

SUBJECT:	MONMOUTHSHIRE CAR PARKING REVIEW
MEETING:	CABINET
DATE:	19 NOVEMBER 2025
DIVISION/WARDS AFFECTED:	ALL

1. PURPOSE:

- 1.1. This report sets out the key conclusions of the recent review of parking services in Monmouthshire carried out by AtkinsRealis and invites Cabinet to agree the proposed strategic objectives for the Council's parking strategy as well as the proposed actions for the Council in response the review's recommendations.

2. RECOMMENDATIONS:

- 2.1. Cabinet is recommended to:
 - 2.1.1. Agree the strategic objectives for the Council's parking strategy as set out in paragraphs 3.7 and 3.8.
 - 2.1.2. Agree the proposed MCC actions in response to the recommendations made in the Monmouthshire car parking review, as set out in table 1.

3. KEY ISSUES:

- 3.1. Monmouthshire County Council provides a range of facilities and services across the county to support on and off-street parking. This includes 38 car parks, which comprise a mix of short stay pay and display, long stay pay and display, free of charge, and season permit only. In the pay and display car parks, users have three options for paying for their stay: cash, card or payment via the PayByPhone app. Season permits are available for long stay car parks for nearby residents who qualify.
- 3.2. The Council's civil enforcement team provides management and enforcement functions in MCC car parks. In addition, since 2019 the Council has been responsible for parking enforcement on the majority of the highway network across the county. Parking enforcement on trunk roads currently remains the responsibility of the Welsh Government, with enforcement carried out by the police.

- 3.3. Responsibility for enforcement of pavement parking currently rests with the police. It is expected that this will be transferred to local authorities in early 2026.
- 3.4. AtkinsRealis were commissioned in 2024 to carry out an evidence-based review of Monmouthshire's parking services. The brief included:
- Analysis of car park usage patterns and pay and display sales trends
 - Recommendations for improved/amended charging schedules
 - Assessment of civil enforcement functions and capacity
 - Impact of potential additional enforcement functions including pavement parking
 - Review of potential technologies to support parking and enforcement functions
 - Benchmarking against neighbouring local authorities.
- 3.5. The AtkinsRealis review followed a parking strategy commissioned from Capita in 2020, which set out the Council's policy framework for managing parking across a variety of aspects including parking tariffs, enforcement and parking standards.
- 3.6. The AtkinsRealis report is provided at Appendix 1 and the Capita report at Appendix 2
- 3.7. The 2020 Capita study set out eight proposed strategic objectives for the Council's parking strategy, which have been carried through to the AtkinsRealis report. It is recommended that those are now formally adopted to guide the provision of parking and enforcement services and facilities in Monmouthshire. The proposed objectives are to:
- Support the local economy
 - Provide access to key services and facilities for groups of individuals with different sets of requirements
 - Encourage sustainable travel modes and help reduce reliance on the private vehicle
 - Meet residents' parking needs
 - Improve journey time reliability for road users
 - Make Monmouthshire a safer place
 - Enhance the built and natural environment
 - Reduce competition between towns in the wider region
- 3.8. A further strategic objective for the Council's parking strategy is now also proposed, recognising the importance of revenue generated by parking in meeting the costs of providing parking facilities and services and related provision:
- Maintain a revenue stream to support the ongoing provision of parking services and enforcement, as well as wider highway and transport services.
- 3.9. The AtkinsRealis parking review makes a number of recommendations, based on data analysis, literature review, and the consultants' specialist knowledge. The review notes that further work (including additional data gathering, options appraisal, and consultation with relevant stakeholders) would be required before taking forward any of these recommendations.

- 3.10. The recommendations are set out in table 1 below, along with proposed actions for MCC in response to each of the recommendations.
- 3.11. Business groups were briefed on the emerging parking review via Monmouthshire's business resilience forum and have expressed a wish for further engagement in the development of the Council's parking strategy. It is proposed that further engagement with relevant stakeholders, including but not limited to business groups, town councils and local placemaking partnership groups, will be a key element in taking forward the actions set out in table 1, to ensure that any changes take into account local circumstances and need.

Table 1: AtkinsRealis Monmouthshire Car Parking Review: recommendations and proposed MCC actions

	AtkinsRealis recommendation	Summary explanation	Proposed MCC actions
<i>Parking charges</i>			
1	Existing charging structure remains	No change to existing position on interim basis.	Agree in interim pending outcome of recommendation 3
2	Retain season ticket/permit tariff structure	No change to existing position on interim basis.	Agree in interim pending outcome of recommendation 3
3	Undertake a future review of parking charge variations and charge inconsistencies	Review identifies lack of consistency in existing parking charges, as well as changes in local context and need since existing charging structure was introduced in 2014. However, data required to make specific recommendations on this is not currently available. Review process would begin with data collection as per recommendation 4, and along with other steps as per section 8.1.1 of AtkinsRealis report.	Take forward, beginning with next steps recommended in section 8.1.1 of AtkinsRealis report, and in consultation with local stakeholders (see paragraph 3.11). Review to consider pay and display, season tickets and residential permits.
4	Comprehensive Data Collection Programme	Collection of data to understand existing use of car parks and inform review of parking charges	Take forward to inform review of parking charges as per recommendation 3
<i>Technology</i>			
5	Live information and wayfinding on capacity of car parks	Installation of sensors and cameras in car parks to monitor real-time occupancy could be implemented to direct people to car parks with available space. This may be implemented in	Explore impact and costs as part of wider assessment of potential for technology to support parking and enforcement functions.

		certain towns / car parks with higher occupancy levels.	
6	Expansion of Smart Town Technology	Use of Smart Town and other technologies to support parking functions.	Take forward as part of wider assessment of potential for technology to support parking and enforcement functions
Enforcement			
7	Review of Civil Enforcement Officer (CEO) Operations	Detailed and comprehensive assessment of civil enforcement capacity vs existing and future service demand.	Take forward to ensure that CEO capacity reflects service demand
Parking provision			
8	Review of Overall Parking Provision and Stay Duration Strategy	Assess balance and distribution of short-stay and long-stay car parks to ensure meet current needs.	Take forward as part of review of parking charge structure as per recommendation 3
9	Reallocation of Spaces for Specific User Groups	<p>Recommendation to meet best practice standards:</p> <ul style="list-style-type: none"> • 3-6% of spaces for Blue Badge holders • 10-20% for electric vehicle charging • 5-10% for parent and toddler parking 	Assess impact and cost of recommended reallocation and consult stakeholders prior to decision

4. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):

4.1. An Integrated Impact Assessment (incorporating equalities, future generations, Welsh language and socio-economic duty) is attached at Appendix 3.

4.2 The main impacts of the proposals identified in this impact assessment are:

- Potential positive impacts on the protected characteristics of age, disability and pregnancy/maternity.
- Identification of the need to consider the impact on people suffering socioeconomic disadvantage of any changes in parking charges arising from the report's recommendations.
- Potential positive impacts on the well-being goals of a prosperous Wales, a resilient Wales, a healthier Wales, a globally responsible Wales and a Wales of vibrant culture and thriving Welsh language.
- Identification of the need to embed and prioritise the sustainable development principles in taking forward any of the actions for MCC proposed in the report in response the consultants' recommendations.
- No impact on safeguarding or corporate parenting.

5. OPTIONS APPRAISAL

5.1. The table below provides an options appraisal in relation to the parking review.

Options	Benefits	Risks
Do nothing – continue with delivery of parking and enforcement functions with no change.	<ul style="list-style-type: none">• No additional investment required in developing or implementing new ways of working.• Avoids risk that some changes may be unpopular with some stakeholders.	<ul style="list-style-type: none">• Existing gaps in data on use of car parks will remain.• Does not address issues identified in review in relation to inconsistency in parking charges.• Risk that without review, enforcement capacity does not meet demand.• Missed opportunity to use new technologies to support parking and enforcement functions.
Explore alternative strategic objectives and/or develop	<ul style="list-style-type: none">• Allows for further engagement with stakeholders in developing proposals.	<ul style="list-style-type: none">• Would incur additional cost and delay implementation of change if required.• Not clear that further exploration of potential

alternative recommendations for changes to delivery		objectives and options for service change would reach significantly different conclusions.
Adopt strategic objectives and take forward actions in response to AtkinsRealis recommendations as set out in this report.	<ul style="list-style-type: none"> • Responds to evidence-led recommendations of report commissioned. • Opportunity to improve understanding of car park usage and consider identified issues in relation to parking charges. • Opportunity to review enforcement capacity in relation to demand. • Opportunity to explore potential for new technologies to support parking and enforcement functions 	<ul style="list-style-type: none"> • Further work required to take forward most recommendations – likely to incur some additional cost. • If future review of parking charges recommends changes to charging structure, this may be unpopular with some stakeholders.

6. EVALUATION CRITERIA

6.1. Detailed evaluation criteria will be developed as part of the process of taking forward actions as recommended in table 1 above. It is likely that these will include:

- Impact on parking revenue
- Compliance with relevant laws and regulations for on and off street parking
- Customer satisfaction with MCC parking and enforcement services
- Return on investment in technologies to support parking and enforcement functions

7. REASONS:

7.1. The car parking review and associated recommendations are required in order to ensure that the Council continues to deliver high quality parking and enforcement functions which meet the needs and expectations of communities and stakeholders.

8. RESOURCE IMPLICATIONS:

8.1. Table 1 above sets out proposed actions for MCC in response to the recommendations in the AtkinRealis review. Some of these will require further investment, both in the short term in developing proposals for change and in the long term in implementing any agreed change.

- 8.2. In particular, the proposed actions in responses to AtkinsRealis's recommendations include a review of enforcement capacity against demand, and exploration of the potential for technology to support parking and enforcement functions. If taken forward, the implementation of any change arising from these actions may require investment, for example in additional enforcement capacity or to implement recommended technologies. However in the long term this investment may result in an increase in revenue, for example through improved compliance with parking charges in pay and display car parks.
- 8.3. It is not possible at this stage to quantify the level of investment required to take forward these actions. Appropriate authorisation will be sought before incurring further expenditure in relation to these actions.

9. CONSULTEES:

- 9.1. Business groups were briefed on the emerging parking review via Monmouthshire's business resilience forum as noted above. Business groups and other local stakeholders including town councils and local placemaking partnership groups will be consulted further as part of the process of taking forward the actions recommended in this report, particularly in relation to the review of parking charges.
- 9.2. The parking review was considered by the Council's Place Scrutiny Committee on 10 July 2025, and made comments in relation to:
- Parking charges
 - The condition and safety of some MCC car parks
 - Parking enforcement capacity and demand
 - EV charging in car parks
 - The need for additional data to inform decisions about parking charges
 - The potential to provide overnight parking spaces for motorhomes
 - Potential risks in the use of ANPR to support
- 9.3. The proposed actions set out in Table 1 will provide opportunities to consider and address the issues raised by Place Scrutiny Committee members.
- 9.4. In addition the following have consulted:
- Cabinet
 - SLT

10. BACKGROUND PAPERS:

- 10.1. Relevant papers are attached as appendices as follows:

Appendix 1: AtkinsRealis, Monmouthshire Car Park Review (2025)

Appendix 2: Capita, Monmouthshire Parking Strategy (2020)

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