bedford Road Surface and remarking spaces in G Live, where markings are currently faded in places.

### Park & Ride

- 4.6.13 Following the business case developed within the short-term, the provision of new Park & Ride sites may have been determined as an appropriate approach to provide enhanced coverage (such as provision of a service to the north and north-eastern corridors at Gosden Farm).
- 4.6.14 It is anticipated that enhancements to Park & Ride would likely be promoted under a Climate Emergency approach to reduce parking demand within the town centre. However, it is important to recognise that Park & Ride services, whilst potentially helping to improve congestion and vehicle emissions within the town centre, in part redistribute traffic to fringe locations rather than reduce the number of vehicular trips made. As such, this should not be seen as the solution to all environmental concerns, and should not be promoted in isolation or at the expense of other sustainable travel modes. It is anticipated these measures (such as bus priority, cycle infrastructure improvements) would likely be brought forward in the long-term.

## Predict & Provide Medium-Term Measures

### Maintain Parking Capacity

- 4.6.15 Under a Predict & Provide approach, it would be important to ensure that levels of parking capacity are maintained, and potentially increased. Alongside any increases in overall parking supply, associated highway network works to increase capacity would also be required.
- 4.6.16 The removal of Bright Hill and Guildford Park is expected to result in overall parking demand approaching the 85% threshold that denotes high occupancy within off-street car parks. The phasing of future parking removal alongside an assessment regarding re-provision or displacement will need careful consideration. It is expected that any further parking stock removed beyond Bright Hill and Guildford Park will either require re-provision or a thorough approach to actively manage displacement to other locations, such as Park & Ride sites.
- 4.6.17 Before removing any car park, it is important to assess whether there is spare capacity available that can absorb displaced parking before confirming the requirement for re-

provision of parking elsewhere. As such, the impacts of, and suitability of closure of further car parks should be assessed not only on an individual case-by-case basis, but also within the wider context, taking into account the cumulative effect of the loss of parking. This should consider car park location, proximity to other parking opportunities, extent of parking provision to be removed and public transport accessibility.

- 4.6.18 Should re-provision be identified as necessary, potential options could include development of surface-level car parks, with parking re-provided as part of the scheme, the extension of existing multi-storey car parks (such as York Road), or decking of surface-level car parks to increase capacity (such as Millbrook, where a provisional sum of £2 million has been allocated to install decking in the future). However, the suitability of such proposals would need to be considered against relevant national and local policy including those related to flooding and heritage. These constraints may limit the ability to deliver these options on some car parks.
- 4.6.19 The reallocation of contract parking spaces which appear to be under-utilised may also enable new capacity to be provided without building new infrastructure. It is also important to encourage use of car parks with under-utilised capacity, such as Leapale Road.
- 4.6.20 TEMPro growth factors (from 2019 to 2034) have been applied to current parking occupancy figures to estimate the impact of anticipated residential development on future off-street parking demand within Guildford. This suggests that vehicular trips made to Guildford are anticipated to increase by 11% by 2034 (the period of the Local Plan).
- 4.6.21 A Predict & Provide approach may look to increase parking provision and associated highway network capacity within Guildford to ensure this predicted future demand can be accommodated without reaching thresholds for high parking occupancy. Whilst this may help to ensure retail spend or parking revenue generation is not negatively impacted upon, it would not align with the Strategic Theme of 'Climate Change and the Environment' set out in the Council's Corporate Plan.

#### **Physical Improvements**

- 4.6.22 Some car parks have elements in poor physical condition. Improving these will make them more attractive to users, improving their experience and encouraging use in favour of on-street car parking. A programme of upgrades to car parks could be implemented initially focusing on quick wins such as remarking spaces, resurfacing and upgrading unreliable payment machines. This could include resurfacing of Bedford Road Surface and remarking spaces in G Live, where markings are currently faded in places.

### **4.7 Long-Term Measures (5-10 Years)**

- 4.7.1 Potential long-term measures are discussed for the Climate Emergency and Predict & Provide scenarios in turn below. As with the medium-term measures, it is expected that a Balanced Approach would look to incorporate a range of options from these two scenarios.

## Climate Emergency Long-Term Measures

### Parking Management System

- 4.7.2 The current approach to parking management is fairly static, with tariffs reviewed annually and live data available on occupancy level and parking durations often unreliable. The improvements to GEMii, and the introduction of more modern Pay on Exit and Pay & Display equipment, combined with ANPR in more car parks will significantly increase the potential for implementing a more advanced parking management system.
- 4.7.3 The provision of sensors in all on and off-street spaces would allow an integrated and centralised system to be provided that improves the Council's ability to manage spaces. This can also help to enhance the user experience, for example through offering the opportunity for businesses or users to book spaces in advance as required. The ability to book spaces in advance may lead to a reduction in the overall demand for contract parking, as it removes the need to purchase a space for an entire year, which can often result in spaces being unoccupied for large periods of time. The Season Tickets already offered allow for the more flexible use of space. The Virtual Value Cards (VVCs) also provide flexibility, and a discount, for regular users within the Pay on Exit car parks, and ensures that they only pay for the parking they use.
- 4.7.4 The full roll out of GEMii sensors and provision of additional real-time information through ANPR and Pay on Exit systems would facilitate the introduction of a complete parking management system. Such a system could allow drivers to access live occupancy of car parks prior to travelling, book spaces in advance and calculate the costs for parking in specific locations. This information provision would also allow for the development of dynamic pricing for car parks, reacting to levels of demand and any TDM requirements associated to network events (Planned or unplanned) or e.g. provide a mechanism of control in areas experiencing higher pollution levels, whereby pricing could be used to dissuade use.

### Low Emission Zone

- 4.7.5 At present there is little to dissuade people from driving into the town centre. Parking is available and, despite not being free, paying for parking does not dissuade people to park in the town centre. Public transport does not compete with respect to journey times, meaning driving to the town centre remains the quickest and most convenient way for a number of users to travel.
- 4.7.6 Low Emission Zones (LEZs) are increasingly being considered as a way of improving air quality through dissuading the use of certain vehicle types. This can, in part, help to control traffic volumes in targeted areas. LEZs involve a fixed charge for certain types of vehicles entering town centres, with the level of charge relating to the volume of emissions produced by the vehicle.

- 4.7.7 The introduction of such a zone would offer a significant deterrent to people driving into the centre. To be successful it would need to be accompanied by investment in both public transport and active travel infrastructure to provide viable alternatives for users, which could be subsidised by the revenue accrued from the LEZ. Such a zone could cover the whole town centre, potentially covering the area bordered by Millbrook, Onslow Street, Sydenham Road and the A246.
- 4.7.8 The type of vehicle covered could vary, from targeting diesel and older petrol vehicles to a more radical approach that charges all but zero emission vehicles. Given the UK is targeting the end of sales of petrol and diesel vehicles by 2030, the latter would appear a reasonable proposition.

#### **Workplace Parking Levy**

- 4.7.9 Providing free parking for employees next to workplaces can incentivise employees to drive. This can have wider environmental disadvantages associated with vehicle emissions, congestion and impact on air quality and climate change. Local governments across the UK are therefore increasingly considering or implementing a Workplace Parking Levy (WPL) whereby employers become responsible for these costs.
- 4.7.10 The general model of a WPL is for a levy to be charged on each employer for every parking space provided to employees. This money can then be invested in public transport infrastructure or active travel in the local area to provide employees with viable travel alternatives in favour of driving and private car use.
- 4.7.11 Working towards implementation of a WPL in the long-term would potentially be beneficial in Guildford and for the Council. It would not prevent businesses who feel that providing parking provision is essential from doing so, but would help encourage employers to consider whether this was essential to their business operations. This could help reduce overall demand for long-term or contract parking provision in the town centre whilst also providing additional funds that can be invested in active travel or public transport infrastructure, for example for bus priority measures that, together with the WPL, can help in making Park & Ride more appealing and further reducing parking demand and traffic movements in the town centre.

#### **Park & Ride and Infrastructure Measures**

- 4.7.12 As noted in the medium-term actions, enhancements to Park & Ride would likely be promoted under a Climate Emergency approach as a way of reducing parking demand and associated congestion and vehicle emissions within the town centre.
- 4.7.13 As previously detailed, Park & Ride should not be promoted in isolation or at the expense of other sustainable travel modes. Supporting transport infrastructure to reduce P&R bus journey times (such as bus priority measures) would likely be required to ensure it is seen as a viable transport mode for those who would usually drive and park in the town centre. It is anticipated these would be brought forward in the long-term, and could be funded through a range of means, including S106 development contributions secured through S106 agreements and funding generated through the introduction of a Workplace Parking Levy.

### Adaptation for Connected Autonomous Vehicles

4.7.14 There is uncertainty around the practicalities of and demand for CAVs, both in terms of legislation and how they will work in urban environments. However, it can be expected that CAVs will become part of the transport supply in the long-term future, and it is therefore recommended that the Council is mindful of the potential implications CAVs may have on parking supply when greater clarity emerges regarding how they will operate, be fuelled and stored. It is anticipated that long-term decisions regarding new development or major structural changes to existing car parks will need to consider the latest trends with respect to CAVs and how these may need to be accommodated within future parking provision.

### Predict & Provide Long-Term Measures

4.7.15 In the long-term the need exists for supply to match the demand for car parking, such that a lack of supply does not discourage people from coming into Guildford. However, this does not necessarily mean simply continuing to increase supply, as this would be costly, increase traffic in the town centre and not align with climate change, active travel and air quality priorities of the Council. Optimising available supply with strategic additions where required should therefore be the long-term aim under a Predict & Provide approach, including harnessing technological solutions where possible.

4.7.16 Parking Management System and Connected Autonomous Vehicles measures detailed under the Climate Emergency approach would be broadly applicable as part of a Predict & Provide approach. On the other hand, measures that seek to discourage car use and reduce parking demand, such as the implementation of a Low Emission Zone or a Workplace Parking Levy would not be taken forward.

### Additional Supply

4.7.17 Through developing the analysis of data that would be collected as part of the short-term strategy, a strong understanding should be gained of the volume of parking required to cater for future demand and new development, and whether increases (or decreases) are recommended. This should be balanced against active and sustainable travel measures that seek to reduce car usage and resultant parking demand.

4.7.18 Whilst some additional space could potentially be made by conversion of contract parking spaces (such as at Portsmouth Road), this is not a long-term solution. There is likely therefore to be a case for additional parking provision and the evidence base collected as part of the short-term strategy measures will help inform the business case and decision making process for this.

4.7.19 In line with the Council’s “drive to, not through” approach that seeks to avoid unnecessary trips through the town centre, it is recommended that any new parking provision is located at the edge of the town centre and be made accessible by reliable public transport services, with a particular focus on additional Park & Ride sites, to reduce the number of private vehicles travelling into the town centre. For example, there may be potential to provide a new P&R to the south of the town centre at Stonebridge, to cater for vehicles coming from the south, and other facilities along the north and north-eastern corridors

(such as Gosden Farm). Identifying strategically located off-street sites at the edge of town for new parking provision is likely to serve visitors better than a single new multi-storey car park and will also involve spread investment.

#### **4.8 Next Steps**

4.8.1 It is recommended that an internal session is held by the Council to run through the scenarios set out within the Strategy Report, to enable an informed internal agreement to be made regarding potential options to be taken forward.

4.8.2 Following this, further testing and scenario modelling can be undertaken to provide a more detailed review and assessment of particular scenarios. This could include incorporating parking occupancy figures and re-running demand forecasts to assess the potential impacts of options on future parking demand.

Agenda item number: 6  
Appendix 2

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The SYSTRA logo is rendered in a bold, red, sans-serif font. The letters are thick and blocky, with a slight shadow or depth to them, giving it a three-dimensional appearance. The 'S' and 'Y' are particularly prominent.



Executive Report

Ward(s) affected: All

Report of Director of Strategic Services

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Date: 26 May 2020

## Statement of Community Involvement

### Executive Summary

A Statement of Community Involvement document sets out how we consult, engage and communicate with the public and statutory consultees on planning matters. Officers have reviewed the existing SCI in light of the recent impact that COVID-19 has had on the Council's ability to conduct consultation, as well as new legal requirements and current planning processes. As a result of this review, an updated Statement of Community Involvement (SCI) 2020 has been produced (see Appendix 1 of this report).

The updated SCI includes proposed changes to the requirement to make documents available for inspection at the Council offices at Local Plan regulation 18 stage (in line with the requirements of the Town and Country (Local Planning) (England) Regulations 2012 as amended); updates regarding the Council's role in relation to Neighbourhood Planning (to reflect the support now offered in this regard); updates in relation to planning pre-application consultation and definitions (as per legislative or factual changes); updates reflecting planning processes that have evolved within the Council (such as changes to the scheme of delegations and altered processes for press notices) and further minor improvements and updated references.

### Recommendation to Executive

- (1) That the Executive resolves that the Statement of Community Involvement (2020) as set out at Appendix 1 to this report be adopted.
- (2) That the Planning Policy Manager be authorised to make such minor alterations to improve the clarity of the document as he may determine in consultation with the Lead Councillor.

### Reasons for Recommendation:

Under the legislative requirements the Council is required to review the SCI every five years from the date of its adoption. This review has been undertaken and has led to certain updates being proposed. It is considered important to have an up to date, adopted SCI which sets out

how the Council will consult, engage and communicate with the public and statutory consultees on planning matters. An up to date SCI, aligned to planning processes is also important to minimise the risk of legal challenge. Furthermore, adopting the SCI will enable the Council to commence the public consultation on the draft Local Plan Development Management Policies in line with the Council resolution on 5<sup>th</sup> May 2020.

**Is the report (or part of it) exempt from publication? No**

**1. Purpose of Report**

- 1.1 The report seeks the adoption of the SCI (included at Appendix 1 of this report), which sets out how we consult, engage and communicate with the public and statutory consultees on planning matters.

**2. Strategic Priorities**

- 2.1 Having an up to date SCI is a statutory requirement and will help the Council meet its strategic priorities. It will guide the Council as we consult, engage and communicate with the public and statutory consultees on planning matters.

**3. Background**

- 3.1 The SCI is a document which sets out how we involve the community and other interested individuals and groups as we prepare planning policies and guidance, and when we consider planning applications in Guildford borough. It explains how our community can get involved in the planning process.
- 3.2 The Planning and Compulsory Purchase Act 2004 (Section 18) (as amended by the Planning Act 2008 and the Localism Act in 2011) requires all Councils to produce an SCI. We are legally obliged to undertake planning consultations in accordance with it.
- 3.3 The Community Involvement in Planning (the title used by the Council for its SCI) was adopted in June 2013. Since that time, we have published a factual update note highlighting the impact of new legislation on the SCI and an updated version was prepared for adoption in February 2020. Legal advice has confirmed that the SCI should rightly proceed to Executive for adoption.

**4. The need to review and update the SCI**

- 4.1 The need to review and update the SCI stems from immediate issues relating to the planned regulation 18 consultation on the Local Plan Development Management Policies (LPDMP) as well as a more general requirement to review the SCI in line with new legislation and guidance. These are addressed below.

Ensure that LPDMP consultation proceeds in line with the SCI

- 4.2 The Local Planning Authority (LPA) must comply with their SCI when preparing Local Development Documents (LDDs), including Development Plan Documents (DPDs). In this regard, the planned regulation 18 consultation on the LPDMP, approved by the Council on 5<sup>th</sup> May 2020, needs to comply with what is set out in the SCI.
- 4.2 Currently the SCI requires at regulation 18 stage of the local plan making process that documents 'must be made available for inspection' at the Council offices and libraries, in addition to being made available on the Council's website.
- 4.3 In light of the impact of COVID-19 on the operation of the Council's Offices and the libraries, it is not possible to comply with the current SCI in this regard. There is, however, no legal requirement to make documents available for inspection at the Council's offices at Local Plan regulation 18 consultation stage<sup>1</sup>.
- 4.4 Furthermore, recent updates to the Planning Practice Guidance<sup>2</sup> indicate that where any of the policies in the Statement of Community Involvement cannot be complied with due to current guidance to help combat the spread of coronavirus (COVID-19), the LPA is encouraged to undertake an immediate review and update the policies where necessary so that plan-making can continue.
- 4.4 In light of the above, a review has been undertaken. It is proposed that the SCI is amended to align with the legislation and remove the requirement for documents to be made available at the Council offices at this stage of the plan making process (see Appendix B at page 36 of the SCI). The requirement to make documents available in this manner at later stages in the Local Plan process (e.g. regulation 19 stage) is retained in line with current legislative requirements.
- 4.5 However, the updated SCI retains the range of other means available to the Council to ensure effective consultation on Local Plans, including at regulation 18 stage. A number of these are being employed during the LPDMP consultation as indicated in the report to the Council on 5<sup>th</sup> May 2020.

Fulfilling the general requirement to review and update the SCI

- 4.6 Further to the above, the SCI has also been reviewed more broadly in line with legislation and updated Planning Practice Guidance. As a result of the review, the SCI was updated and, in general, is not considered to be significantly altered from the Community Involvement in Planning document (2013). Key updates described below have been undertaken largely in relation to where new

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<sup>1</sup> See the Town and Country Planning (Local Planning) (England) Regulations 2012, Regulation 18.

<sup>2</sup> Planning Practice Guidance Paragraph: 077 Reference ID: 61-077-201200513

legislation has been issued, practices have evolved or wording needs updating and refreshing.

## **5. Key updates to the Statement of Community Involvement**

### Changes due to the impact of COVID-19 on public consultation on planning matters

- 5.1 Several updates to the SCI are in light of the impact of COVID-19 on public consultation on planning matters. The key change with regard to Local Plan consultation has been covered under section 4 of this report (relating to regulation 18 stage). Outside of this change, additional flexibility has been built into the SCI to respond to legislation if it were to change in the future, but as it stands, the Local Plan and supplementary planning documents would still need to be made available for inspection at the Council's offices and in most cases libraries (see appendix B of the draft SCI).
- 5.2 When the Council's offices are unavoidably closed with no opportunities for the public to access hard copies of the consultation documents, the SCI already includes a range of other means of community engagement (see column 'what we may do' in Appendix B of the SCI). Consideration of these options provides an opportunity to mitigate any impacts that may occur in these circumstances. It remains within the gift of the decision-maker to resolve on whether to proceed to consultation at a particular point in time.

### Other updates resulting from legal, guidance and process changes

- 5.4 Since the 2013 Community Involvement in Planning was adopted, there have been several legislative, guidance and process changes that are reflected in the SCI.
- 5.5 For instance, in relation to Neighbourhood Planning, the SCI now sets out the Council's role in relation to Neighbourhood Planning (see section 1.5 of the SCI) and includes neighbourhood forums as part of the list of specific consultation bodies. This aligns with the Neighbourhood Planning Act, 2017 and Regulations, 2018.
- 5.6 In relation to planning pre-applications and definitions as per legislative or factual changes, certain updates have been included such as:
- a. Further information on the pre-application consultation required to be undertaken by developers (in line with Planning Practice Guidance);
  - b. Removing reference to large scale major developments over 200 homes as this distinction between major developments is no longer used by the Government (see the Government's Housing Statistics and English Housing Survey glossary).
- 5.7 In line with planning processes that have evolved within the Council, the SCI now includes updates regarding:
- a. Circumstances when planning applications will be determined at Planning Committee (in line with the Council's delegations)

- b. Processes for site and press notices for planning applications (in line with current practice)
  - c. Emailing rather than posting planning decision letters (in line with current practice)
  - c. Including a reference to the Enforcement Team (as recommended in the Planning Enforcement Review)
  - d. Including reference to the consultation processes for certificates of lawful development and prior approval applications (in line with current practice)
- 5.8 The SCI also includes a range of further minor improvements and updated references including:
- a. Updating bodies' names such as Highways England and Historic England
  - b. Adding further text on general consultation bodies
  - c. Adding reference to recent legislation such as the Data Protection Act 2018
  - d. Improving some glossary definitions
  - e. Editorial and further minor changes such as updating hyperlinks, contact details such as addresses or phone numbers and the document title from Community Involvement in Planning to Statement of Community Involvement, to reflect how the document is referred to in legislation.

## **6. Consultations**

- 6.1 In producing this draft document, the Planning Policy team has worked with members of the Development Management team in seeking to understand updates that have happened since the 2013 version was published. These discussions have resulted in changes to the document.
- 6.2 The updated SCI has been shared with the Leader and Portfolio holder. The Planning Practice Guidance<sup>3</sup> reflects that 'there is no requirement for local planning authorities to consult when reviewing and updating their Statement of Community Involvement.'

## **7. Key Risks**

- 7.1 It is important to have an up to date SCI as it sets out how we consult, engage and communicate with the public and statutory consultees on planning matters.
- 7.2 Having an up to date and adopted SCI that accords with legislative requirements, reduces the risk of challenge in relation to the Council's planning processes such as the preparation of a Local Plan. Not adopting the SCI will result in the Regulation 18 consultation on the LPDMP being delayed. Any further delay to the consultation is likely to result in a delay to the overall timetable for the production and adoption of the LPDMP as currently estimated in the Local Development Scheme (LDS) – also being considered at this meeting of the Executive.

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<sup>3</sup> Planning Practice Guidance Paragraph: 078 Reference ID: 61-078-201200513

## **8. Financial Implications**

- 8.1 The financial implications to the Council of the changes to the document are considered to be minimal.

## **9. Legal Implications**

- 9.1 The Planning and Compulsory Purchase Act 2004 and the Town & Country Planning (Local Planning) (England) Regulations 2012 ('the Regulations') as amended place a legal requirement on Councils to have an adopted SCI.
- 9.2 Under Regulation 10A of the Regulations local planning authorities must review local plans, and Statements of Community Involvement at least once every 5 years from their adoption date to ensure that policies remain relevant and effectively address the needs of the local community. This is re-iterated in Planning Practice Guidance.
- 9.3 This report seeks approval from the Executive to adopt the SCI. Adoption of SCIs is not provided for in the Local Authorities (Functions and Responsibilities) (England) Regulations 2000. As the Regulations are silent as to whether adoption of SCIs is an Executive function or a matter for full Council, the provisions of the Local Government Act 2000 (LGA 2000), s9D apply. The effect of s9D(2) of the LGA 2000, is that adoption of the SCI is an Executive function.
- 9.4 The preparation of the SCI has been subject to an Equalities Impact Assessment screening to highlight potential differential impacts on certain groups with protected characteristics (see Equality and Diversity Implications section below). Accordingly and in line with the outcomes of the EqIA screening, it is considered that in adopting the SCI, the Council will be acting in accordance with the public sector equality duty contained in section 149 of the Equality Act 2010.
- 9.5 The decision on adoption will be subject to the Scrutiny call-in procedures and, as such, will not be implemented prior to the expiry of 5 clear working days.

## **10. Human Resource Implications**

- 10.1 The SCI has been produced in house and drafted by officers. There are no Human Resource implications considered relevant to the adoption of the SCI.

## **11. Equality and Diversity Implications**

- 11.1 All public authorities are required by the Equality Act 2010 to specifically consider the likely impact of their policy, procedure or practice on certain groups in the society.
- 11.2 It is our responsibility to ensure that our policies, procedures and service delivery do not discriminate, including indirectly, on any sector of society. Council policies, procedures and service delivery may have differential impacts on certain groups with protected characteristics, and these will be highlighted in the Equalities Impact Assessment (EqIA) screening. Likely differential impacts must be highlighted, and described, as some may be positive. Where likely significant

adverse differential impacts are identified, consideration should be given to opportunities to reduce or mitigate this through a full equalities impact assessment.

- 11.3 An EqlA screening was carried out for the updated SCI (see Appendix 2). It is not considered necessary to carry out a full EqlA. This document will be published on the Council's web site alongside the SCI. Accordingly, it is considered that in approving this report, the Council will be acting in accordance with the public sector equality duty contained in section 149 of the Equality Act 2010.

## **12. Climate Change/Sustainability Implications**

- 12.1 The adoption of the SCI is not regarded to have any significant climate change implications. Electronic means of communication on planning consultations is supported whilst balancing this with the requirements of legislation and the need to promote equity in opportunity to access consultation material.

## **13. Summary of Options**

- 13.1 The Executive may adopt the SCI with or without amendment. Alternatively, the Executive may decide to not adopt it. The immediate risk of not adopting the SCI is that proceeding with the consultation on the regulation 18 LPDMP could not be undertaken in line with the Council decision of 5<sup>th</sup> May 2020 and the Council would not have an up to date SCI that aligns with current processes being undertaken in light of the Covid 19 pandemic.

## **14. Conclusion**

- 13.1 As a matter of good governance, the SCI should be updated to accommodate the suggested changes. In particular, it is important to set out how we will publicise planning policy documents for consultation purposes during circumstances such as the current COVID-19 pandemic. Approval is therefore sought for the updated SCI.

## **15. Background Papers**

None.

## **16. Appendices**

Appendix 1: Statement of Community Involvement 2020  
Appendix 2: SCI Equalities Impact Assessment Screening

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# Guildford borough Statement of community involvement

Local Development Document



May 2020

### **Alternative formats**

If you would like a summary of the Statement of community involvement in planning document in a different format such as large print please let us know by calling us at Planning Policy on 01483 444471 or email us at [planningpolicy@guildford.gov.uk](mailto:planningpolicy@guildford.gov.uk)

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# 1 Introduction

## 1.1 Planning affects all of us

- 1.1.1 Planning shapes the environment that we live in, where we live, work, shop and play. Planning decisions determine where new homes, offices, shops and leisure facilities go and what happens to our countryside, open spaces and historic environment.

### Did you know...

The Council has a duty to involve you. You have the right to be heard. This document is a legal requirement of Section 18 of the Planning and Compulsory Purchase Act 2004 (as amended by the Planning Act in 2008 and the Localism Act in 2011) and it sets out how and when we will involve and consult with you on planning matters.

- 1.1.2 For many people planning is something they only get involved with when a development directly affects them, and this can sometimes be too late to really influence the process. You can be involved in how our borough develops from the early stages of local planning policy formulation to the end stage of commenting on planning applications. This document sets out how.

## 1.2 Your thoughts matter

- 1.2.1 What you think matters; we will try to reflect this in the documents we produce and the decisions we make. Whilst there will not always be a consensus of views, we will always listen to what you have to say.
- 1.2.2 We are working within a framework and must follow guidance set by others, for example, planning law and Government guidance. There are certain things we can't influence or change, and we will let you know when this is the case.

### Note

This document reflects the current planning situation but we recognise that Acts and regulations may well change. We will consult in line with new legislation and update this document to reflect this. See [www.legislation.gov.uk](http://www.legislation.gov.uk) for the latest information.

## **1.3 Purpose of this document**

1.3.1 The purpose of this document is:

- to clearly set out how and when you can get involved
- to include a brief explanation about how planning works and what you can expect when you get involved
- to provide a baseline against which all planning consultation can be measured

## **1.4 The planning system**

1.4.1 The planning system in England is plan-led. This involves preparing local plans that give firm guidance on what can be built and where. The Planning and Compulsory Purchase Act 2004 (and amendments in subsequent Acts) requires all councils to produce a Local Plan. The Local Plan sets out the policies that will guide the determination of planning applications.

1.4.2 The Council is also proactive in the management of its conservation areas, heritage and in implementing environmental improvements. This includes landscape planning and improvements, undertaking conservation area appraisals and improving the appearance of our local environment. When things don't go to plan, the enforcement team can investigate alleged breaches of planning control and take steps to resolve identified breaches.

**Planning policy**

The Planning policies within the Local Plan guide the borough’s future development and take into account local, regional and national issues. It must be prepared in accordance with national policy and guidance.

This includes developing policies for the historic environment, green spaces and allocating sites to meet identified needs for new homes, employment and other needs. They also need to consider how changes will be delivered and monitored.

The Local Plan provides the main planning policy for the borough.

**Planning applications**

In addition to the preparation of plans, the planning system also deals with development decisions.

Development management prescribes the way that the Council deals with planning applications. This is where specific, detailed decisions are made about what happens to a piece of land or a building.

Most new buildings or major changes to buildings require planning consent.

## 1.5 Neighbourhood planning

- 1.5.1 Each neighbourhood is unique and has its own individuality that makes up its local character. As well as getting involved in Local Plan policy formation or planning decisions you can also get involved more locally. Parish councils and some community groups can get involved in community led planning. You can find out more from Surrey Community Action<sup>1</sup>(<https://www.surreyca.org.uk/>).
- 1.5.2 New statutory legislation and guidance on neighbourhood plans was introduced in the Localism Act 2011. A neighbourhood plan is produced by a parish council or, in non-parished areas, by a body designated as a neighbourhood forum. It must be in general conformity with the strategic policies of the existing development plan for the local area, have regard to national policy and be compatible with European Union regulations and human rights regulations. Alternatively, a community may wish to produce a neighbourhood development order or a community right to build order. Further information is available on our website at <https://www.guildford.gov.uk/neighbourhoodplanning>. We will give advice and/or assistance to neighbourhood forums or Parish Councils undertaking a neighbourhood plan in Guildford borough as follows:

The Council will designate a planning policy officer to act as the first point of contact between neighbourhood planning groups and the Council.

- The Council will provide appropriate technical advice and assistance to neighbourhood planning groups to facilitate the preparation of a Neighbourhood Development Plan.
  - Assistance will not extend to financial aid. Direct financial aid for neighbourhood planning groups is provided by the government which can be spent on professional planning consultant support.
- 1.5.3 Neighbourhood forums are steering groups facilitating the development of neighbourhood plans and do not play any role in making day-to-day planning decisions. They have the right to respond during public consultations and can be added to the recipients of a 'weekly list of planning applications' if they wish to be kept abreast of developments across the borough. The same rights apply to all other people and organisations.



## 2 Planning policy

### 2.1 The Local Plan

- 2.1.1 The Local Plan is central to delivering Guildford’s vision for the future. It sets out how the borough will grow and develop over the next 15 years. It includes the vision, objectives, strategy for growth, site allocations and detailed development management policies (Development Plan Documents). Other Local Development Documents are Supplementary Planning Documents, the Statement of Community Involvement and the Annual Monitoring Report.

#### Types of Local Development Documents

##### Local Development Documents include:

##### 1. Development Plan Documents (DPD):

These are formal plans for the development management and use of land or site allocation. They are subject to rigorous procedures including public consultation and an independent examination by a Planning Inspector. They also require a [Sustainability Appraisal \(SA\)](#) – an assessment of the economic, social and environmental impacts of a plan and its policies.

- **Local Plan Strategy and Sites Document** - the Local Plan Strategy is the main, over-arching, strategic framework for Guildford borough that sets out where and when different areas of the borough are likely to change in the future and how this will happen. It makes planned decisions about the future use of land in the borough.
- **Local Plan Development Management Policies Document** - Contains detailed development management policies to guide development and assess planning applications in the borough.

##### 2. Other Local Development Documents:

- **Supplementary Planning Documents (SPD's)** - these provide further planning guidance and details in addition to the Development Plan Document

policies. They do not create policy but may be guides for design, sustainability, infrastructure and conservation and are useful tools when designing or considering planning proposals. These documents are consulted on and adopted by the Council.

- **Statement of Community Involvement** - this document, which sets out how we will consult on planning applications, local development documents and other planning policy documents.
- **Annual Monitoring Report (MR)** - provides a yearly update on the progress of the Local Plan and the implementation of planning policies. It is published at the end of each year.

#### Top tip

The [Local Development Scheme](#) sets out the timetable and processes for the Local Plan. Have a look at the latest copy at <https://www.guildford.gov.uk/lds> so you know what is happening and when.

## 2.2 What we have to do by law

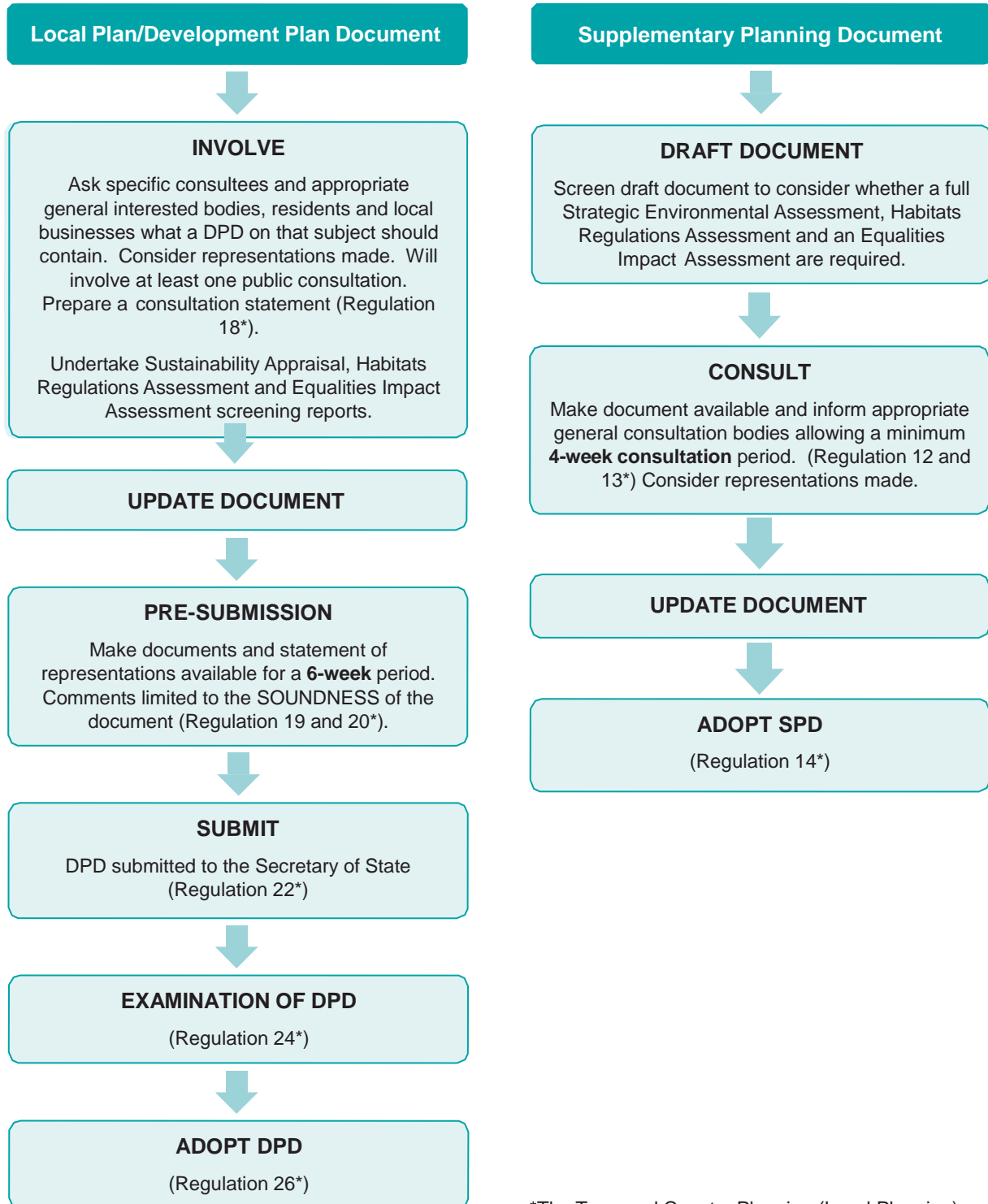
- 2.2.1 We must follow the law, relevant planning regulations and guidance set out in this planning document when preparing development plan documents. In order for development plans to be found sound (approved) by a Planning Inspector all development plan documents must be legally and procedurally compliant, positively prepared, justified, effective and consistent with [national policy](#)<sup>1</sup>.
- 2.2.2 Specific consultation requirements are set out in The Town and Country Planning (Local Planning) (England) Regulations 2012. A summary of the minimum requirements for development plan documents and supplementary planning documents is set out in the following table. Please note that different procedures apply to the local development scheme, annual monitoring report and the statement of community involvement document as shown in Appendix B.
- 2.2.3 The Community Infrastructure Levy is a standardised, non-negotiable, local levy that is placed on new development for the purpose of helping to raise funds to support the delivery of the infrastructure that is required as a result of new development. A Community Infrastructure Levy Charging Schedule sets out the level of charge the Council will require for every additional square metre of new development. Regulations<sup>2</sup> require local authorities to undertake a clearly defined procedure prior to adopting a Community Infrastructure Levy Charging Schedule, and the Council will follow these, and any subsequent regulations.

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<sup>1</sup> National Planning Policy Framework 2019 paragraph 35.

<sup>2</sup> Regulation 15 and 16 of the Community Infrastructure Regulations 2010 (as amended) (updated by The Community Infrastructure Levy (Amendment) (England) (No. 2) Regulations 2019).

### Steps in producing some Local Development Documents



\*The Town and Country Planning (Local Planning) (England) Regulations 2012

- 2.2.4 The Council's aims for community engagement in planning are that involvement should be appropriate and proportionate to the planning issues, transparent, accessible and well planned. As well as using specific methods of engagement during a formal consultation process, we will also keep you posted on planning issues through updates on our website.

## 2.3 Who are we involving?

- 2.3.1 Planning regulations<sup>3</sup> set out minimum requirements for consulting on Local Development Documents. The regulations require councils to consult several organisations, called **specific consultation bodies**, when preparing Local Development Documents (the Local Development Scheme, Statement of Community Involvement and Annual Monitoring Report are not included). These organisations are mostly strategic bodies, neighbouring councils, and service suppliers such as gas and water companies. They are listed in Appendix A. The regulations also require the Council to consult with **general consultation bodies** (e.g. voluntary bodies, religious groups, groups that represent minorities and businesses etc). These are also listed in Appendix A.
- 2.3.2 The Council want to involve and hear from as many sections of the community as possible in the preparation of planning policies and guidance in the borough. However, we also want to keep the consultation proportionate to the scale of the issues being addressed. The Council has an extensive list of stakeholders - all the organisations, businesses, consultancies, landowners, community groups and individuals - that it consults. This information is held on a stakeholder database. The following list sets out the types of groups and organisations on the stakeholder database and is not definitive.

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<sup>3</sup> The Town and Country Planning (Local Planning) (England) Regulations 2012

- Members of Parliament
- Parish councils and resident associations
- Non-statutory local stakeholders, civic societies
- Relevant community groups and organisations
- Working groups and partnerships
- Voluntary bodies
- Landowners
- Developers, house builders and representative organisations
- Registered providers of social housing
- Interest groups and societies
- Religious groups
- Disabled groups
- Youth and older persons organisations
- Seldom heard groups

2.3.3 The Localism Act 2011 has introduced a requirement called duty to co-operate. This duty requires local planning authorities, county councils and a prescribed body or person to co-operate and engage constructively with each other when preparing local or development plan documents or working on strategic matters having a significant impact on at least two planning areas (councils). Further details and definitions are in **Appendix A**.

2.3.4 The stakeholder database also includes various other groups, organisations and individuals who have asked to be kept informed of the Local Plan process. We will carefully consider who to consult and when. This database is continually updated, and we are mindful of our responsibilities in relation to the Data Protection Act 2018.

### **Did you know?**

Anyone can register their interest and be added to the stakeholder database by contacting the Planning Policy team on 01483 444471 or email [planningpolicy@guildford.gov.uk](mailto:planningpolicy@guildford.gov.uk).

If there are any changes to your contact details please inform the Planning Policy team.

## **2.4 Including everyone**

- 2.4.1 The Council aims to involve the widest possible cross-section of the community in order to get a balance of views. Many people may not belong to any of the groups and organisations already identified, but we would like to hear from you. In particular, the Council is keen to involve under-represented groups of people, often referred to as hard to reach, hard to hear or seldom heard groups. We will look at different ways to engage with different sections of the community to encourage everyone to have their say. If you would like a document available in a different format (e.g. Braille, audiotape, large print, colour of font or page or a different language) please let us know and we will try to help.

### **Top tip**

Documents, and their supporting [evidence base](https://www.guildford.gov.uk/newlocalplan/evidencebase), are available to view for free on the Council's website (<https://www.guildford.gov.uk/newlocalplan/evidencebase>) and/or at the Council's offices at Millmead House, Millmead, Guildford. Some documents are also available to view in local libraries.

Documents are available on request in hardcopy, although Planning Services is committed to using material wisely to protect the environment and minimise costs. Consequently, we will charge for paper documents.

## 2.5 When you'll be involved

2.5.1 The following table gives an idea of who will be involved and when, although its flexible and certain groups will be targeted according to the subject matter of the document.

Consultation body	Development Plan Documents	Supplementary Planning Documents
Specific consultation bodies <sup>4</sup>	Yes	Recommended
General consultation bodies	Yes	Recommended
General public	Recommended	Recommended
Business community	Yes	Recommended
Councillors and parish councils	Yes	Yes
Conservation groups	Recommended	Recommended
Development professionals	Recommended	Recommended
Housing associations	Recommended	Recommended

<sup>4</sup> Specific consultation bodies are defined in Appendix A.



## 2.6 How you'll be involved

- 2.6.1 There are many different ways that we can engage with you. We will tailor the engagement undertaken to the document being produced and the stage of its development. Early stage involvement helps the Council to consider how issues affect people and may include targeted emails, meetings or workshops. A draft document will then be written building upon feedback received.
- 2.6.2 As a minimum for all public consultation on a draft document we will normally email or write to the relevant consultees on our stakeholder database, issue press releases, and post notices on our website. For development plan documents we will sometimes hold exhibitions or drop-in sessions. Documents will be available to view on our website, at the Council's main office and in most cases at local libraries (unless the Council offices and local libraries are closed due to unavoidable circumstances and Government legislation does not require otherwise). Full details are set out in **Appendix B**.

## 2.7 Making decisions

- 2.7.1 The information used to inform decisions within planning policy is called an evidence base. Consultation and individual comments are only part of the information used to make decisions. In addition, there is a range of research and information collected from a variety of sources including advice from experts in relevant fields. The diagram below shows the range of information that needs to be considered to make an informed decision. This often requires understanding and weighing up conflicting opinions and advice.
- 2.7.2 All of this information forms part of the evidence base and should be made public so that everyone has a chance to see what information there is and how it is being used to influence a decision. This includes the Council's response to the key issues raised.

**Factors informing planning policy decision making:**



## 2.8 Feedback

- 2.8.1 We will read all engagement and consultation responses. Where we can act on suggestions, within reason we will do so.
- 2.8.2 Where possible we will keep those who have responded informed of subsequent consultations, provided we have their written consent (in accordance with the Data Protection Act 2018).
- 2.8.3 After a formal consultation we will summarise the comments received and our response to them in a consultation statement that will be made available on our website. Following questionnaires, workshops and other forms of engagement we will make the findings available on our website.
- 2.8.4 Consultation feedback will normally be considered by councillors of the Local Plan Panel and at the Executive committee before a decision is made by Full Council on the adoption or submission of a local development document to the Secretary of State. There may be the opportunity for members of the public to speak at committee (<https://www.guildford.gov.uk/planningdecisions>). These may be virtual committee meetings, using methods such as video conferencing or live webcasting.
- 2.8.5 When submitting a development plan document (DPD) to the Secretary of State for examination we will include a statement setting out who, how and when we invited bodies and people to make representations on the draft document, a summary of the main issues raised and how they have been taken into account. We will also say how many representations were made on the proposed submission document (regulation 22 of the Town and Country Planning (Local Planning) (England) Regulations 2012).
- 2.8.6 For supplementary planning documents (SPD) we will normally produce an initial consultation statement setting out how we have engaged with interested people in the preparation of a draft SPD. After the formal consultation period and before adopting an SPD we will produce a statement setting out who, how and when we invited bodies and people to make representations on the document and publish a summary of the main representation issues and how those issues have been addressed, where possible ([regulation 12 of the Town and Country Planning \(Local Planning\) \(England\) \(Amendment\) Regulations 2012](#)).

## 3 Planning applications

### 3.1 Planning application consultation

- 3.1.1 The Council prepares plans but also implements the plans and their policies through the planning decisions it makes. This is known as development management. Through development management the Council deals with applications for planning permission. This is where specific, detailed decisions are made about what happens to a piece of land or a building. Most new buildings or major changes to land or existing buildings require planning permission.
- 3.1.2 Guildford Borough Council's development management team is responsible for making decisions on most of the development proposals within the borough. These can range from new shops and offices to a simple house extension. However, it does not include mineral or highway projects which are determined by Surrey County Council. Guildford Borough Council also determines its own applications (for example, development on council owned land) and applications affecting historic areas such as conservation areas. These need to follow special procedures, but the consultation process is the same as for other applications.

## The consultation process

### DEVELOPERS PRE- APPLICATION CONSULTATION

#### For major planning applications

- Developer agrees engagement process with Planning Services.
- Developer consults with relevant communities, organisations and council representatives.
- Developer produces a statement on the engagement done, the issues raised and how those issues have been considered in the final application.
- Application is validated by Planning Services and recorded on the public planning register.

### APPLICATION CONSULTATION

#### For all planning applications

- Publicise the planning application (website, letters, or site notice for specific applications).
- 21 days for you to make comments.
- The Council examines all material considerations and comments made.
- The majority of planning decisions are made by the Planning Development Manager or Principal Planner. However, in certain circumstances applications can be referred to planning committee where there are specific rules around public speaking.

### DECISION MADE

#### Requirement for all planning applications

- The decision notice is issued to the applicant or their agent and entered on the planning register and available to view on the Guildford Borough Council website.

### 3 Planning applications

- 3.1.3 There are two distinct stages for community involvement in planning applications:
1. **Pre-application consultation:** this is consultation run by a developer prior to putting in a formal planning application.
  2. **Application consultation:** once a planning application has been submitted the council is responsible for carrying out consultation through statutory publicity and notification.

#### Top Tip

For all planning applications, large or small, we'd suggest talking to your neighbours about your plans before formally submitting a planning application.

## 3.2 Pre-application consultation (by developers)

- 3.2.1 Pre-application engagement with the community is encouraged where it will add value to the process and the outcome<sup>5</sup>. Early engagement on general principles with the local community and relevant organisations and groups, before submitting a planning application, benefits local communities, as well as helping applicants who should see faster and more informed consideration of their proposals if they address issues early on. The more people participate early on, the more likely they are to understand and be supportive of a development.
- 3.2.2 Developers proposing to make an application for planning permission for the development of any land in England that is of a description specified in a development order are legally obliged to consult the local community<sup>6</sup> and any specified persons; they need to have regard to comments received before submitting their planning application. It is mandatory to carry out pre-application consultation with the local community for planning applications for wind turbine development involving more than 2 turbines or where the hub height of any turbine exceeds 15 metres.

<sup>5</sup> Planning practice guidance <https://www.gov.uk/guidance/before-submitting-an-application>

<sup>6</sup> Localism Act 2011 Part 6 Chapter 4 Section 122: 'bring the proposed application to the attention of a majority of the persons who live at, or otherwise occupy, premises in the vicinity of the land.' [www.legislation.gov.uk/ukpga/2011/20/part/6/chapter/4](http://www.legislation.gov.uk/ukpga/2011/20/part/6/chapter/4)

- 3.2.3 In particular, the development management team expects developers to:
- set clear objectives and agree the consultation approach with the development management team
  - inform people and ward councillors about the details and scope of the scheme and be clear what can be influenced by making comments
  - present proposals for larger schemes to members of the Council
  - consider how to involve seldom heard groups and groups that will particularly be affected by the changes
  - clearly show changes made as a result of comments based on sound planning reasons
  - submit a statement outlining the community engagement that has been carried out with the planning application - stating the methods used, who was consulted and how matters raised have been addressed in the development proposal - to enable the process and outcomes to be validated
  - give consideration as to how the community will be kept up to date on the progress of larger developments delivered over a longer time period and who they can contact with queries. This could include a dedicated website and updates via email.
- 3.2.4 Pre-application discussions and meetings can take place between applicants and the Council. The Council charges a fee for pre-application advice. Further details can be viewed on our website at <https://www.guildford.gov.uk/preapplicationadvice>
- 3.2.5 For large developments the Council and developers can also sign up to a [planning performance agreement \(PPA\)](#)<sup>8</sup>. A PPA provides a structure and key milestones for the planning stages of a development.
- 3.2.6 The applicant will need to manage pre-application engagement to ensure that the development management team remain impartial. [Councillors](#)<sup>9</sup> will also have to be careful about expressing opinions during the pre-application process although they can attend discussions, seek clarification and ask questions about a proposal.

#### Note

For nationally significant infrastructure projects such as power stations and new electricity transmission lines there are specific pre-application processes that must be complied with. For full details please see the CLG publication 'Planning Act 2008 Guidance on pre-application process' January 2013 ([www.gov.uk/government/publications/guidance-on-the-pre-application-process-for-major-infrastructure-projects](http://www.gov.uk/government/publications/guidance-on-the-pre-application-process-for-major-infrastructure-projects)).

<sup>8</sup> Webpage: [www.atlasplanning.com](http://www.atlasplanning.com)

<sup>9</sup> Guildford Borough Council Constitution Codes and protocols 2019

### 3.3 Planning application consultation (by the Council)

3.3.1 We aim to determine most planning applications within 8 weeks and major planning applications within 13 weeks. This time period includes formal public consultation, the details are outlined below. Please note the Government has published [guidance](#) that may affect public consultation in certain circumstances.

- Once a planning application is submitted and registered there is a statutory **21-day** consultation period.
- The application will be published on the Council website with letters sent to neighbours immediately adjacent to the site.
- Site notices are displayed where there is a statutory requirement to do so such as for major applications and those applications affecting listed buildings, conservation areas, historic parks and gardens, public rights of way and those departing from the development plan or subject to an environmental assessment. A site notice will also be displayed where there are no adjoining occupiers to the application, or it is unclear who the adjoining occupiers are. Press notices will be issued when required by statute.
- The Part 1 Planning Register of all applications is held online on the Council's website. The Council will publish planning applications on-line at <https://www.guildford.gov.uk/searchforaplanningapplication>. A weekly list of newly received planning applications is also available to view at our planning reception or you can search online at <https://www.guildford.gov.uk/searchforaplanningapplication>. We also send a weekly list of new planning applications to the Surrey Advertiser, for them to publish at their discretion.
- Relevant organisations or groups (such as Parish Councils (or Neighbourhood Forums where there is no Parish Council), specific Surrey County Council departments, the Environment Agency, Historic England, electricity, sewage or gas companies, network rail) will also be contacted with 21 days to comment.
- Neighbourhood forums can request to be added to the weekly plans list for their information.
- We will **notify you** of the planning application by post if your home or business shares a boundary with the application site. For major applications we will also send letters to homes and businesses near the application site, the extent of these will be assessed on a case by case basis.
- You can register online through public access to receive notifications of new applications on a site (<http://www2.guildford.gov.uk/publicaccess/>).
- We are unable to notify residents of new applications who have commented on an earlier application on the same site if they fall outside of the normal notification area, due to data protection.



- All comments must be received in writing within the specified consultation period of 21 days of the date on our letter. You can comment online at: <https://www.guildford.gov.uk/commentonaplanningapplication>. You can check that your letter/email has been received by looking up the application on the website and viewing documents (please allow 3-5 working days to upload it). Anonymous comments are not accepted, and your name will be published.
- We encourage comments via public access <http://www2.guildford.gov.uk/publicaccess/> or by e-mail ([planningenquiries@guildford.gov.uk](mailto:planningenquiries@guildford.gov.uk)) but they can also be submitted as a letter.
- Comments made outside of the formal consultation period may be considered if circumstances allow.
- If any amendments to an application are submitted the case officer will consider the effect of these changes and may require a further consultation. In these cases, a further 7, 10, 14 or 21 days is usually given to comment.

3.3.2 Certain other types of applications have different consultation requires for example:

- Certificates of lawful development have no consultation requirements. We will not consult on certificates of proposed development. On certificates of existing development we will normally carry out notifications as we would for a planning application for the same development as neighbours may have information regarding how long the development has been in place.
- Prior approval applications are submitted for certain types of Permitted Development and have individual notification requirements. We will undertake notifications required by the specific section of the General Permitted Development Order for each type.

3.3.3 Further information can be found on our webpage at <https://www.guildford.gov.uk>

**Top tip**

Comments should focus on material planning considerations, such as:

- ✓ transport problems
- ✓ noise and disturbance resulting from use
- ✓ loss of light or overshadowing
- ✓ overlooking or loss of privacy
- ✓ strategic views
- ✓ loss of trees and nature conservation
- ✓ local, strategic and national planning policies (e.g. the Local Plan policies)
- ✓ effect on listed building and conservation
- ✓ areas layout and density of building
- ✓ design, appearance and materials
- ✓ disabled persons' access
- ✓ previous planning decisions (including appeal decisions).

Examples of issues that are not planning considerations include:

- ✗ the loss of value on a property
- ✗ the loss of a person's private view
- ✗ the motives of the applicant.

### 3.4 Recommended planning application consultation plan

Development*	Type of Engagement	When?	For how long?	Note
<b>Householder and small developments</b>  e.g. change of use, householder developments, advertisements, listed building consents	Letter/email	Pre-application stage	n/a	Confidential if between Council officers and enquirer**
	Letter to neighbours, site/press notice if statutory requirement	After application submitted and validated	<b>21 days</b> for consultees to comment on proposal	Application documents can be <a href="#">viewed online</a>
<b>Minor development</b>  e.g. 1-9 homes or site area less than 0.5ha or all other uses with a floorspace less than 1000sqm or less or site area less than 1 ha.	Meeting	Pre-application stage	n/a	Confidential if between Council officers and enquirer**
	Potential to hold drop-in event or meeting	Pre-application stage	n/a	Event to discuss proposals with interested neighbours, community and amenity groups
	Letter to neighbours	After application submitted and validated	<b>21 days</b> for consultees to comment on proposal	Application documents can be <a href="#">viewed online</a>
<b>Major planning application</b>  e.g. 10 or more homes or site area of 0.5ha or more when dwelling number unknown, or the building/s floor space is 1000 sqm or more or the site area is 1ha or more.	Meeting	Pre-application stage	n/a	Confidential if between Council officers and enquirer**
	Publicity, exhibition or public meeting	Pre-application stage	n/a	Developer run exhibition or public meeting with neighbours, community /amenity groups and appropriate consultation bodies
	Letter to neighbours also site notice for majors	After application submitted and validated	<b>21 days</b> for consultees to comment on proposal	Application documents can be <a href="#">viewed online</a>
<b>Major planning application</b> - continued	Provide verbal evidence	Planning Committee meeting in some cases	Maximum of <b>3 minutes</b> to speak per person at planning committee	A maximum of four people per item may speak at Planning Committee.

\*See the Governments Housing Statistics and English Housing Survey glossary for information on application classification at <https://www.gov.uk/guidance/housing-statistics-and-england-housing-survey-glossary/a-to-z> under 'District Matters'.

\*\*The pre-application letter may be published once a planning application is submitted.

### 3.5 Who makes the decisions?

- 3.5.1 Once the consultation period has been completed, a report with a recommendation on the planning application is written by a planning officer. This report will take into account the relevant legislation, national policy, facts, guidance and comments raised. The final decision is then made in accordance with the Council's [scheme of delegation<sup>10</sup>](#) either by the Planning Development Manager, Team Leaders, Principal Planners or by the Planning Committee. These may be virtual committee meetings, using methods such as video conferencing or live webcasting.
- 3.5.2 An application will be determined at planning committee where:
- the number of representations received as set out in the public speaking rules for planning committee is reached
  - large scale applications submitted by Guildford Borough Council
  - where a councillor or council employee or relation is the applicant
  - a Director asks the committee to decide the application
  - a councillor asks the committee to decide the application for identified planning reasons.
- 3.5.3 If an application is heard at Committee up to four people may speak per item for up to three minutes each. The Councillors will then debate the issues before voting for or against granting planning permission. You must let the Committee Clerk know in writing by midday on the working day before the meeting if you wish to speak. The scheme is operated on a 'first come, first served' basis. Details are set out at <http://www2.guildford.gov.uk/councilmeetings> at [Agendas<sup>11</sup>](#) are normally available five working days before Planning Committee and available to view at the Council's main reception or on the Council's website.
- 3.5.4 In some circumstances where there is an appeal, as set out in appeals section below, the final decision will be made by an independent [Planning Inspector<sup>12</sup>](#).

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<sup>10</sup> <https://www.guildford.gov.uk/planningdecisions>

<sup>11</sup> <https://www.guildford.gov.uk/article/19078/What-does-the-planning-committee-do->

<sup>12</sup> <https://www.gov.uk/government/organisations/planning-inspectorate>

## 3.6 Feedback

- 3.6.1 You can view all of the documents and letters received in response to a planning application [on-line](#)<sup>13</sup> where you can also view the planning officer's report and recommendation.
- 3.6.2 After determining an application the decision notice will be posted on the Council website at [www.guildford.gov.uk/searchforaplanningapplication](http://www.guildford.gov.uk/searchforaplanningapplication) and will be emailed to the applicant/agent.
- 3.6.3 If an application has been refused, withdrawn or if an applicant wishes to make changes to an approved scheme then post-application discussions may be held with the applicants.
- 3.6.4 If you are concerned that building work or the use of land doesn't have planning permission you can contact the enforcement team at: <https://www.guildford.gov.uk/article/16944/Planning-enforcement-complaint-form>. The enforcement team can investigate potential breaches of planning control.

## 3.7 Appeals

- 3.7.1 The applicant has the right to appeal against a refused planning application, a planning condition or if the Council has not determined the application within a set timeframe. The Planning Inspectorate deals with appeals. All those people who were originally consulted or who commented on the planning application will be notified of the appeal. The Planning Inspectorate will be sent or emailed copies of all the plans, application forms and correspondence received regarding the original planning application so they will have all the relevant information before them when making a decision.
- 3.7.2 For some [householder appeals](#)<sup>14</sup> interested people will not have the opportunity to make representations about the appeal. Any representations made at the application stage will be taken into account by the Planning Inspector. For all other appeals there will be the opportunity to make further representations. For further information please visit the Planning Inspectorate website at [www.planningportal.gov.uk/planning/appeals](http://www.planningportal.gov.uk/planning/appeals).

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<sup>13</sup> <https://www.guildford.gov.uk/searchforaplanningapplication>

<sup>14</sup> <https://www.planningportal.co.uk/info/200207/appeals>

## 4 And finally...

### 4.1 Are we doing what we have said?

4.1.1 Guildford Borough Council Planning Policy is committed to involving you with good quality engagement and opportunities. We will review and update this document when practicable. If you have any comments about how we are involving you, or how our Statement of Community Involvement can be improved, please get in touch.

4.1.2 You can do this by:

- contacting us directly
- going through the Council's formal comment procedure
- comment formally as part of the planning process that we, or a developer, have not met the commitments outlined in this document.

### 4.2 Contact us



#### Write to us

Planning Policy  
Guildford Borough Council,  
Millmead House  
Guildford GU2 4BB

#### Planning policy team



##### Email us

[planningpolicy@guildford.gov.uk](mailto:planningpolicy@guildford.gov.uk)



##### Call us

01483 505050

#### Development management team



##### Email us

[planningenquiries@guildford.gov.uk](mailto:planningenquiries@guildford.gov.uk)



##### Call us

01483 505050

### 4.3 Where will the resources come from?

- 4.3.1 Community involvement has clear cost implications. The Council will aim to run all public engagement as effectively as possible. It will also try to make the most from other engagement, consultation or existing networks to avoid duplication and reduce consultation fatigue (over-consulting).
- 4.3.2 Engagement carried out on Local Plan documents, and submitted planning applications will, in most cases, be resourced and run in-house by Planning Services. Pre-application consultation will be resourced by the applicant, with the assistance of Planning Services where necessary. Planning Services may also work together with other organisations to jointly fund or support events where appropriate.

### 4.4 Further information

- 4.4.1 If you do not have access to the internet please let us know and we can make paper copies of relevant documents available at the Council offices.
- 4.4.2 General information about the planning system can be found on the Governments Planning Portal website at [www.planningportal.co.uk](http://www.planningportal.co.uk). Government guidance can be viewed at [www.communities.gov.uk](http://www.communities.gov.uk).
- 4.4.3 Planning Aid is a service offering independent free professional advice support on town and country planning matters (e.g. Development Plan Documents and planning applications) to community groups and individuals who cannot afford to pay the fees of a consultant.

You can contact them at:

To: Planning Aid England, RTPI, 41 Botolph Lane, London EC3R 8DL

Phone: 020 7929 8338

Email: [advice@planningaid.rtpi.org.uk](mailto:advice@planningaid.rtpi.org.uk)

Website: [www.planningaid.rtpi.org.uk](http://www.planningaid.rtpi.org.uk)

## 4.5 Glossary

**Annual Monitoring Report:** a yearly update report on the progress of the Local Plan and planning policies.

**Community:** in this document community is considered to be a group of people who have common characteristics. Communities can be defined by location (such as a street or a neighbourhood), race, ethnicity, age, occupation, a shared interest (such as cycling or local businesses) or affinity (such as religion and faith) or other common bonds.

**Consultation:** a more structured form of participation. A dialogue between individuals or groups, based upon a genuine exchange of views, and normally with the objective of influencing decisions, policies or programmes of action.

**Development Plan Document (DPD):** spatial planning documents prepared by the relevant plan-making authority. Subject to independent examination.

**Engagement:** actions taken to establish effective relationships with individuals or groups so that more specific interaction can then take place.

**Equality impact assessment (EqIA):** An EqIA helps ensure we deliver services in a fair, equitable and needs-sensitive way and do not discriminate against groups based on their age, disability, faith and belief, gender, race and sexual orientation. Council policies, procedures and service delivery may have differential impacts on certain groups, and these will be highlighted in the EqIA screening. Where likely significant adverse differential impacts are identified, consideration should be given to opportunities to reduce or mitigate this through a full equalities impact assessment.

**Involvement:** applies to a wide variety of interactions between decision makers, individuals and representatives or interested parties to identify issues and exchange views on a continuous basis.

**Interested parties:** organisations selected on the basis of their interest in the outcomes.

**Local Development Documents (LDD):** comprises the Development Plan Documents, Supplementary Planning Documents and Statement of Community Involvement i.e. both statutory and non- statutory documents.

**Local Development Scheme (LDS):** project plan for the production of Local Development Documents.



**Local Plan:** the Council's long-term spatial vision for an area and the primary strategic policies and proposals to deliver that vision. Defined in the Town and Country Planning (Local Planning) Regulations 2012 (page 4) as development plan documents dealing with the development and use of land, the allocation of sites, development management and site allocation policies for that area, an area of significant change or special conservation, local plan policies in relation to the area, or any other site allocations document.

**Major planning application:** applications for larger scale housing, retail and commercial developments. Defined as a residential development of 10 or more new homes, or if number of homes not known, a site area of 0.5 hectares or more or the building/s floor space is 1000 sqm or more or the site area is 1ha or more.

**National Planning Policy Framework:** issued by Central Government to guide planning policy and the determination of planning applications.

**Participation:** an all-round term that describes the extent and nature of activities undertaken by those who take part in public or community involvement.

**Planning committee:** the planning committee is responsible for making decisions on the bigger and more sensitive planning applications received by the Council. The planning committee is made up of 15 councillors who are responsible for deciding planning applications, listed building and conservation area consents. Which items are considered by the committee is decided through the Council's Scheme of Delegation.

**Planning consideration:** the councillors or council officers who decide your application must consider whether to grant permission subject to conditions or whether there are any good planning reasons for refusing planning permission. They are not permitted to reject a proposal simply because people oppose it. They will look at whether the proposal is consistent with the development plan for the area. The types of planning issues they can additionally consider include the effect on amenity, impact upon the appearance of surrounding areas and potential traffic problems. Personal circumstances of the applicant, moral issues or the effect the development may have on nearby property prices are not relevant to the consideration of a planning application and will not be taken into consideration by the Council.

**Planning inspector/Inspectorate:** The Planning Inspectorate is an executive agency of the Ministry of Housing, Communities and Local Government. It may get involved in a variety of work; for example, the processing of planning and enforcement appeals and holding inquiries into local development plans. They also deal with a wide variety of other planning-related casework including listed building consent appeals, advertisement appeals, and reporting on planning applications.

## 4 And finally...

**Planning performance agreement (PPA):** an agreement between the Council and developer or applicant to provide a planning structure for large development discussions, assessment and decision making. It sets out a clear project management process with a project plan and critical milestones.

**Policies Map:** illustrates policies and proposals in the development plan documents.

**Scheme of delegation:** sets out the roles and areas of responsibilities carried out by officers and councillors.

**Statement of Community Involvement (SCI):** sets out standards for involving the community in the preparation, alteration and review of local development documents and significant development management decisions.

**Statements of Representations:** statement setting out who has been involved in the preparation of a DPD, how they were involved, the issues raised and how they have been taken into account (regulation 18). Also the number of representations made on the submission DPD, a summary of the issues raised and copies of those representations (regulation 22).

**Statutory:** required by law (statute), usually through an Act of Parliament.

**Supplementary Planning Documents (SPD):** these are written and published by local councils. They are non-statutory documents that expand upon policies and proposals in development plan documents and are a material consideration when determining planning applications.

**Sustainability Appraisal:** a sustainability appraisal considers the likely social, economic and environmental effects of policies included in development plan documents.

### Abbreviations

**DPD** = Development Plan Document

**EqIA** = Equality Impact Assessment

**LP** = Local Plan

**LDS** = Local Development Scheme

**PPA** = Planning Performance Agreement

**SCI** = Statement of Community Involvement

**SPD** = Supplementary Planning Document

**SA** = Sustainability Appraisal

# Appendices

## Appendix A

**Local Plan consultees**

## Appendix B

**Guildford's consultation plan**

# Appendix A

## Local Plan consultees

### Specific consultation bodies

The following specific consultation bodies must be consulted in accordance with the Act and Regulation<sup>15</sup>. The Council will consult those it considers have an interest in a DPD or will be affected by an SPD. This list is not exhaustive and also relates to successor bodies where re-organisation occurs. Please note the Acts and regulations may change - see [www.legislation.gov.uk](http://www.legislation.gov.uk) for the most up-to-date information.

- The Coal Authority.
- The Environment Agency.
- The Historic Buildings and Monuments Commission for England (Historic England).
- The Marine Management Organisation (where relevant).
- Natural England.
- Network Rail Infrastructure Ltd.
- Highways England (formerly The Highways Agency).
- A relevant authority any part of whose area is in or adjoins the local planning authority's area (including Waverley BC, Surrey Heath BC, Elmbridge BC, Woking BC, Mole Valley DC, Rushmoor BC, Hampshire County Council and Surrey County Council).
- Any person to whom the electronic communications code applies by virtue of a direction given under Section 106(3) (a) of the Communication Act 2003.
- Any person who owns or controls electronic apparatus situated in any part of the local planning authorities area.
- Any of the bodies from the following list who are exercising functions in any part of the local planning authorities area:
  - Clinical Commissioning Group
  - a person whom a licence has been granted under Section 6 (1) (b) or (c) of the Electricity Act 1989 (electricity companies)

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<sup>15</sup> Regulation 4 of the Town and Country Planning (Local Planning) (England) Regulations 2012 (update October 2012 No 2613) and for neighbourhood forums the Town and Country Planning (Local Planning) (England) (Amendment) Regulations 2016 Regulation 2 Part 3 (b).

- a person whom a licence has been granted under section 7(2) of the Gas Act 1986 (gas companies)
- a sewerage undertaker (i.e. Thames Water) and
- a water undertaker (i.e. Thames Water)
- Homes England.
- A neighbourhood forum any part of whose area is in, or adjoins, the local planning authority's area

Relevant authorities are defined in the act

as:

- a local planning authority
- a county council
- a parish council
- and a local policing authority.

### General consultation bodies

The following general consultation bodies are defined in the Act and Regulations<sup>16</sup>:

- voluntary bodies, some or all of whose activities benefit any part of the local authority's (councils) area
- bodies which represent the interests of different racial, ethnic or national groups in the local authority's area
- bodies which represent the interests of religious groups in the local planning authority's area and
- bodies which represent the interests of disabled persons in the local planning authority's area and
- bodies which represent the interests of persons carrying on business in the local authority's area.

#### Did you know?

We also have a stakeholder database that includes a range of other individuals, groups and organisations who we consult when preparing Local Development Documents when we consider it appropriate.

Let us know if you'd like to be included on the database by contacting the Planning Policy team on 01483 444471 or email [planningpolicy@guildford.gov.uk](mailto:planningpolicy@guildford.gov.uk).

<sup>16</sup> Town and Country Planning (Local Planning) (England) Regulations 2012

## Duty to co-operate

The [Localism Act 2011](#) (Chapter 1 part 110) has updated Part 2 of the [Planning and Compulsory Purchase Act 2004](#) (local development) section 33A to require a duty to co-operate in relation to planning of sustainable development. Please refer to the legislation for full details. In summary it requires a local planning authority, a county council or a prescribed body or other person to engage constructively, actively and on an ongoing basis for the following strategic matter activities:

- a) the preparation of development plan documents
- b) the preparation of other local development documents
- c) the preparation of marine plans
- d) activities to prepare the way for, or support, the above preparations.

The engagement required includes considering whether to consult, prepare, enter into and publish agreements on joint approaches to activities outlined above, or the preparation of joint local development documents.

A prescribed body or other person is defined<sup>17</sup> as:

- a) the Environment Agency
- b) the Historic Buildings and Monuments Commission for England (known as Historic England)
- c) Natural England
- d) the Mayor of London
- e) the Civil Aviation Authority
- f) the Homes England and Regulator of Social Housing
- g) a clinical commissioning group established under 14D of the National Health Service Act 2006 and the National Health Service Commissioning Board<sup>18</sup>.
- h) the Office of Rail Regulation
- i) Transport for London
- j) each Integrated Transport Authority

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<sup>17</sup> The Town and Country Planning (Local Planning) (England) Regulations 2012 Part 2 section 4 Duty to Co-operate

<sup>18</sup> The National Treatment Agency (Abolition) and the Health and Social Care Act 2012 (Consequential, Transitional and Saving Provisions) Order 2013.

- k) each highway authority
- l) the Marine Management Organisation

A body within 33A subsection 9 is a local enterprise partnership or local nature partnership as designated by the Secretary of State<sup>19</sup>.

Strategic matters are defined as sustainable development or use of land that would have a significant impact on at least two planning areas (districts) in particular for strategic infrastructure.

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<sup>19</sup> The Town and Country Planning (Local Planning) (England)(Amendment) Regulations 2012

# Appendix B

## Guildford's Local Development Documents Consultation Plan

When	What we must do	What we may do
Stage of preparation	Legal requirements for consultation	Additional community engagement ideas
<b>Local Plan or Development Plan Documents</b>		
<p><b>Preparations; Discussions, consultation and drafting document</b></p>	<ul style="list-style-type: none"> <li>• Make documents and representations available on website.</li> <li>• Send document to the specific consultation bodies.</li> <li>• Inform general consultation bodies, residents, local businesses and organisations who the Council considers may have an interest in the subject of the proposed DPD.</li> <li>• Allow a 6-week consultation period.</li> </ul> <p>(Regulation 18 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	<ul style="list-style-type: none"> <li>• Make documents available for inspection.</li> <li>• Consult with seldom heard groups and where appropriate attend meetings with community groups.</li> <li>• Hold workshops if appropriate</li> <li>• Meet with service providers to discuss service and infrastructure capacity issues.</li> <li>• Send letter or questionnaires and emails to everyone on the stakeholder database inviting comments.</li> <li>• Publish discussion or consultation papers if appropriate (including on website and in Council newsletters/About Guildford), inviting comments on them and make copies available at the Council offices and local libraries for at least 6 weeks.</li> <li>• Use exhibitions and road shows to publicise discussion or consultation papers where appropriate.</li> <li>• If appropriate, issue press release, display information on notice boards and public places (e.g. posters).</li> <li>• Publicise on Guildford Borough Councils Facebook page or through Twitter.</li> <li>• Opportunity to speak at committee<sup>1</sup> when final draft document considered.</li> <li>• Publish feedback on website.</li> </ul>

<sup>1</sup> These may be virtual committee meetings, using methods such as video conferencing or live webcasting. See the legislation as set out in the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 or/and subsequent updates.



Local Plan or Development Plan Documents - Continued		
<p><b>Before submission of document to Secretary of State</b></p>	<ul style="list-style-type: none"> <li>• Make copy of proposed submission document and statement of the representations procedure available for inspection at the Council Office<sup>2</sup> during normal office hours and publish the document on the Councils website.</li> <li>• Notify specific and general consultation bodies invited to make representations under regulation 18 (above) that the documents are available for inspection (give time and place).</li> </ul> <p>(Regulation 19 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	<ul style="list-style-type: none"> <li>• Notify everyone that responded to the earlier public consultation (if contact details provided and their permission given) that the document is now available for inspection.</li> </ul>
<p><b>Examination</b></p>	<p>At least 6 weeks before the hearing starts:</p> <ul style="list-style-type: none"> <li>• Publish details at the Council Office<sup>3</sup> and on the Council website of the time, date and place where the hearing is to be held and the name of the person appointed to carry out the independent examination.</li> <li>• Notify people who made representations (and have not withdrawn that representation) of the date, time and place of the examination and of the name of the person appointed to hold the examination (there may be the opportunity to speak).</li> </ul> <p>(Regulation 24 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	<ul style="list-style-type: none"> <li>• Publish hearing agendas on the website.</li> <li>• Publish the Council's and representatives' responses to the agenda on the website.</li> </ul>
<p><b>Inspector's report</b></p>	<ul style="list-style-type: none"> <li>• Make the inspectors report with recommendations (or Secretary of States direction) available for inspection at the Council Office<sup>4</sup> and on the Council website.</li> <li>• Notify those people who have requested to be notified of the publication.</li> </ul> <p>(Regulation 25 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	

<sup>2</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

<sup>3</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

<sup>4</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

Local Plan or Development Plan Documents - Continued		
<p><b>Adoption</b></p>	<ul style="list-style-type: none"> <li>• As soon as possible the Council will make the adopted documents, adoption statement and sustainability appraisal available for inspection at the Council Office<sup>5</sup> and on the Council website. Send a copy of the adoption statement to anyone who requested to be notified of the adoption.</li> <li>• Send a copy of the adoption statement to the Secretary of State.</li> </ul> <p>(Regulation 26 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	
<p><b>Withdrawal or revocation or direction not to adopt or modification (where requested by the Secretary of State)</b></p>	<ul style="list-style-type: none"> <li>• Publish a statement of the fact available on the Council website and at the Council Office<sup>6</sup>.</li> <li>• Notify the specific consultation bodies.</li> <li>• Cease to make withdrawn documents available.</li> </ul> <p>(Regulation 27, 28, 29 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p> <p>If directed not to adopt, publish the direction on our website and make available for inspection.</p>	

<sup>5</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

<sup>6</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

When	What we must do	What we may do
Stage of preparation	Legal requirements for consultation	Additional community engagement ideas
<b>Supplementary Planning Document (SPD)</b>		
<b>Preparation</b>		<ul style="list-style-type: none"> <li>• Notify and consult relevant bodies on specific areas of the SPD where appropriate.</li> </ul>
<b>Public Participation</b> <sup>7</sup>	<ul style="list-style-type: none"> <li>• SPD documents made available for inspection at the Council Office<sup>8</sup> and on the website for a minimum of 4 weeks.</li> <li>• Any person may make representation to the Local Planning Authority about the SPD within the consultation period.</li> <li>• Publish a consultation statement setting out who has been consulted, a summary of the main issues raised and how those issues were considered in the SPD.</li> </ul> <p>(Regulation 12 and 13 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	<ul style="list-style-type: none"> <li>• Consult with Seldom Heard groups.</li> <li>• Publicise consultation document in the Council e-newspaper 'About Guildford' where appropriate.</li> <li>• Send letters, questionnaires or emails to appropriate groups and individuals on Stakeholder database to invite comments.</li> <li>• Keep those who have made representations informed of progress.</li> <li>• Publicise on Facebook page or Twitter.</li> <li>• Opportunity to speak at committee<sup>9</sup> when final draft document considered.</li> </ul>
<b>Adoption</b>	<ul style="list-style-type: none"> <li>• Adopted document, adoption statement and statement of representations made available for inspection (includes on website).</li> <li>• Send adoption statement to any person who has asked to be notified of the adoption of the SPD.</li> </ul> <p>(Regulation 14 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	

<sup>7</sup> The Town and Country Plan (Local Planning) (England) Regulations 2012 Part 5 sections 12, 13, 35.

<sup>8</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

<sup>9</sup> These may be virtual committee meetings, using methods such as video conferencing or live webcasting. See the legislation as set out in the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 or/and subsequent updates.

Supplementary Planning Document (SPD) - Continued		
<b>Withdrawal or revocation of SPD</b>	<ul style="list-style-type: none"> <li>• Publish a statement of the fact available on the Council website and at the Council Office<sup>10</sup>.</li> <li>• Notify any body which made representations on the SPD that it has been withdrawn.</li> </ul> <p>(Regulation 15 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	
<b>Direction not to adopt or modification (where requested by the Secretary of State)</b>	<ul style="list-style-type: none"> <li>• Publish a copy of the direction and the SPD available on the Council website and at the Council Office<sup>11</sup>.</li> <li>• When adopting a SPD the Council must make available at their office<sup>12</sup> and on the website the SPD and statement that the Secretary of State has withdrawn the direction, or a copy of the Secretary of States notice that the authority has complied with the direction.</li> </ul> <p>(Regulation 16 of the Town and Country Planning (Local Planning) (England) Regulations 2012).</p>	
Annual Monitoring Report, Local Development Scheme <sup>13</sup> (LDS) and Statement of Community Involvement (SCI)		
	<ul style="list-style-type: none"> <li>• No legal requirement to consult.</li> </ul>	<ul style="list-style-type: none"> <li>• Publish the document on the Councils website.</li> <li>• Make paper copies available at Guildford borough Council Office.</li> </ul>

<sup>10</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

<sup>11</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

<sup>12</sup> Unless the Council Offices are closed due to unavoidable circumstances and Government legislation does not require otherwise.

<sup>13</sup> The Local Development Scheme is not classed as a Local Development Document, but it is included in this table for information.

Screening Equality Impact Assessment – to identify potential differential impacts on protected groups of any new or changing activities and establish whether a full Equality Impact Assessment is needed.

<b>Service</b>	Planning Services	<b>Officer responsible for the screening/scoping</b>		Kate Lines, Planning Policy Officer	
<b>Name of the activity to be assessed</b>	Statement of Community Involvement (update to the Community Involvement in Planning document)	<b>Date of Assessment</b>	05.05.2020	<b>Is this a proposed new or existing activity?</b>	The document updates Community Involvement in Planning adopted June 2013
<b>1. Briefly describe the aims, objectives and purpose of the activity?</b>		The document sets out how the Council's Planning Services will inform, consult and involve local people in how the borough develops from the early stages of local planning policy formulation to the end stage of commenting on planning applications.			
<b>2. Are there any associated or specific objectives of the activity? Please explain.</b>		<p>The purpose of this document is:</p> <ul style="list-style-type: none"> <li>• to clearly set out how and when people can get involved</li> <li>• to include a brief explanation about how planning works and what people can expect when getting involved</li> <li>• to provide a baseline against which all planning consultation can be measured.</li> </ul>			
<b>3. Who is intended to benefit from this activity and in what way?</b>		Any member of the community interested in getting involved in how planning develops from the early stages of local planning policy formulation to the end stage of commenting on planning applications.			
<b>4. What outcomes are wanted from this activity?</b>		To make clear how we will engage with local people in the formulation of local planning policy which will enable the Council to gather information on the views of the local community and other stakeholders about planning issues in the borough. To set out how people can comment on Guildford Borough Council's planning consultation documents and planning applications so they are clear and have a greater understanding on the different planning stages and processes.			

Screening Equality Impact Assessment – to identify potential differential impacts on protected groups of any new or changing activities and establish whether a full Equality Impact Assessment is needed.

<b>5. What factors/forces could contribute/detract from the outcomes?</b>		Resources are required to ensure the effective delivery of the document to monitor and identify those who are not involved and the steps that need to be taken to make sure that they have the opportunity to be involved if they wish.	
		Guildford staff conducting engagement unfamiliar with or not understanding the Statement of Community Involvement could detract from the outcomes.	
		Unforeseen circumstances such as the COVID-19 outbreak and resultant impact on consultations and accessibility.	
<b>6. Who are the main stakeholders in relation to the activity?</b>	Those living, working and visiting the borough.	<b>7. Who implements the activity, and who is responsible for the activity?</b>	Guildford Borough Council Planning Services
<b>8. Are there concerns that the activity <u>could</u> have a differential impact on racial groups?</b>		<b>No</b>	
<b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b>		We recognise that there may be challenges in engaging all racial groups through language barriers, or cultural differences. We will therefore seek to accommodate those who have differing requirements so that they are able to participate in planning consultations. For example, documents can be made available in a range of languages upon request and the Council consults a range differing racial groups on planning matters through our consultation database (e.g. The Gypsy Council). The Council will utilise a range of methods to inform and consult all residents and will tailor its approach to reduce differential impact.	
<b>9. Are there concerns that the activity <u>could</u> have a differential impact on grounds of gender?</b>		<b>No</b>	
<b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b>		We recognise that there may be challenges in engaging all genders, but we consider the range of consultation and engagement methods utilised by the Council will mitigate any differential impact in relation to gender.	
<b>10. Are there concerns that the activity <u>could</u> have a differential impact on those who have a disability?</b>		<b>No</b>	

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Screening Equality Impact Assessment – to identify potential differential impacts on protected groups of any new or changing activities and establish whether a full Equality Impact Assessment is needed.

<p><b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b></p>	<p>We recognise that there are challenges facing people with disabilities. Therefore, the Council will seek to hold meetings in places that are accessible to those who have mobility issues, and that contain induction loops for those with hearing impairments. Materials can be made available in alternative formats for those who are blind or partially sighted. Pictures, photographs, symbols, various font sizes, types and colour, and verbal explanations by Council Officers can be used to assist those with specific learning difficulties, low literacy levels or mental health issues. The Council also has an Access Group which regularly meets to discuss Council matters, and whose contact details are on the stakeholder database, so consulted on relevant emerging planning documents. Where we are unable to run consultation events or have paper copies of the document available at the Council offices we can, where appropriate, consider what additional measures can be introduced to help those consultees that may find online formats a significant challenge and ensure that they are not disadvantaged. This could include measures such as having local press adverts, providing paper copies of additional consultation material to those who have difficulties accessing these online, and providing contact information for the members of the planning policy team so people can call or contact them to discuss any issues arising.</p> <p>We consider the above measures will mitigate any differential impact on those who have a disability.</p>
<p><b>11. Are there concerns that the activity <u>could</u> have a differential impact on grounds of sexual orientation?</b></p>	<p><b>No</b></p>
<p><b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b></p>	<p>We consider that the range of methods used for informing, consulting and involving will mitigate any differential impact on grounds of sexual orientation.</p>
<p><b>12. Are there concerns that the activity <u>could</u> have a differential impact on grounds of age?</b></p>	<p><b>No</b></p>
<p><b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b></p>	<p>We recognise that we need to ensure that people of all ages are able to get involved in the activities of the planning service, for example by ensuring that young people have a voice and that the elderly can participate. Planning Services regularly utilises social media to engage with the Borough's younger residents (e.g. our website, Twitter and Facebook). In terms of involving elderly residents we can run neighbourhood meetings and consultation events at a range of locations throughout the borough that will be advertised by traditional (as well as digital) media to encourage attendance by people of all age groups. Where we are unable to run consultation events or have paper copies of the document available at the Council offices we can, where appropriate, consider what additional measures can be introduced to help</p>

Screening Equality Impact Assessment – to identify potential differential impacts on protected groups of any new or changing activities and establish whether a full Equality Impact Assessment is needed.

	<p>those that may struggle to access on-line information. Certain measures can help those consultees that may find online formats a significant challenge (these may include certain older persons who may be unfamiliar with the technology or people with particular disabilities) and ensure that they are not disadvantaged. This could include measures such as having local press adverts, providing paper copies of additional consultation material to those who have difficulties accessing these online, and providing contact information for the members of the planning policy team so people can call and contact them to discuss any issues arising.</p> <p>We consider the above measures will mitigate any differential impact on those on grounds of their age.</p>
<p><b>13. Are there concerns that the activity <u>could</u> have a differential impact on grounds of religious belief?</b></p>	<p><b>No</b></p>
<p><b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b></p>	<p>We recognise that there may be challenges in engaging all religious groups through language cultural or language barriers. We will therefore seek to accommodate those with differing requirements so that they are able to participate in planning consultations. For example, if possible, upon request documents could be made available in a range of languages and the Council consults a range of religious groups on planning matters (e.g. the Church of England, the Jewish community, Muslim elders). The council will utilise a range of methods to inform and consult all residents and will tailor its approach to mitigate differential impact.</p>
<p><b>14. Are there concerns that the activity <u>could</u> have a differential impact on those who have caring responsibilities?</b></p>	<p><b>No</b></p>
<p><b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b></p>	<p>The document sets out a wide range of methods that the Council’s planning service will use to inform, consult and involve the Borough’s population. We consider that the range of methods outlined should provide those with caring opportunities with an opportunity to engage with the Council’s planning service, e.g. submitting comments by email or using online forms, telephone interviews, and neighbourhood meetings.</p>
<p><b>15. Are there concerns that the activity <u>could</u> have a differential impact on grounds of marital status or civil partnership?</b></p>	<p><b>No</b></p>
<p><b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b></p>	<p>The document sets out how the Council will utilise a range of methods to engage the Borough’s population in the planning process. We consider that the document will not result in a differential impact on grounds of marital status or civil partnership.</p>

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Screening Equality Impact Assessment – to identify potential differential impacts on protected groups of any new or changing activities and establish whether a full Equality Impact Assessment is needed.

<b>16. Are there concerns that the activity <u>could</u> have a differential impact due a woman’s pregnancy or maternity?</b>	<b>No</b>
<b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b>	The document sets out how the Council will utilise a range of methods to engage the Borough’s population in the planning process. We consider that the use of digital media and electronic communications (for both consulting and receiving responses) mitigates any differential impact due to a woman’s pregnancy or maternity.

<b>17. Are there concerns that the activity <u>could</u> have a differential impact due to gender reassignment?</b>	<b>No</b>	
<b>What existing evidence, local or national, actual or presumed, do you have to support your response?</b>	The document sets out how the Council will utilise a range of methods to engage the Borough’s population in the planning process. We consider that the document will not result in a differential impact on grounds of gender reassignment.	
<b>18. Could any differential impact identified in 8-17 amount to there being the potential for adverse impact in this activity?</b>	<b>No</b>	
<b>19. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one or more of the protected groups or any other reason?</b>		Not applicable.
<b>20. If the activity is of a strategic nature, could it help to reduce inequalities associated with socio-economic disadvantage?</b>	<b>Yes</b>	The document aims to ensure that all of the Borough’s resident and working population are informed and consulted about relevant planning applications (when meeting certain criteria) and the development of local planning policy. We consider that the Statement of Community Involvement will assist in reducing inequalities associated with socio-economic disadvantage.
<b>21. Is there any concern that there are unmet needs in relation to any of the above protected groups?</b>	<b>No</b>	

Screening Equality Impact Assessment – to identify potential differential impacts on protected groups of any new or changing activities and establish whether a full Equality Impact Assessment is needed.

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<p><b>22. Does ‘differential impact’ or ‘unmet need’ cut across one or more of the protected groups (e.g. elder BME groups)?</b></p>	<p><b>No</b></p>																																																					
<p><b>23. If yes, should the full EIA be conducted jointly with another service area or contractor or partner or agency?</b></p>	<p><b>No</b></p>	<p>Not applicable. At this stage, no need is identified to conduct a full EIA.</p>																																																				
<p><b>24. Is there a missed opportunity to improve this activity to meet the general duties placed on public bodies to eliminate unlawful discrimination, to advance equality of opportunity and to promote good relations between people who share protected characteristics and those who do not?</b></p>	<p><b>No</b></p>	<p>The Council is mindful of the aims of the Public Sector Equality Duty (PSED) (section 149 of the Equality Act 2010) and has given thought to ensure the Statement of Community Involvement does not discriminate on any sector of society.</p>																																																				
<p><b>25. Should the policy proceed to a full equality impact assessment? Please use the scoring process in the right hand column to guide you.</b></p>	<p><b>No</b></p>	<table border="1"> <tr> <td colspan="2">0 – no possible relevance or adverse impact</td> <td colspan="2">0-11 points</td> <td colspan="2">low adverse impact, no need for full EIA</td> </tr> <tr> <td colspan="2">1 – extremely low relevance and adverse impact</td> <td colspan="2">12-20points</td> <td colspan="2">medium adverse impact, full EIA required</td> </tr> <tr> <td colspan="2">2 – relatively low relevance and adverse impact</td> <td colspan="2">21-27 points</td> <td colspan="2">high adverse impact, full EIA required</td> </tr> <tr> <td colspan="2">3 – medium relevance and adverse impact</td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="2">4 - relatively high relevance and adverse impact</td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <th>Age</th> <th>Disability</th> <th>Mat</th> <th>Gender</th> <th>Marriage</th> <th>Race</th> <th>Trans</th> <th>Sexuality</th> <th>Religion</th> <th>Total</th> <th>Impact</th> </tr> <tr> <td>2</td> <td>2</td> <td></td> <td>1</td> <td></td> <td>2</td> <td></td> <td></td> <td>2</td> <td>9</td> <td>Low</td> </tr> </table>	0 – no possible relevance or adverse impact		0-11 points		low adverse impact, no need for full EIA		1 – extremely low relevance and adverse impact		12-20points		medium adverse impact, full EIA required		2 – relatively low relevance and adverse impact		21-27 points		high adverse impact, full EIA required		3 – medium relevance and adverse impact						4 - relatively high relevance and adverse impact						Age	Disability	Mat	Gender	Marriage	Race	Trans	Sexuality	Religion	Total	Impact	2	2		1		2			2	9	Low
0 – no possible relevance or adverse impact		0-11 points		low adverse impact, no need for full EIA																																																		
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2	2		1		2			2	9	Low																																												

Screening Equality Impact Assessment – to identify potential differential impacts on protected groups of any new or changing activities and establish whether a full Equality Impact Assessment is needed.

<p><b>26. If a full EIA is not required, are there any changes required to the proposal to improve it around the equality agenda?</b></p>			<p>No, we consider that the Statement of Community Involvement document mitigates so far as practically possible, differential impacts upon the groups identified within this screening document. There are no changes considered to be required at this point.</p>
<p><b>27. How will any actions identified in 20. to 26. above be taken forward?</b></p>			<p>No actions identified.</p>

**Signed**



**Kate Lines (completing officer)**

**Date: 05/05/2020**

**Signed**



**Stuart Harrison (Head of Service)**

**Date: 06/05/2020**

**Countersigned**



**Peter Stevens / Sarah-Jane Grant (member of Equality Action Group)**

**Date: 06/05/2020**

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Executive Report

Ward(s) affected: All

Report of Director of Strategic Services

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Lead Councillor responsible: Cllr Jan Harwood

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Date: 26 May 2020

## Local Development Scheme May 2020

### Executive Summary

This report seeks to agree an updated Local Development Scheme (LDS) for the new Local Plan: development management policies. The LDS sets the timetable for plan production and opportunities for stakeholders to be involved in the process.

As a Development Plan Document (DPD), the Local Plan: development management policies must be prepared in accordance with the statutory process. As such there are a number of stages that it must go through, including a number of public consultations. The LDS sets out these key milestones for the forthcoming Guildford borough Local Plan: development management policies.

### Recommendation to Executive

That the Executive resolves that the Local Development Scheme (LDS) as set out in Appendix 1 to this report is to have effect from 3 June 2020.

### Reason(s) for Recommendation:

To progress the new Guildford borough Local Plan: development management policies by having a Local Development Scheme (LDS) with an up to date timetable for the Local Plan.

### 1. Purpose of Report

- 1.1 An up to date Local Development Scheme (LDS) is required to progress the new Local Plan: development management policies for Guildford borough. This document sets out a timetable for preparing the documents that make up the Council's development plan (namely the Local Plan).
- 1.2 As set out in the Planning and Compulsory Purchase Act 2004 (as amended), the Council has a statutory requirement to prepare Local Plan documents in

accordance with the timetable in the LDS. Officers have revised the timetable for the Local Plan: development management policies, and this report asks the Executive to approve the updated document.

## **2. Strategic Priorities**

- 2.1 The updated LDS is an essential pre-requisite to achieving the new Local Plan: development management policies, which will contain a suite of planning policies that support the achievement of the Council's strategic priorities.

## **3. Background**

- 3.1 An LDS is required by the Planning and Compulsory Purchase Act 2004 (as amended). The LDS must specify the local plans which, when prepared, will comprise part of the development plan for the area.
- 3.2 The LDS is the timetable and project plan for the production of the new Local Plan. It explains what documents the Council intends to prepare and when, in order to plan for future development in the borough.
- 3.3 The Local Plan: strategy and sites (LPSS) was adopted by the Council on 25 April 2019 and the Council is now embarking on preparing the second part of the new plan; the Local Plan: development management policies. The previous LDS, which was approved by the Leader of the Council on Tuesday 24 March 2020 and has effect from 1 April 2020. This LDS identified that the Regulation 18 consultation on the emerging Local Plan was to be undertaken during April and May 2020, following intended full Council approval on 7 April 2020. However due to COVID-19 this meeting was cancelled awaiting revised regulations governing 'virtual' meetings. These regulations are now in force and the draft Local Plan: development management policies document was considered by full Council on 5 May. At this meeting, the draft Local Plan was approved for consultation, subject to approval of the updated Statement of Community Involvement (SCI) by the Executive on 26 May 2020.
- 3.4 As a result of this delay the LDS requires further updating to reflect the anticipated new timetable for the preparation of the draft Local Plan.

## **4. Consideration of the timetable**

- 4.1 There are a number of stages in the process that are difficult to quantify and could potentially result in delays to the new adoption date. First, the number of responses received as part of the various consultation stages. The previous LPSS generated a significant number of responses however it is envisaged that the less contentious nature of this plan will result in far fewer responses. However should a significant number of responses be received then these will take time to process and may result in delays to the process.
- 4.2 Second, the LDS assumes that there will be only one Regulation 18 consultation and one Regulation 19 consultation. This accords with the minimum statutory

requirements in producing a new Local Plan. Whilst the changes between Regulation 18 and Regulation 19 consultation versions can be significant, main modifications cannot be made to the Regulation 19 consultation version and the version that is subsequently submitted to the Secretary of State (the Submission Local Plan). For this reason, if main modifications are considered necessary then a further Regulation 19 consultation would need to be undertaken and this would result in a delay to the process.

- 4.3 Subject to the approval of the updated SCI on 26 May 2020, Regulation 18 consultation on the emerging Local Plan is scheduled to occur in June-July 2020. The LDS has been updated to reflect this change. As a result of this delay, the updated LDS also indicates that the next stage (analysis of representations, preparation of submission plan, sustainability appraisal, governance processes) will only begin in August 2020, following the close of the 7-week consultation period.
- 4.4 At this stage it is considered appropriate to retain the same timetable for the stages that follow this one. For the reasons set out above there is considerable uncertainty regarding how quickly the Regulation 19 consultation version of the plan can be published given this is dependant to a great degree upon the level and complexity of the responses received to the Regulation 18 consultation. On the assumption that fewer responses will be received, it is considered that the period between Regulation 18 and Regulation 19 could be reduced and it may therefore be possible to accommodate the current delay without consequential impacts on the overall timetable.

## **5. Scope of the new Local Plan**

- 5.1 The Local Plan: development management policies will provide the more detailed policies to be used by Development Management in the determination of planning applications. Once adopted it will supersede all the extant Local Plan 2003 policies and will form part of the Council's development plan.

## **6. Consultations**

- 6.1 The timetable has been shared with the Leader and Portfolio holder.

## **7. Key Risks**

- 7.1 The risks of delay to the process as a result of higher than anticipated levels of consultation or the need for further consultation are covered above in para 4.1 and 4.2.
- 7.2 Significant changes to legislation especially in relation to biodiversity and climate change could also necessitate revisiting policies and potentially further consultation.

## **8. Financial Implications**

- 8.1 The costs associated with preparing the new Local Plan: development management policies can be considered against a number of discrete parts:
- Finalising the evidence base – includes costs associated with consultants and the commissioning of studies. This includes ongoing external support preparing the Sustainability Appraisal (SA) and Habitats Regulations Assessment (HRA)
  - Carrying out Regulation 18 and Regulation 19 consultations. This would include costs associated with undertaking consultation events (venue hire, etc) and temporary staff necessary to input consultation responses into the consultation database.
  - Legal costs. This includes ongoing support by barristers to the plan meets all legal requirements.
  - Examination costs. This includes costs associated with funding an independent planning inspector and programme officer to support them.
- 8.2 The above expenditure has been budgeted for.

## **9. Legal Implications**

- 9.1 A Local Development Scheme is required under section 15 of the Planning and Compulsory Purchase Act 2004 (as amended). This must specify the development plan documents (i.e. local plans) which, when prepared, will comprise part of the development plan for the area. The Local Development Scheme must be kept up-to-date and made publicly available.
- 9.2 Under the Council's Constitution and in accordance with section 9D Local Government Act 2000, the Executive has the power to make decisions in relation to the coming into effect of the Local Development Scheme.

## **10. Human Resource Implications**

- 10.1 As we prepare the Local Plan there will be additional temporary resources needed at crucial times such as during and after a consultation period in order to input and process responses. There is also likely to be overtime implications for existing staff during these periods. Over and above this, we do not envisage the need for additional staffing resource.

## **11. Equality and Diversity Implications**

- 11.1 All public authorities are required by the Equalities Act 2010 to specifically consider the likely impact of their policy, procedure or practice on certain groups in the society.
- 11.2 It is our responsibility to ensure that our policies, procedures and service delivery do not discriminate, including indirectly, on any sector of society. Council policies, procedures and service delivery may have differential impacts on certain groups with protected characteristics, and these will be highlighted in the Equalities Impact Assessment (EqIA) screening. Likely differential impacts must be



highlighted, and described, as some may be positive. Where likely significant adverse differential impacts are identified, consideration should be given to opportunities to reduce or mitigate this through a full equalities impact assessment.

11.3 There is no requirement for an EqIA on the LDS.

**12. Climate Change/Sustainability Implications**

12.1 The updated LDS is an essential pre-requisite to achieving the Local Plan: development management policies. The new Local Plan will contain a suite of planning policies that contribute to the achievement of climate change objectives.

**13. Conclusion**

13.1 Having an up to date LDS is a fundamental requirement to enable the Council to progress the new Local Plan through to adoption. It is important that members of the public and other interested parties know the Council's timetable for producing our Local Plan, and how and when they can get involved.

**14. Appendices**

Appendix 1: Guildford Borough Council Local Development Scheme May 2020

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## **Guildford borough Local Plan Local Development Scheme May 2020**

### **Summary**

The Local Development Scheme (LDS) is the timetable and project plan for the new Guildford borough Local Plan. The LDS explains what Development Plan Documents we will be preparing and when, to plan for future development in the borough.

To see the latest progress against the LDS timetable, view our webpage at [www.guildford.gov.uk/lds](http://www.guildford.gov.uk/lds).

Use the LDS to see when you can get involved in planning for the area. You can also sign up for details and notifications of all our consultations at <https://guildford.inconsult.uk/consult.ti/system/listConsultations?type=all>.

### **1. Background**

There are two different types of planning policy documents:

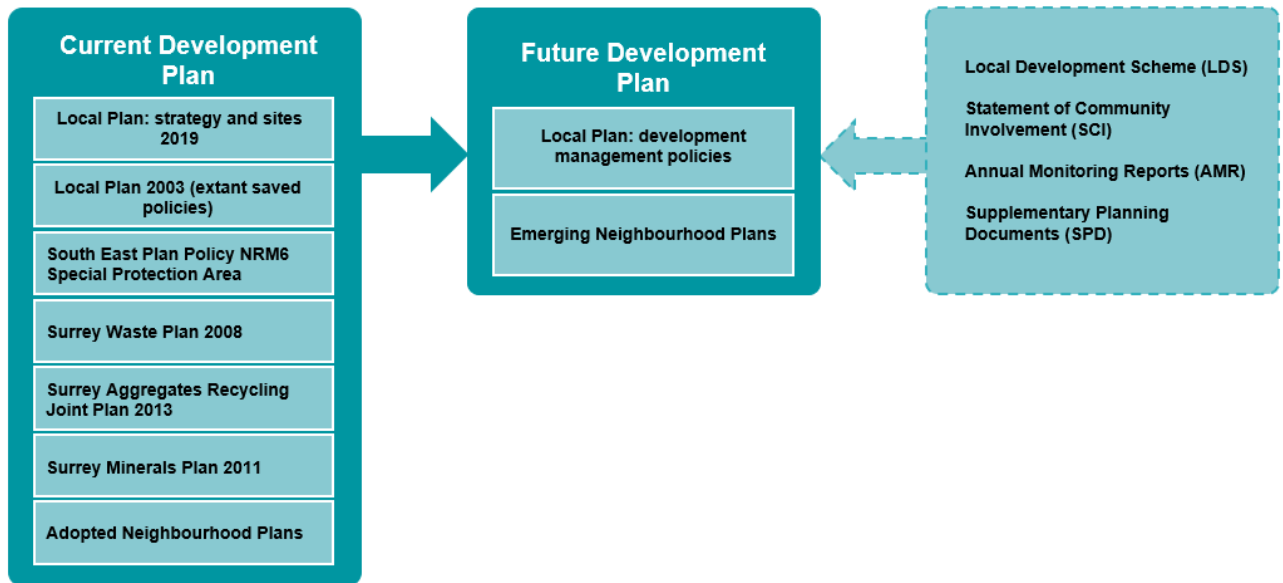
- Development Plan Documents (DPDs) - the Town and Country Planning (Local Planning) (England) Regulations 2012 refers to these as Local Plans. These are the main planning policy documents produced by the Council and form part of the statutory development plan for the area; and
- Supplementary Planning Documents (SPDs) – these are designed to expand on policies in DPDs or provide additional detail.

The Planning and Compulsory Purchase Act 2004 (as amended by the Localism Act 2011) requires councils to prepare and maintain an LDS setting out the DPDs that it intends to prepare, together with details and a timetable for their preparation.

The National Planning Practice Guidance (NPPG) states that the LDS must specify the documents which, when prepared, will comprise the Local Plan for the area. It must be made available publicly and kept up-to-date as it is important that local communities and interested parties can keep track of progress.

The first part of the new Local Plan has already been produced and was adopted on 25 April 2019. The adopted Local Plan: strategy and sites (LPSS) identifies Guildford's housing, employment, retail and traveller need and allocates sufficient sites to meet these needs. Whilst it primarily includes strategic policies, it does contain a small number of more detailed development management policies where these were necessary to implement the strategic policies, for example those relating to Green Belt, employment and retail. The Council is now preparing the second part of the Local Plan which will contain the full suite of detailed development management policies.

The composition of the existing and future development plan are illustrated in Figure 1 below.



**Figure 1:** the proposed future development plan for Guildford borough, including the new Local Plan

## 2. The current planning policy position

As set out above the recently adopted LPSS forms part of the development plan and carries full weight. You can read this at [www.guildford.gov.uk/localplan/2015-2034](http://www.guildford.gov.uk/localplan/2015-2034). The policies contained therein supersede parts of the previous Guildford borough Local Plan 2003. You can read the policies that remain extant at [www.guildford.gov.uk/localplan/2003](http://www.guildford.gov.uk/localplan/2003). The policies within the Local Plan 2003 that have been superseded are listed in Appendix 8 of the LPSS.

The intention is that once the forthcoming Local Plan: development management policies document is adopted that this will, alongside the LPSS, supersede the Local Plan 2003 in its entirety.

Policy NRM6 contained within the South East Plan 2009 that deals with the Thames Basin Heaths Special Protection Area is still relevant to the determination of planning applications.

The Government published the National Planning Policy Framework (NPPF) in March 2012 and this was recently updated in July 2018, and again in February 2019 (albeit the latter update was very minor in nature). Annex 1 of the NPPF states that the Council can continue to give weight to relevant policies in the adopted Local Plan according to the degree to which those policies are consistent with the NPPF (paragraph 213). Any new Local Plan being prepared must be consistent with national planning policy.

National Planning Practice Guidance<sup>1</sup> (NPPG) has also been published which replaces previous guidance and shows how the NPPF should be implemented in development plans. It is an online resource that is capable of being updated regularly.

Planning for minerals and waste is the responsibility of Surrey County Council, which produces its own LDS for the future production and review of its Waste and Minerals Plans. For more details, see [www.surreycc.gov.uk/land-planning-and-development/minerals-and-waste](http://www.surreycc.gov.uk/land-planning-and-development/minerals-and-waste). We are a consultee during the preparation of these documents for Surrey County (including our area).

### **3. Supplementary planning guidance and documents**

We have adopted a number of Supplementary Planning Documents (SPDs) providing additional information on a range of topics. These documents do not create policy but provide additional guidance on existing policies. You can view these at [www.guildford.gov.uk/localplan/spd](http://www.guildford.gov.uk/localplan/spd).

We have also previously produced a number of additional non-statutory planning guidance documents, which can also be viewed via the above link. We will continue to produce SPDs as required and these will be available on the same link.

### **4. Community engagement**

Planning shapes the environment that we live in, where we live, work, shop and play. Planning decisions determine where new homes, offices, shops and leisure facilities go and what happens to our countryside, open spaces and historic environment. You can be involved in how our borough develops from the early stages of local planning policy formulation to the end stage of commenting on planning applications. What you think matters and we will try to reflect this in the documents we produce and the decisions we make. Whilst there will not always be a consensus of views, we will always listen to what you have to say.

The Council has recently revised its Statement of Community Involvement (SCI). You can read this at [www.guildford.gov.uk/sci](http://www.guildford.gov.uk/sci).

### **5. Evidence base**

A comprehensive list of the Evidence Base that informed plan making to date is set out in Appendix 7 of the LPSS. The existing evidence base, together with any new evidence commissioned to inform the forthcoming Local Plan can be viewed at [www.guildford.gov.uk/localplan/evidencebase](http://www.guildford.gov.uk/localplan/evidencebase).

### **6. Community Infrastructure Levy**

For the latest information on Community Infrastructure Levy (CIL) please visit our website [www.guildford.gov.uk/localplan/cil](http://www.guildford.gov.uk/localplan/cil).

### **7. Guildford borough Local Development Scheme 2020**

The detailed timetable for the production of the new Local Plan is set out in Appendix 1 below. This LDS supersedes the previous LDS approved on 4 September 2018.

The preparation of the Local Plan includes a number of formal consultation periods when you can get involved:

- Draft Local Plan Regulation 18 consultation (Issues, Options and Preferred Options)
- Proposed Submission Regulation 19 consultation

### **8. Policies Map**

A Policies Map geographically illustrates the land use designations, policies and site allocations of DPDs on an Ordnance Survey base map<sup>2</sup>.

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<sup>2</sup> This is in accordance with Regulation 9 of the Town and Country Planning (Local Planning) (England) Regulations 2012

The current Policies Map forms part of the adopted LPSS and any non-superseded policies of the Local Plan 2003.

Any Local Plan must be accompanied by a Sustainability Appraisal (SA) (incorporating Strategic Environmental Assessment (SEA)). These will be published simultaneously as part of any consultation on the Local Plan.

There is also a legal requirement<sup>3</sup> to consider whether new planning policy documents are likely to have a significant effect on European sites of nature conservation importance, prior to the Plan being given effect. Habitats Regulations Assessment (HRA) will be produced for the Local Plan.

Equalities impact assessment (EqIA) screening (and if necessary, an EqIA) or similar will also be used to consider the potential differential effects of the Local Plan policies on sections of the community as we prepare these.

In preparing the Local Plan, we will comply with the requirements of the legal duty to co-operate, introduced by the Localism Act 2011. This requires local councils and other prescribed organisations to work together to cooperate on relevant strategic and cross boundary planning matters. Guildford Borough directly adjoins six other local planning areas – Woking, Elmbridge, Waverley, Mole Valley and Surrey Heath in Surrey and Rushmoor in Hampshire. Some strategic issues may require us to cooperate on an even wider basis and the organisations we need to work with will vary depending on the strategic issue. Our progress on complying with the duty to cooperate is reported through our Annual Monitoring Report ([www.guildford.gov.uk/localplan/monitoring](http://www.guildford.gov.uk/localplan/monitoring)).

Preparation of the Local Plan will also involve co-operation with Surrey and Hampshire County Councils, Highways England, the Environment Agency and a number of other prescribed bodies<sup>4</sup>.

## 9. Monitoring

Progress against the LDS will be reviewed and reported in the Annual Monitoring Report. In doing so we will consider what changes, if any, need to be made and will bring forward such changes through a formal review of the LDS.

## 10. More information

This document was produced by the Planning Policy Team, Guildford Borough Council, Millmead House, Millmead, Guildford, Surrey, GU2 4BB.

If you have any questions about the LDS or the Local Plan, please contact the Planning Policy team:

Telephone: 01483 444471

Email: [planningpolicy@guildford.gov.uk](mailto:planningpolicy@guildford.gov.uk)

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<sup>3</sup> Through the Conservation of Habitats and Species Regulations 2010 (the Habitat Regulations)

<sup>4</sup> The prescribed bodies are set out in the Regulation 4 of the Town and Country Planning (Local Planning) (England) Regulations 2012

**Appendix 1: Detailed timetable**

<b>New Guildford borough Local Plan: Development Management Policies</b>	
<b>Note – the following dates are estimates only</b>	
Scope	Sets out the development management policies for the development of the borough to provide a framework for decision making on applications for development.
Which saved policies will it replace?	Will supersede any remaining policies in the Local Plan 2003
Geographical coverage	Borough wide
Status	Development Plan Document
Conformity	Consistent with the National Planning Policy Framework
<b>Timetable</b>	
Evidence base gathering, draft the plan, sustainability appraisal and governance processes	April 2019 – May 2020
Consultation on draft Local Plan: Development Management Policies (six weeks) (Regulation 18)	June – July 2020
Analysis of representations, preparation of submission plan, sustainability appraisal, governance processes	August 2020 – February 2021
Pre-submission publication and consultation (six weeks) (Regulation 19)	March – April 2021
Submission to the planning inspectorate for Examination (Regulation 22)	September 2021
Examination in public – hearings (Regulation 24)	March 2022
Anticipated adoption (Regulation 26)	September 2022
<b>Preparation</b>	
Lead Service	Planning Policy, Strategic Services
Management	Corporate Management Team, the Lead Councillor for Planning, the Local Plan Panel will consider draft documents prior to consultations
Resources	Planning Policy Team, with input from colleagues including

Guildford borough Local Development Scheme May 2020

	Development Management, Parks and Leisure, Environmental Health, Surrey County Council, and external specialists and consultants as required
Community and Stakeholder involvement	In accordance with the published Statement of Community Involvement

Agenda item number: 8  
Appendix 1



Report to Executive

Ward(s) affected: All wards

Report of Director of Resources

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Date: 26 May 2020

## Procurement Strategy

### Executive Summary

This report outlines the key components of the Procurement Strategy 2020-2023 with the view to being formally adopted. The Strategy's primary objective is to support the Council in delivering its strategic objectives and to ensure that, in the procurement of goods, works and services, the very best value for money is obtained, namely, the required quality at the best price achievable.

Key highlights from the Strategy are:

- Understanding Spend Data
- Category Management
- New threshold for procurement advice
- Adoption of the Modern Slavery Motion
- Implementing Social Value

By formally adopting the Procurement Strategy, the right buying decisions will be made leading to significant savings and effective contracts being in place to deliver Council services.

### Recommendation

That the Procurement Strategy 2020-2023 be adopted.

#### Reason for Recommendation:

In order to manage the Council's spend more effectively a strong Procurement function is necessary, the Procurement Strategy is required in order to support this.

#### **Is the report (or part of it) exempt from publication?**

Yes, paragraphs 5 and 6 of the Procurement Savings Strategy are exempt (Appendix 3)

- (a) The content of these paragraphs of the Strategy are to be treated as exempt from the Access to Information publication rules because they are commercially sensitive and are therefore exempt by virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 as follows: Information relating to the financial or business affairs of any particular person (including the authority holding that information)
- (b) The content is restricted to all councillors.
- (c) The exempt information is not expected to be made public because it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
- (d) The decision to maintain the exemption may be challenged by any person at the point at which the Executive is invited to pass a resolution to exclude the public from the meeting to consider the exempt information.

**1. Purpose of Report**

- 1.1 To note the Procurement Strategy, its importance and the planned approach going forward as the Strategy becomes formally adopted within the Council.

**2. Strategic Priorities**

- 2.1 Procurement supports the Council's Strategic Framework, in particular the Innovation theme as it encourages sustainable and proportionate economic growth to help provide the prosperity and employment that people need.
- 2.2 Procurement and Commissioning is a highly innovative work area which utilises technology and new ways of working to improve value for money and efficiency in Council services.

**3. Background**

- 3.1 The Procurement function currently sits within Financial Services in the Resources Directorate following the implementation of Phase A of Future Guildford. The Procurement team are supported by Legal services colleagues who ensure compliance with the Public Contracts Regulations (PCR 2015) and Procurement Procedure Rules (PPRs) as well as providing contract and commercial legal advice.
- 3.2 The Council's annual Procurement spend on goods, works and services is approximately £50 million and the top four highest value contracts currently being procured are outlined in Table 1 below:

**Table 1 – Top four contracts currently being procured.**

	<b>Contract Title</b>	<b>Estimated Total Contract Value</b>	<b>Estimated Contract Start Date</b>
<b>1.</b>	Midleton Phase 2/3 Construction	£7,000,000	1 July 2020
<b>2.</b>	Property Adaptations for Older/Disabled People	£3,250,000	1 August 2020
<b>3.</b>	New Domestic Refuse Collection Vehicles (RCV)	£3,008,698	15 May 2020
<b>4.</b>	Electric Minibuses	£820,000	15 June 2020
	<b>Total Value</b>	<b>£14,078,698</b>	

#### **4. Procurement Strategy 2020-2023**

4.1 The Procurement Strategy 2020-2023 attached as **Appendix 1** serves to support the Council in delivering its strategic objectives and to ensure that, in the procurement of goods, works and services, the very best value for money is obtained along with the required quality at the best price achievable.

4.2 The key themes of the Strategy are;

- Understanding spend data
- Category Management
- New threshold for procurement advice
- Adoption of the Modern Slavery Motion and implementing Social Value.

4.3 **Understanding Spend data:** Business World, the Council's new Finance and HR system due to go live on 1 July 2020 will enable access to spend data; a new list of procurement categories has been developed to classify expenditure against. This will enable spend data across the organisation to be readily available by supplier, contract, category or period. This information will form part of the initial approach to Category management.

4.4 **Category Management:** This involves analysis of spend data in pre-defined categories in order to make strategic buying decisions. Implementing category management techniques allow the Council to bring contracts similar in nature together into a single Procurement exercise where appropriate and to seek

opportunities to collaborate and/or develop shared services with other public bodies which maintain or improve quality but at a lower overall price.

- 4.5 **Threshold for Procurement advice:** The introduction of Business World will see the threshold for engagement with Procurement updated; the current threshold for three quotes is £10,000 and this will be amended to any spend over £1,500 requiring engagement with procurement. This does not necessarily mean quotes or Tenders are required in every case for spend over £1,500; it may be that there is already an existing Corporate contract or Framework agreement in place or another service or team are procuring the same requirement. The introduction of Business World will also trigger all new suppliers being subject to procurement approval. This is in order to rationalise the number of suppliers and sense check the need for the new commission.
- 4.6 **Modern Slavery Motion/Social Value:** Following a debate at full Council on 3 December 2019, the Modern Slavery Motion was adopted by the Leader in February 2020. It has committed the Council to embed measures into purchasing activity in order to respond to the rise in modern slavery in its safeguarding policy and procedures and sees this as an essential first step to tackling exploitation in Guildford. Tenderers have a 'pass/fail' requirement to adhere to in this regard before bids are considered.
- 4.7 Social value continues to play an important part in Procurement providing an opportunity for engagement with the community and involvement of local providers in bidding for work.

## 5. Procurement Savings Strategy

- 5.1 Part of the Future Guildford programme is to deliver substantial savings. The Procurement Savings Strategy has a target of £1.2 million annually by 2022.
- 5.2 The Procurement Savings Strategy, set out in **Appendix 2**, follows the principles of the overarching Procurement Strategy 2020-2023, with a category management approach to enable monitoring of spend by category, ensuring a joined-up approach and best value for money.
- 5.3 In order to identify the savings areas, supplier payments data for the last three financial years have been analysed and the selection of categories have been subsequently structured around the approach that will be adopted to generate sustainable savings. Six approaches to achieving the £1.2 million annual saving are outlined below:
- **Remove requirement:** fundamentally stopping the purchase of goods and services within a category.
  - **Review requirements:** reducing the purchase of good and services with a view to improving value for money across the organisation where duplication is evident and efficiencies can be straightforwardly made, or where alternative delivery methods are more suitable.
  - **Consolidation of suppliers and contracts:** centralising contracts to capitalise on economies of scale and ensure that the best terms of agreement for each supplier are consistently applied. Reduce off-contract spend

- **Negotiate better deal:** apply specialist knowledge in procurement and commissioning to drive down the cost of arrangements.
- **Contract management:** to ensure service level agreements are met and efficiencies are driven out of the contracts during the contract period.
- **Category strategy:** creation of a dedicated strategy to understand complex requirements across one or more areas; holistically re-structuring and aligning contracts.

5.4 The specific projects in progress as part of the Savings Strategy are outlined in Table 2 below

**Table 2 – Savings Strategy Projects in Progress**

<b>Category</b>	<b>Annual saving target</b>	<b>Savings Approach</b>	<b>Workstream Update</b>
Access security & Security services	£10,000	Consolidation of contracts and suppliers	Security provision is being reviewed collectively across the organisation and multiple contracts are being re-procured in a single exercise.
Cleaning, Hygiene Services	£20,000	Consolidation of contracts and suppliers	There are 12 cleaning contracts in addition to the inhouse provision which are being reviewed with the view to consolidate into a single contract/ smaller number of contracts.
Temporary Staffing	£75,000	Review Requirement	Temporary Staffing expenditure has been reviewed and off contract spend identified. Alternative suitable model is being re-procured.
Procurement Cards	£150,000	Review Requirement	Procurement card activity is being analysed and proposal will be brought forward to reduce expenditure and embed adequate governance.
Building Maintenance	£100,000	Category Strategy	Holistic review of approach across services including Corporate property and Housing is underway. Reactive Maintenance Framework to be procured.
Strategic Supplier: Civica	£15,000	Negotiate Better Deal	All spend and contractual agreements with Civica across the organisation are being analysed, in order to achieve a better deal and single contract negotiated.

**Total annual Saving £370,000**

## 6. Financial Implications

- 6.1 Procurement expenditure on goods, works and services is currently approximately £50 million per annum.
- 6.2 As part of the Future Guildford Programme, a savings target of £1.2 million has been assigned for delivery by the Procurement Team annually from 2022.

## **7. Legal Implications**

- 7.1 As noted in this report, the Council's duties are:
  - I. Compliance with the Public Contracts 2015 Regulations when procuring contracts valued above a threshold set by OJEU;
  - II. Ensuring compliance with the Council's PPRs.
- 7.2 The strategy also embeds into the Council's procurement processes, the requirements under the Modern Slavery Act 2015 and the Public Services Social Value Act 2012.

## **8. Human Resource Implications**

- 8.1 In order to deliver the Procurement work Programme and Savings target as referenced in paragraph 5.1 above, an investment is necessary in Procurement staff. There is currently a reliance on interim staff who largely resource the Team.

## **9. Equality and Diversity Implications**

- 9.1 This duty has been considered in the context of this report and it has been concluded that there are no equality and diversity implications arising directly from this report.

## **10. Climate Change/Sustainability Implications**

- 10.1 Following the Council declaring a Climate Change emergency, Procurement are looking at way to embed sustainable measures into procuring contracts and to potentially formally incorporate the Single Use Plastics Policy into contracts going forward.
- 10.2 A full update of the Procurement Procedure Rules (PPRs) is due in Autumn 2020 and sustainability measures will be included in this update and considered in procurement activity on a case by case basis where relevant meanwhile.

## **11. Conclusion**

- 11.1 By adopting the Procurement Strategy 2020-2023, the Council will commit to delivering a robust approach to Commissioning and Procurement. Compliance will be achieved, the Procurement Savings Strategy delivered, and commercial opportunity maximised.
- 11.2 The Strategy will be reviewed periodically and a full update to the PPRs will be reported to Corporate Governance and Standards Committee (and full Council) in Autumn 2020, along with the Financial Procedure Rules (FPRs).

**12. Appendices**

Appendix 1: Procurement Strategy 2020-2023

Appendix 2: Procurement Savings Strategy

Appendix 3: Procurement Savings Strategy – RESTRICTED

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# Procurement Service Strategy

## 2020 – 2023

### Objective of the Procurement Strategy

*To support GBC in delivering its strategic objectives and to ensure that, in the procurement of goods, works and services, GBC obtains the very best value, namely, the required quality at the best price achievable.*

## I. Introduction

Procurement in Local Government has changed significantly in recent years with the introduction of dedicated centralised procurement teams, the e-enabling of procurement and the introduction of category based procurement.

GBC's spend over the last three years was approximately £50 million per annum with the Procurement function currently operating on a devolved model with limited resource deployed centrally.

There is therefore a transformation need and huge scope for a more efficient service which will play a significant role in supporting the delivery of both corporate objectives and improving the quality of services to members of the public in addition to savings achieved through improved procurement. This will in turn, assist to help support the delivery of front line and priority services.

The aim of the procurement function is to provide procurement consultancy, transactional procurement services and contract management support to all directorates within GBC.

The primary purpose of the procurement function is to:

1. To support the delivery of GBC's corporate objectives through the effective procurement of goods, works and services.
2. To identify and deliver cashable and non-cashable savings through effective procurement and the detailed analysis of GBC's spend profile.
3. To provide a consistently high quality and effective source of best practice procurement advice, guidance to services within GBC including issuing instructions to GBC's legal team.
4. To be a trusted advisor on all procurement matters.
5. To help drive supplier and service innovation during the commissioning cycle and beyond.
6. To provide insights into internal and external market trends to include benchmarking, market intelligence and spend analytics to support decision makers and commissioners.
7. Ensure the procurement process is conducted in an open, transparent and fair manner which mitigates the potential for fraud and any potential Procurement challenges.
8. To significantly contribute to the ongoing process of supplier relationship, contract and performance management in order to drive out cost and increase performance standards.
9. To support services with contract management, negotiations, resolution of performance issues with existing suppliers, and the completion of some standard contracts.

10. To attend the Corporate Procurement Board to ensure compliance with the Public Contract Regulations 2015, review and approve exemptions/waivers to the Procurement Procedure Rules and to implement this Procurement Strategy.

This procurement strategy should be read in conjunction with the Procurement Procedure Rules and Financial Procedure rules, which are under review as part of the transformation.

The centralised procurement service for GBC is a new concept and will evolve over time, this is likely to necessitate changes and updates to this Procurement Strategy, the Procurement Procedure rules and the overall structure of the centralised procurement function – and this will result in the need for a review of how GBC allocates staffing and system resources.

The new Finance and HR system Business World due to come on line in Summer 2020 will bring a significant change to purchasing activity at GBC whereby the introduction of a 'No purchase Order, No Pay policy' will be in place and any spend in excess of £1,500 will involve procurement guidance, a significant change from the historic £10,000 threshold for engagement with Procurement. Furthermore all new supplier requests will need to be approved by the procurement team as part of the move to streamline the number of suppliers and contracts within the organisation. These key steps will support this Procurement Strategy and allow the delivery of Category Management across the organisation which will in turn deliver significant savings and efficiencies.

## II. Corporate Objectives

The core objective of this Procurement Strategy is to support GBC in delivering its Corporate Objectives.

GBC Corporate Objectives 2018-23
<p>Fundamental themes that support our vision</p> <p><b>Place-making</b></p> <ul style="list-style-type: none"><li>• Delivering the Guildford Borough Local Plan and providing the range of housing that people need, particularly affordable homes</li><li>• Making travel in Guildford and across the borough easier</li><li>• Regenerating and improving Guildford town centre and other urban areas</li></ul> <p><b>Community</b></p> <ul style="list-style-type: none"><li>• Supporting older, more vulnerable and less advantaged people in our community</li><li>• Protecting our environment</li><li>• Enhancing sporting, cultural, community and recreational facilities</li></ul> <p><b>Innovation</b></p> <ul style="list-style-type: none"><li>• Encouraging sustainable and proportionate economic growth to help provide the prosperity and employment that people need</li><li>• Creating smart places infrastructure across Guildford</li><li>• Using innovation, technology and new ways of working to improve value for money and efficiency in Council services</li></ul> <p>Values for our residents</p> <ul style="list-style-type: none"><li>• We will strive to be the best council.</li><li>• We will deliver quality and value for money services.</li><li>• We will help the vulnerable members of our community.</li><li>• We will be open and accountable.</li><li>• We will deliver improvements and enable</li></ul>

### How will procurement support delivery of these Corporate Objectives?

1. Ensure proposed procurement activity is aligned to Member priorities and corporate objectives in particular, wherever appropriate, pursuing market testing in order to achieve best value through a process of fair and open competition.
2. Through open, transparent and fair competition which treats all bidders equally and undertake effective, timely and appropriate procurement processes with a view to minimising both GBC and bidder procurement life cycle costs and ensure contract management and monitoring processes are measurable and effective;
3. By seeking to manage demand for goods, works and services. Implementing category management techniques to bring contracts similar in nature together into a single procurement exercise and seeking opportunities to collaborate and/or develop shared services with other public bodies which maintain or improve quality but at a lower overall price;
4. Support services in the development of appropriate specifications which include any qualitative aspects required by commissioners / service users. Early and on-going engagement with markets to identify new opportunities for innovation and to consider lifetime sustainability costs at the outset including environmental impact and any carbon reduction commitments;
5. Engage with young people through the provision of work based work experience opportunities and encourage bidders to make provision for apprenticeships through Social Value clauses;
6. Ensure local businesses are aware of contracting opportunities with GBC through engagement and collaboration with the Councils Economic Development Team.

### III. Procurement Strategic Objectives

#### a. People – Staff Training and Development

The skills and capacity required to deliver a fully centralised procurement, commissioning and contract management function requires thorough analysis and consideration.

The current resource is three posts; one permanent Procurement Manager and two interim Procurement Officers. Moving forwards into the centralised model, there will be the need for permanent posts and additional resource.

The Procurement function shall undertake and keep under review a training needs analysis which will inform a business case for on-going procurement related training to both the team and officers within GBC who routinely engage in procurement and /or contract management activity.

#### b. Processes – e-enabling Procurement and Making Use Of Technology

The Procurement function will seek to utilise new and existing forms of technology to streamline the end to end procurement process where it can be clearly demonstrated that this will deliver cashable and / or transactional cost savings to the GBC. This includes:

1. Advertising all opportunities via GBC's own web pages and Contracts Finder portal and minimising the number of contract notices placed in trade media;
2. Transactional procurement processed via an on-line procurement portal to streamline the procurement cycle for GBC and bidders and ensure consistency;
3. Supplement reviews of bidders annual audited financial accounts via credit reference agencies to ascertain a bidders most recent financial status and viability to deliver goods, works or services;
4. Procurement project management and progress reporting systems to facilitate consistent and open reporting;
5. Purchase to Pay software to deliver control and visibility over spend, and;
6. Spend analytics software to highlight off contract spend and opportunities for consolidation of lower value goods, works and services.

#### c. Creating commercial opportunities

Promote revenue generation and value, review options (make or buy), support and encourage innovation; promote the development of new ideas and solutions to service delivery.

#### **d. Savings and Efficiencies**

A number of strategies shall be employed to identify and deliver both cashable and efficiency savings:

1. Aim to maximise savings when re-procuring goods, works or services;
2. Seek price reductions from incumbent suppliers in return for extension or direct award of contracts;
3. Seek price reductions from incumbent suppliers through an analysis of the existing specifications and associated working practices;
4. Reduce and standardise specifications wherever possible;
5. Align with services on where risk should lay so as to prevent increased submission costs in tenders.
6. Analyse and aggregate spend through category management model;
7. Demand management and oversight of spend via purchase to pay systems;
8. Spend analytics to identify off contract spend and aggregation opportunities;

#### **e. Category Management**

Adopt a Category Management procurement structure. Most Councils align their procurement teams with internal directorates and this works well, however, external markets do not necessarily align in this way and greater value can be achieved by procuring goods, works and services in an aggregated or joined up manner in line with standard market categories rather than internal category structures.

Category management is an important and effective means of managing procurement and developing appropriate skills, capacity, and expertise. Fitting it to GBC will require an examination of the overall structure, spend data, and pipeline of procurement activity.

#### **f. Spend Analysis**

GBC shall utilise the new Business World system to review procurement spend data. This activity will be central to producing a procurement and category management strategy for the category areas. Spend analysis will inform commissioning and procurement strategies and realise both cashable and efficiency savings.

Spend classification will be key when analysing spend and it will be necessary from the outset to establish the appropriate coding structure to facilitate this, be it ProClass, CPV or UNSPSC codings.

Achieving this will be through close working between the procurement and finance function, and the commissioning of effective finance and case management systems.

**g. Collaboration and Shared Services**

GBC shall collaborate whenever possible with other Authorities for procurement exercises for goods, works and services

GBC shall actively seek to involve other public bodies as may be appropriate when procuring goods, works or services to take advantage of potential savings achieved through increased volumes and/or reduced client side costs.

GBC shall actively take part in collaborative procurement exercises undertaken by buying consortia such as Crown Commercial Services, ESPO, YPO or such other contracting authority where it can be demonstrated GBC will benefit from these arrangements.

**h. Contract and Supplier Relationship Management**

Contract and relationship management involves the continual review and management of contractual terms and conditions including any performance targets. Effective contract management seeks to ensure:

1. Officers engaged in performance and/or contract management are appropriately trained and supported.
2. Agreed strategic priorities and objectives are agreed at the outset and delivered as expected;
3. Non-compliance, defaults and variations are identified and addressed as they emerge, and appropriate action plans adopted to manage poor or inconsistency performance;
4. Issues and concerns are escalated if resolution is proving problematic;
5. Risks and costs are appropriately identified and managed;
6. Reviews are undertaken both during the lifetime of the contract and prior to natural termination for lessons learnt to aid continuous improvement both during the contract lifecycle and any subsequent re commissioning of the goods, works or services.

**i. Commissioning and Market Testing**

Services and the procurement function shall work together to review and carefully consider how a service (including services directly provided by GBC) may be delivered, who could do it and the most cost effective manner. The primary objective being to improved outcomes



for residents and service users. This requires both services and officers within the procurement function to develop skills, activities and practices which:

1. Lead to a greater and more in-depth understanding of residents and service users needs;
2. Use evidence based tools to identify what works and what does not;
3. Increased collaboration with other organisations and existing partners;
4. Understanding the true cost and value of the services provided;
5. Adopting a more “commercial” focused outlook on services, and;
6. Managing performance and relationships with existing contractors through clearly defined contract management processes and procedures.

**j. Leadership and Governance**

In order to achieve consistency and compliance with the Procurement Strategy and the Procurement procedure rules, GBC shall adopt a Corporate Procurement Board (CPB) made up of Procurement, Legal and Finance and chaired by the Director of Finance.

GBC shall adopt a gateway review process to assess key procurement project outputs and outcomes during the procurement cycle.

A record of all contracts shall be maintained by the procurement function on the contracts register and will be used to inform the procurement work plan. This will also be published in-line with the Transparency Agenda.

A procurement pipeline shall be developed each year which shall include all planned procurement activity; the Procurement Board shall monitor the delivery of the procurement work plan.

**k. SME's / Voluntary Sector and Social Value**

The stimulation of the local economy and voluntary sector is an important objective for GBC. GBC will encourage local organisations and/or voluntary groups to bid for appropriate contracts either on their own or in collaboration with others. No selection criteria for the short listing of potential contractors will discriminate in any way against local providers, and where there is evidence that local markets, contractors or voluntary organisations require capacity building, GBC will consider how best to achieve this.

GBC shall ensure compliance with the Public Services (Social Value) Act 2012 and consider from the outset how what is proposed to be procured might improve the economic, social and environmental wellbeing of the relevant area, and, how in conducting the process of procurement, GBC might act with a view to securing such improvement.

This is a requirement for above threshold activity, however the principle will be followed for all purchasing and procurement.

### I. Equality

GBC's core tender documentation, including selection questionnaires (SQ's) and terms and conditions, shall include specific reference to equality issues. Potential contractors shall be required to answer a set of equality questions within their response to GBC. Services shall undertake Equality Impact Assessments as necessary with the findings of the assessment being considered within the proposed commissioning and associated Procurement Strategy.

GBC has adopted the Modern Slavery Motion which ensures all requires suppliers to fully comply with the Modern Slavery Act 2015.



Procurement Savings Strategy

April 2020

Version 0.2



## 1. Approach

The Procurement Strategy and plan is governed under the Service Challenge work package (WP7) of the Future Guildford transformation programme. The project is concerned with delivering non-staffing efficiency; outputs of the council should be delivered at improved value for money.

There will be inter-dependencies with other projects in WP7 which include:

- Major Projects review
- Review and grants
- Review of community events
- Printing and reprographics review

Savings in the above areas are attributable to other projects but there may be data analysis which can be disseminated from this data-driven project to facilitate these. These are out of scope for the procurement strategy and plan project because they are either:

- Self-contained (e.g. the Major Projects review/printing and reprographics review will consider spend across all categories within the scope of the service/project)
- Driven through strategy based reduction (e.g. by reducing service levels by stopping events or grants)

The savings targeted by this project have the following profile:

Financial Year	FY 19/20	FY 20/21	FY 21/22	FY 22/23
Target cumulative saving	£360,000	£600,000	£1,200,000	£1,200,000

A new list of procurement categories has been developed to classify expenditure against (see Appendix A). The aim of these categories is to enable procurement good practice:

- Finance Specialists will be accountable for monitoring spend against specific budgets within a set envelope for the financial year
- A category management approach will allow monitoring of spend by category across the council, ensuring a holistic and joined up approach, best value for money and ultimately that budget envelopes are set at the right level.

Supplier payments data for the last three financial years has been analysed by applying these new categories to historic expenditure. Transactions are also classified by supplier, cost centre and account code. Categories have been considered for further analysis based on:

- High absolute expenditure (i.e. a high share of the council's total spend)
- High relative expenditure (i.e. high compared to other authorities)
- Varying expenditure (i.e. varying from year to year)
- Significant distribution of expenditure across the authority

The selection of categories have been subsequently structured around the approach that will be adopted to generate sustainable savings:

- **Remove requirement:** fundamentally stopping the purchase of goods and services within a category
- **Review requirements:** reducing the purchase of good and services with a view to improving value for money across the organisation where duplication is evident and efficiencies can be straightforwardly made, or where alternative delivery methods are more suitable
- **Consolidation of suppliers and contracts:** centralising contracts to capitalise on economies of scale and ensure consistently apply the best terms of agreement for each supplier. Reduce off-contract spend
- **Negotiate better deal:** apply specialist knowledge in procurement and commissioning to drive down the cost of arrangements
- **Contract management:** monitoring contracts effectively to ensure service level agreements are met and efficiencies are driven out of the contracts during the contract period
- **Category strategy:** creation of a dedicated strategy to understand complex requirements across one or more areas; holistically re-structuring and aligning contracts

Other dependencies and activities relating to the project and embedding the project approach into business as usual include:

- The budget setting process; structuring budgets in a way which maximises the impact of the category management approach
- Accountability for enacting changes across services and setting budget envelopes

## 2. Summary of spend by category and year

Categories	Number of Suppliers by Item			Total transaction value by Item		
	Year			Year		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Access security & security services	27	27	19	£646,121	£359,348	£616,784
Asbestos	9	12	13	£46,421	£70,332	£131,553
Bereavement	30	45	48	£135,444	£228,490	£523,100
Building maintenance	205	271	175	£13,470,930	£15,035,539	£11,947,130
Business Services, Consultancy	127	57	101	£1,118,226	£857,423	£820,791
Catering & Hospitality	33	30	20	£238,491	£184,378	£177,143
Cleaning, Hygiene Services	33	23	18	£271,991	£223,702	£327,325
Clothing, Luggage	26	22	29	£36,678	£37,215	£39,451
Community Events	47	13	10	£1,020,402	£1,056,054	£1,038,182
Construction, Services	185	164	158	£4,201,737	£4,051,961	£11,492,096
Delivery, Postage and Packing	15	10	5	£20,939	£27,793	£38,331
Electrical, Lighting Supplies & Flooring	2	2	1	£525	£4,395	£5,687
Employee Benefits	4	2	4	£58,381	£74,763	£98,855
Entertainment	21	42	22	£241,000	£223,908	£132,199
Farming, Forestry & Wildlife	3	1	3	£41,620	£12,390	£41,460
Financial, Insurance Services	11	13	15	£1,194,201	£304,851	£832,868
Furniture, Furnishings; Office Equipment	25	11	16	£96,431	£63,227	£70,579
Grants	188	178	142	£3,065,030	£2,591,534	£2,753,948
Healthcare, Medical Services	4	3	4	£111,295	£88,718	£99,353
Homelessness	5	6	3	£524,812	£679,213	£1,068,076
IT Hardware	23	11	14	£201,846	£60,092	£1,165,620
IT Software	86	88	90	£1,059,976	£1,140,405	£1,405,240
Laboratory Equipment (Inc. Scientific Supplies)	0	1	1	£0	£73	£77
Late Payment Charge	0	0	0	£4,895	£0	£0
Legal Services	48	48	43	£971,555	£773,577	£1,255,078
Medical Supplies/First Aid	2	3	3	£277	£518	£166
News, Publications & Adverts	133	132	106	£194,351	£195,844	£178,540
Office Consumable, Stationary (Inc. paper	26	31	51	£53,679	£17,693	£38,220

Categories	Number of Suppliers by Item			Total transaction value by Item		
	Year			Year		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
materials & supplies)						
Parking	46	47	33	£2,012,610	£912,807	£1,965,807
Pension	1	1	1	£4,077,448	£1,732,372	£1,539,231
Plant, Flower & Animal Supplies	23	46	18	£120,331	£414,866	£120,194
Politics, Civic Affairs	67	2	12	£34,848	£42,742	£34,714
Printing & Reprographics	66	80	39	£777,158	£638,828	£496,441
Recruitment	15	17	7	£203,582	£70,655	£122,346
Roofing	11	5	7	£128,106	£90,286	£114,902
Safety services	8	20	3	£65,652	£74,509	£57,234
Site/Landscaping	41	97	38	£356,246	£559,114	£552,312
Sports, Recreational	0	2	2	£0	£1,249	£1,888
Subscriptions	56	75	53	£148,746	£151,862	£136,310
Telecommunications	26	17	13	£423,640	£708,903	£425,813
Temporary Staffing	25	27	20	£2,149,615	£1,862,050	£1,940,693
Tools, General Machinery	119	202	122	£962,185	£1,079,444	£1,074,682
Training	180	148	152	£258,731	£253,600	£280,921
Transportation	8	11	7	£480,268	£414,709	£277,322
Travel	2	5	2	£338	£2,226	£1,577
Utilities	44	62	49	£705,636	£973,247	£875,131
Vehicles	119	94	101	£3,539,490	£1,115,777	£1,404,615
Waste Disposal and Recycling	43	38	41	£1,548,138	£1,419,251	£1,459,406
Windows, Doors & Storefronts	10	16	9	£128,863	£83,696	£255,149
Parish Precepts	23	23	23	£1,562,093	£1,908,360	£1,724,276
Unclassified	782	567	740	£1,288,681	£1,504,338	£1,692,828

### 3. Summary of revenue spend by category and year

Agenda item number: 9  
Appendix 2

Categories	Number of Suppliers by Item			Revenue transaction value by Item		
	Year			Year		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Access security & security services	27	27	19	£625,270	£358,528	£615,167
Asbestos	9	12	13	£17,765	£36,115	£95,889
Bereavement	30	45	48	£110,733	£162,031	£124,536
Building maintenance	205	271	175	£5,310,648	£3,359,766	£3,957,580
Business Services, Consultancy	127	57	101	£740,905	£531,706	£638,171
Catering & Hospitality	33	30	20	£236,289	£184,350	£192,082
Cleaning, Hygiene Services	33	23	18	£273,984	£223,702	£327,204
Clothing, Luggage	26	22	29	£36,771	£37,215	£39,306
Community Events	47	13	10	£905,478	£1,052,730	£1,025,290
Construction, Services	185	164	158	£2,015,623	£1,123,720	£2,270,087
Delivery, Postage and Packing	15	10	5	£21,216	£27,793	£38,240
Electrical, Lighting Supplies & Flooring	2	2	1	£721	£4,395	£0
Employee Benefits	4	2	4	£58,314	£74,763	£98,855
Entertainment	21	42	22	£305,162	£223,908	£136,061
Farming, Forestry & Wildlife	3	1	3	£33,127	£12,390	£41,460
Financial, Insurance Services	11	13	15	£1,192,906	£242,032	£519,421
Furniture, Furnishings; Office Equipment	25	11	16	£96,074	£63,227	£35,179
Grants	188	178	142	£2,402,132	£2,070,834	£2,339,064
Healthcare, Medical Services	4	3	4	£108,589	£88,718	£99,074
Homelessness	5	6	3	£524,717	£679,213	£1,067,991
IT Hardware	23	11	14	£137,440	£23,945	£34,525
IT Software	86	88	90	£821,937	£809,204	£1,019,751
Laboratory Equipment (Inc. Scientific Supplies)	0	1	1	£0	£73	£77
Late Payment Charge	0	0	0	£4,897	£0	£0
Legal Services	48	48	43	£742,997	£721,731	£804,921
Medical Supplies/First Aid	2	3	3	£277	£518	£166
News, Publications & Adverts	133	132	106	£164,049	£195,844	£174,772
Office Consumable, Stationary (Inc. paper materials & supplies)	26	31	51	£53,806	£17,693	£38,361
Parish Precepts	23	23	23	£1,562,093	£1,908,360	£1,631,985



Categories	Number of Suppliers by Item			Revenue transaction value by Item		
	Year			Year		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Parking	46	47	33	£2,002,304	£912,807	£1,966,398
Pension	1	1	1	£4,077,448	£1,732,372	£1,539,231
Plant, Flower & Animal Supplies	23	46	18	£114,563	£167,013	£98,761
Politics, Civic Affairs	67	2	12	£34,848	£42,742	£38,513
Printing & Reprographics	66	80	39	£769,195	£638,278	£495,862
Recruitment	15	17	7	£203,582	£70,655	£122,346
Roofing	11	5	7	£131,342	£36,775	£77,672
Safety services	8	20	3	£57,285	£48,719	£49,353
Site/Landscaping	41	97	38	£352,859	£559,114	£214,082
Sports, Recreational	0	2	2	£0	£1,249	£1,888
Subscriptions	56	75	53	£149,003	£151,862	£136,310
Telecommunications	26	17	13	£432,141	£324,876	£386,814
Temporary Staffing	25	27	20	£2,148,836	£1,852,530	£1,868,901
Tools, General Machinery	119	202	122	£960,952	£1,070,260	£1,072,513
Training	180	148	152	£257,550	£253,600	£276,680
Transportation	8	11	7	£480,268	£414,709	£268,123
Travel	2	5	2	£773	£2,226	£1,244
Unclassified	782	567	740	£1,226,907	£1,324,211	£1,374,393
Utilities	44	62	49	£708,666	£869,210	£861,877
Vehicles	119	94	101	£989,458	£765,020	£860,999
Waste Disposal and Recycling	43	38	41	£1,537,515	£1,382,705	£1,456,279
Windows, Doors & Storefronts	10	16	9	£128,863	£83,696	£66,075

## 4. Analysis by category

The highest spend remove and review categories were identified, and their 2018-19 transactional analysis was reviewed to identify key savings areas.

### Business services, consultancy

The top directorates by spend are listed below, these eight directorates make up ~64% of the Business services, consultancy spend.

Directorate	Spend 2018-19
Planning Policy Management (PPM)	£240,158
ICT Management	£136,610
Health & Community Care Management	£51,406
Heritage Management	£27,666
Financial Services Management	£21,942
Housing Advice Management	£19,515
Development Control Management	£15,185
Business Systems Management (BSM)	£14,850
<b>Total</b>	<b>£527,333</b>
<i><b>Total Category Spend</b></i>	<i><b>£820,791</b></i>

From these, the following remove and review requirement opportunities have been found.

- The supplier *David Lock Associates* has a **PPM** spend of ~£200K to develop Guildford's strategic development frameworks as part of the Local Plan 2013. *Is this spend necessary? Can the skills be brought in house? Can the contract be reviewed?*
- The supplier *Illuminet Solutions* has a ~£146K spend across **BSM & ICT Management** (~£15K **BSM** & ~£131K **ICT**) for consulting and temporary ICT staff. A review should be undertaken to ensure that the service and cost are consistent across directorates.
- Of the ~£28K **Heritage Management** business service spend £24K was spent on activity and business plan development. *Can this be brought in house? Is this a necessary spend?*
- Of the £137K **ICT Management** spend, ~£20K was to provide temporary staff services. *Can this skill set be brought in house?*

### Temporary Staff & Recruitment:

The directorates with a spend of over £100K are shown below, an indicative annual FTE spend is shown with a percentage temporary staff & recruitment spend for comparison.

Directorate	Spend 2018-19	Est. Annual Cost of Salaried Employees (CC)	Spend as % of Salaries
Fleet & Waste Management	£518,482	£3,793,020	14%
Building Control Management (BCM)	£192,098	£519,790	37%
Housing Benefit Management	£182,398	£629,710	29%
Infrastructure Programme Management (IPM)	£166,643	£357,060	47%
Legal Services Management	£148,310	£927,550	16%

Health & Community Care Management	£144,269	£1,214,090	12%
Property Management	£107,962	£1,529,330	7%
<b>Total</b>	<b>£1,460,163</b>	<b>£8,970,550</b>	<b>-</b>
<b>Total Category Spend</b>	<b>£2,063,038</b>	<b>-</b>	<b>-</b>

- **BCM** and **IPM** have a significant temporary staffing spend compared with the salaried employees. These directorates are key candidates for minimising temporary staffing by improved training of FTEs and reviewing operating model requirements.
- **Fleet & Waste Management** has the highest spend by far on temporary staff & recruitment, *is this area a candidate for driving down requirements? Can FTEs be cross trained to reduce the need for temporary staff?*

### Unclassified Spend:

The unclassified spend review is still underway, currently the Unclassified category spend for 2018-19 totals almost £1.7M. The following has been noted as savings opportunities.

- There is £46K is unclassified redacted supplier spend, £34K of which is under the directorate of **Heritage Management** and classed as *PICTURE SALES FOR EXHIBITIONS* or *CRAFTWORK - SALE OR RETURN*. The commission income from picture and craftwork sales was only £10K. *Can the spend be reduced?*
- **FISH** (Fun in the School Holidays) - this programme cost £23K in 2018-19 with £11K of that spend going to Kings College hire. *Is this programme loss making? If so, can the Kings College spend be negotiated or removed?*
- **Christmas Street Decorations** - cost £22K in 2018-19, with £11K of this spend going to one supplier of Christmas lights screens. *Can this cost be negotiated?*
- **Guildford Business Forum** - cost £19K in 2018-19. *Is this event income generating? Is it a requirement?*
- **Williams Brothers newsagents** - cost of over £2K in 160 separate purchases of corporate newspapers. *Is the council aware of this spend? Can this expenditure be stopped?*
- **Rundle & co. debt recovery** - cost of £22K. It would be interesting to see their recovery rate. *Does this generate sufficient income to cover the cost of recovery?*
- **Amazon payments** - cost of £1.6K in 52 disparate transactions, *is there oversight on these one-off purchases?*

### Construction services:

Of the ~£11M 2018-19 transactions, £2.3M has been classed as revenue. This revenue has been reviewed to identify saving opportunities.

- There is ~£26K of construction, consultancy spend for Design and Conversation sitting under the Policy department. *Can this activity be removed?*
- The Museum major project activity has a significant transaction value attached, ~£220K. *Does this align with our strategic goals?*
- Local Plan 2013 construction consultancy spend has been identify which related to temporary staffing requirements (~£16K). *Can these skills be brought in house? Or this activity suspended?*

Department	Revenue Transactions
BUILDING MAINTENANCE	£933,532
MAJOR PROJECTS	£737,281
POLICY	£242,661
BUILDING CONTROL SUMMARY	£52,147
CORPORATE PROPERTY SERVICES	£49,975
INDUSTRIAL ESTATES	£40,778
PARKS & COUNTRYSIDE	£39,801
Investment Property	£39,667
BUSINESS & TOURISM	£29,988
Other Property	£22,467

Cost Centres	Revenue Transactions
BUILDING MAINTENANCE	£933,532
ASH BRIDGE	£281,282
GUILDFORD MUSEUM REDEVELOPMENT	£180,812
LOCAL PLAN 2013	£166,209
GLDF STATION PLATFORM STUDY	£87,933
BUILDING CONTROL - FEE	£52,147
A331 HOTSPOTS	£51,450
CORPORATE PROPERTY SERVICES	£49,975
POLICY	£48,135
BIKE SHARE SCHEME	£46,775
INDUSTRIAL ESTATES ADMIN.	£40,778
INVESTMENT PROPERTY ADMIN	£38,267
ECONOMIC DEVELOPMENT	£29,988
DESIGN AND CONSERVATION	£26,658
SPECTRUM 2.0	£25,671
OTHER PROPERTY ADMIN	£22,467

**5. Key areas in savings approaches** - see exempt Appendix 3

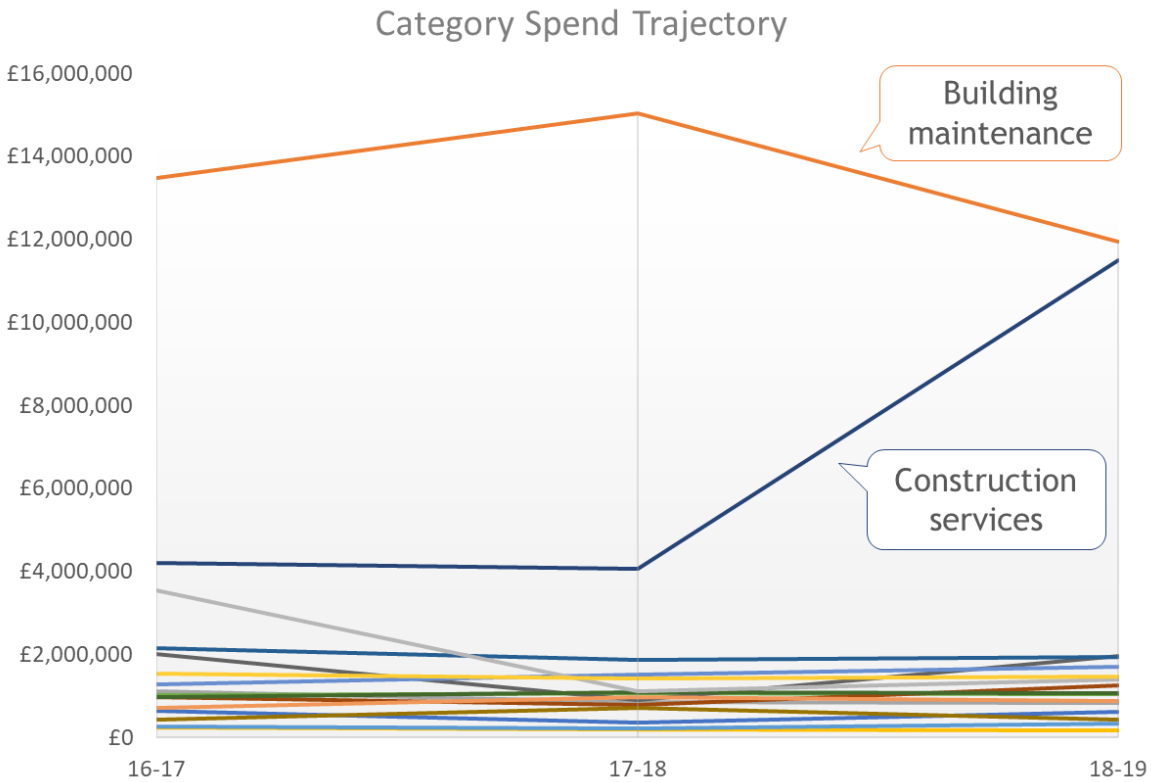
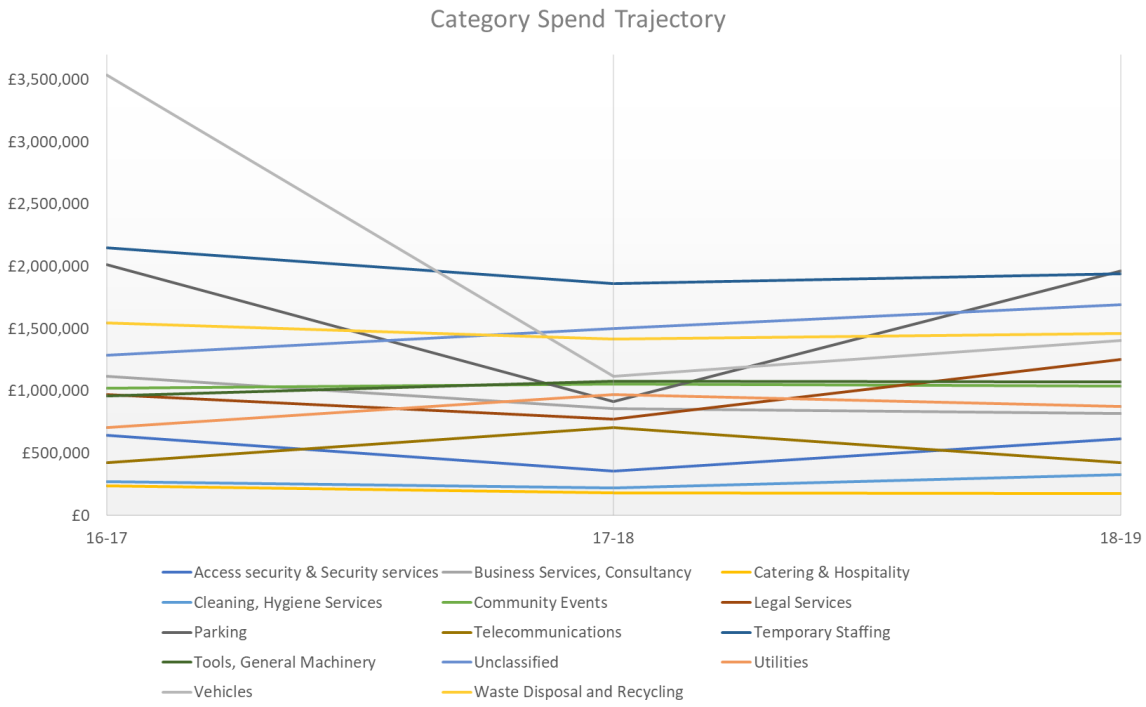
**6. Summary of category and savings approach** -see exempt Appendix 3

## 7. Appendices

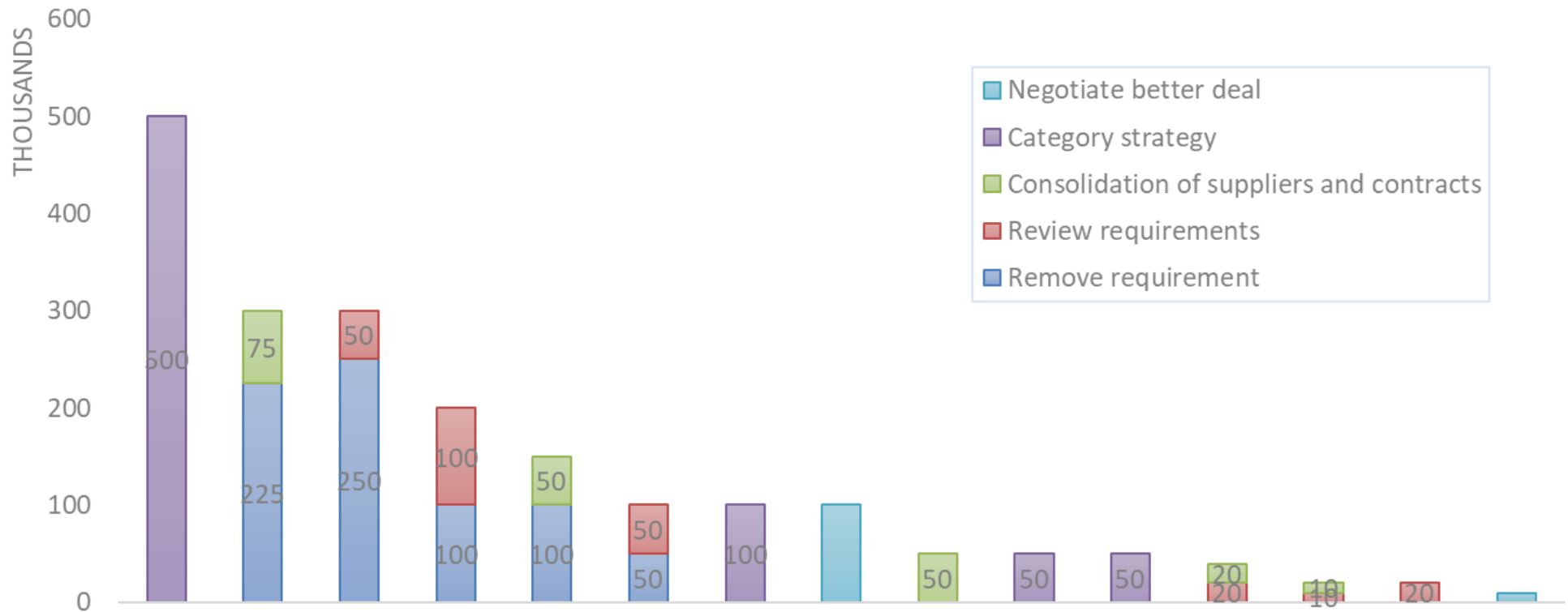
### Appendix A: Transactional analysis

See attached spreadsheet of raw transactional data for financial years 16/7, 17/18 and 18/19.

Priority Categories	Total transaction value by Item		
	Year		
	2016-17	2017-18	2018-19
Access security & Security services	£646,121	£359,348	£616,784
Building Maintenance	£13,470,930	£15,035,539	£11,947,130
Business Services, Consultancy	£1,118,226	£857,423	£820,791
Catering & Hospitality	£238,491	£184,378	£177,143
Cleaning, Hygiene Services	£271,991	£223,702	£327,325
Community Events	£1,020,402	£1,056,054	£1,038,182
Construction, Services	£4,201,737	£4,051,961	£11,492,096
Legal Services	£971,555	£773,577	£1,255,078
Parking	£2,012,610	£912,807	£1,965,807
Telecommunications	£423,640	£708,903	£425,813
Temporary Staffing	£2,149,615	£1,862,050	£1,940,693
Tools, General Machinery	£962,185	£1,079,444	£1,074,682
Unclassified	£1,288,681	£1,504,338	£1,692,828
Utilities	£705,636	£973,247	£875,131
Vehicles	£3,539,490	£1,115,777	£1,404,615
Waste Disposal and Recycling	£1,548,138	£1,419,251	£1,459,406
<b>Total (of Total Spend)</b>	<b>£34,569,448</b> <i>(of £50,003,769)</i>	<b>£32,117,797</b> <i>(of £44,378,328)</i>	<b>£38,513,503</b> <i>(of £52,851,640)</i>



# Annual Saving by Category



## Appendix B: procurement categories

Suggested Procurement Categories	Definition
Access Control/Security; Security, Safety Services	Security services, building access, CCTV
Asbestos	Removal of asbestos
Audio, Visual, Media Services	
Banking Services	Banking charges
Bereavement	Funeral services & maintenance of crematoriums
Building maintenance	All building maintenance for GBC maintained buildings,
Business Services, Consultancy	Consulting services, excluding legal & insurance
Catering & Hospitality	Food costs, refreshments & catering equipment
Chemicals (non-janitorial)	Water treatment, pool chemicals etc.
Cleaning, Hygiene Services	Cleaning services & equipment
Clothing, Luggage	Clothing, uniforms
Community Events	Unspecified community event spend
Construction, Services	Construction services, inclusive of planning consultancy services
Delivery, Postage and Packing	Postage fees, packaging materials & delivery fees
Electrical, Lighting Supplies and flooring	Physical item purchase & replacement, not to include maintenance which is categorised in building maintenance and excluding cost of electricity to be categorised as Utilities.
Employee Benefits	Discretionary staff benefits inclusive of accommodation & transport costs of discretionary staff activities and training
Entertainment	Entertainment for events e.g. performers bookings
Farming, Forestry, Wildlife	Farm maintenance, forest care
Financial, Insurance Services	Insurance & financial services (not to be confused with consulting)
Furniture, Furnishings; Office Equipment, Furniture	Furniture & office furnishing
Grants	Grants, including parish precepts
Healthcare, Medical Services	Primary care services and medical devices (adult social care costs) (not inclusive of staff occupational healthcare which is classified as Employee Benefits)
Homelessness	Emergency accommodation, rent in advance, storage costs
ICT Hardware	ICT hardware including maintenance ex. Telephones



ICT Software	ICT software including maintenance and software licenses
Laboratory Equipment (Inc. Scientific Supplies)	
Late Payment Charge	Late payment charges for suppliers (e.g. Gas, electricity)
Legal Services	Legal services (not to be confused with consulting)
Medical Supplies/First Aid	Medical Supplies/First Aid (ex. Training which should be classed as such)
News, Publications, Adverts	Cost of acquiring newspapers, and placing adverts, creating publications (exc. For printing & reprographic costs). Note this does not include subscription costs which should be classed as Subscriptions
Office Consumable, Stationary (Inc. paper materials & supplies)	Stationary, paper, kitchen items etc.
Organisations, Clubs	Payments to clubs for membership (not to be confused with subscriptions)
Parking	Parking collection & maintenance services
Pension	Pension payments
Plant, Flower, Animal Supplies	Flower/seed purchase including animal feed and fertiliser excluding bereavement items
Politics, Civic Affairs	Election costs
Printing & Reprographics	All printing costs Inc. ink costs but excluding paper
Recruitment	Recruitment services
Roofing	Roofing including purchasing and equipment but excluding maintenance to be classified under building maintenance
Safety/Fire	Fire, terrorism services including fire alarm testing
Site/Landscaping	Landscaping
Sports, Recreational	Instructor fees, ground hire
Subscriptions	Subscription costs
Telecommunications	Including telephone purchases and line rental
Temporary Staffing	Agency staffing
Tools, General Machinery	Tools & equipment (general) excluding tools & equipment for categories already classified
Training	Staff training costs excluding transport or accommodation costs for the training to be included in Employee Benefits
Transportation	Transportation for vulnerable members of the community (e.g. school bus transportation for children with special needs), not to include expensed travel to events by staff
Travel	Taxi, coach hire for internal & external customers
Utilities	Gas, electricity & water costs
Vehicles	Vehicle hire, purchase & maintenance inc. fuel
Waste Disposal and Recycling	Waste management (Inc. fly-tipping)

Agenda item number: 9  
Appendix 2

Windows/Doors/Storefronts	Purchase only, not to include maintenance. Maintenance to be included in Building Maintenance
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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Agenda item number: 9  
Appendix 3

Document is Restricted

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