

# ANNUAL PARKING SERVICE REPORT

2018/19



**BOROUGH OF  
BROXBOURNE**  
[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

SP1907106

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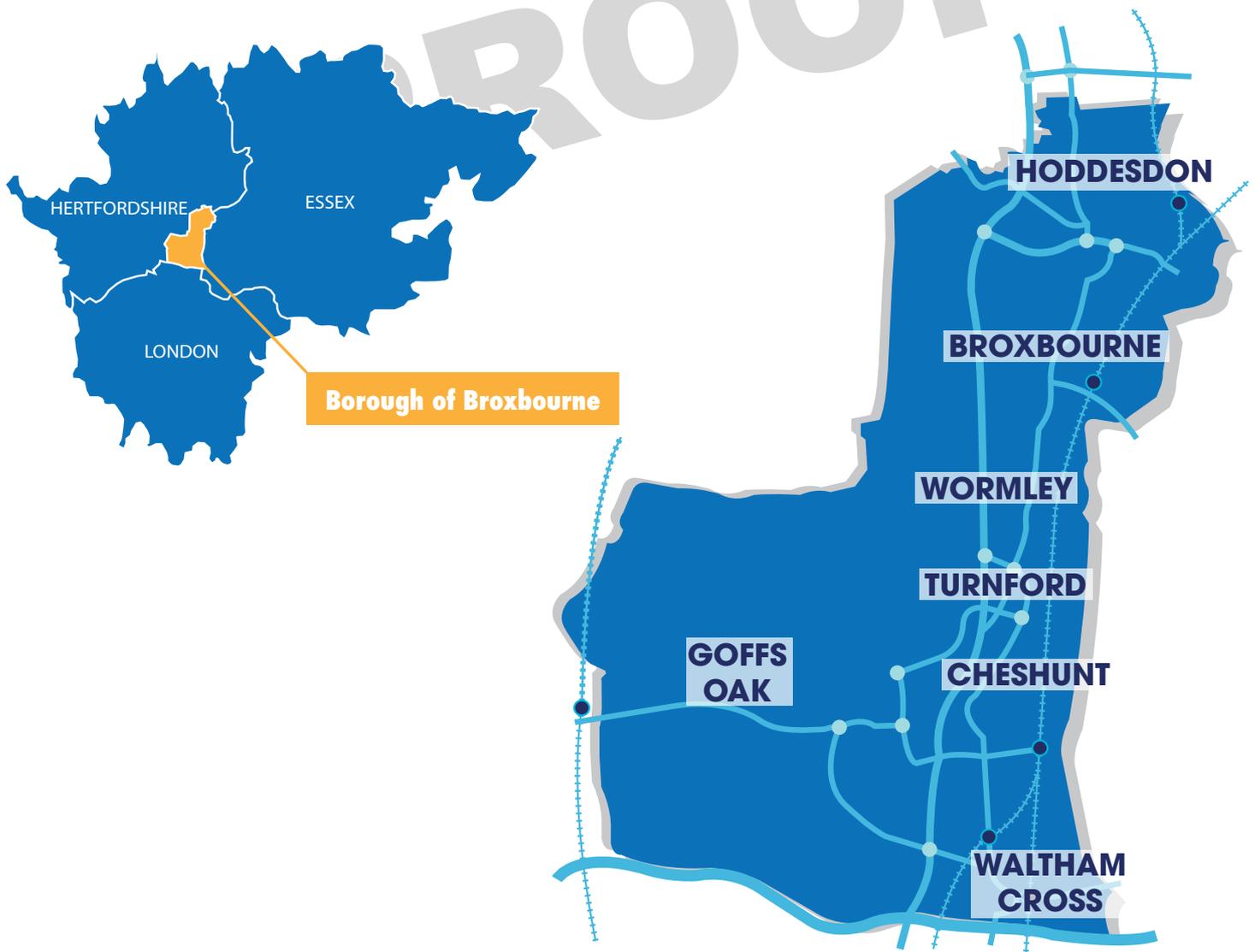
## Introduction

The Borough of Broxbourne lies in south east Hertfordshire, adjoining London and the M25 to the south. It has an area of some 20 square miles and a population of around 96,500. The towns of Hoddesdon, Cheshunt and Waltham Cross, lie along the north-south corridor in a near continuous urban area. To the west are Hammond Street and Goff's Oak. The rest of the Borough is mostly rural with large areas of wooded green belt countryside. There are good road and rail links into London, and Stansted Airport, with many residents commuting to work on a daily basis.

The geography and demographics of the Borough present many challenges when it comes to setting a parking policy, and attempting to balance the often competing requirements of different groups of stakeholders, including residents, businesses, commuters, visitors, schools and blue badge holders.

There are three main town centres (Cheshunt, Hoddesdon and Waltham Cross) and many smaller local shopping parades throughout the Borough. Local businesses are supported with the provision of sufficient free or low-priced short-stay parking in the vicinity so as to achieve a good level of turnover of these spaces and encourage shoppers and visitors.

Overall, car ownership is above average, with more than 80% of households having one or more cars. This results in a high demand for on-street spaces in many residential areas. In common with the rest of the country, the proportion of older residents is projected to continue to increase over the coming years, as is the number of blue badge holders.



## Parking Management Strategy

The Council's Parking Management Strategy, was approved in October 2018. It supports the corporate objectives of:

### **Ambition Broxbourne: a thriving economy**

- Promote inward investment and support local businesses growth
- Support thriving town centres and businesses
- Manage the Council's assets (car parks) efficiently and maximise returns and contribution to Council priorities

### **Beautiful Broxbourne: enhancing the quality of life**

- Enhance the quality of life in local neighbourhoods (work with schools to reduce dangerous parking outside the school gates)
- Maintain a clean and tidy Broxbourne

### **Effective Broxbourne: an effective, enabling Council**

- Develop a workforce with skills to meet changing needs
- Assess the performance of the Council's services and take action to improve (manage) the Council's assets (car parks) efficiently and maximise returns and contributions to Council priorities

### **Strategic Parking Objectives and Policies**

The Council defines its priorities, in terms of meeting parking demand, as follows:

- Seeking to minimise the impact of commuter parking on local residents
- Meeting the needs of local business and their workforce – promote business and leaseholder permits
- To keep traffic moving, streets clear so they are accessible to all including emergency services and refuse collections. (The Council expects to be able to effectively clean its streets without vehicles restriction access to the kerb)

A set of guiding principles on delivering these objectives is detailed in the parking strategy.

A copy of the Parking Management Strategy is available to view via the Council website at [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk).



## Parking provision

### Car parks:

The Council owns or operates 16 pay and display car parks across the Borough. These car parks provide a total of 1,423 parking spaces including 66 disabled bays.



The Council's car parking charges take on board the need for 'value for money' and are regularly benchmarked against the charges made in neighbouring boroughs. The charges are subject to an annual review.

A cashless payment scheme was launched in January 2019. This was introduced on a trial basis and will be reviewed in March 2020. This offers a number of cash alternative payments options, including IVR (Interactive Voice Response), app, text message or online. However, a cash payment option is also provided.

The table below shows the car parks operated by the Council and the facilities within each car park.

Location	Ordinary Spaces	Disabled Badge Holder's Bays	Motorcycle Bays	Leased/Reserved	Total
<b>Cheshunt:</b>					
Newnham Parade	82	2	2	10	96
Community Hospital	36	5	1	2	44
Windmill Lane	218	12	3	3	236
Wycliffe Close	43	2	3	2	50
Cheshunt Country Walk	16	2	0	0	18
Pindar Car Park	49	4	0	0	53
Borough Offices	42	4	0	5	51
<b>Waltham Cross:</b>					
Eleanor Cross Road	88	5	3	3	99
High Street	145	10	2	14	171
Playing Fields	91	3	1	0	95
<b>Hoddesdon:</b>					
Burford Street	56	3	1	10	70
Taverners Way North	40	3	2	0	45
Taverners Way South	18	2	2	18	40
<b>Goffs Oak:</b>					
Valley View	25	3	1	19	48
<b>Broxbourne:</b>					
Lido (Riverside)	276	4	2	0	282
Old Mill and Meadows	23	2	0	0	25

## On Street

In addition to car parks the Council also provides over 320 free on-street parking bays, principally in the Borough's town centres and at local shopping parades.

### Disabled parking provisions

Blue badges are issued by Hertfordshire County Council to allow cars carrying people who are registered blind or people who have severe walking difficulties to be parked near their homes, shops, stations and other facilities.

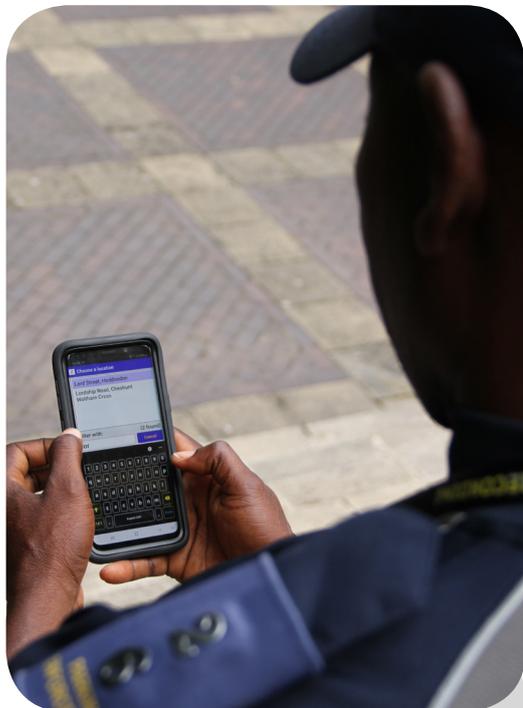
All the Council's pay and display car parks have designated disabled bays. Blue Badge holders may park free of charge in these car parks whilst displaying a valid Blue Badge. However, Blue Badge holders cannot park in reserved or permit bays or bays dedicated to other vehicles, such as motorcycles. Blue badge holders may also park on single or double yellow lines for up to three hours provided they are displaying a valid Blue Badge, but not where there are restrictions for loading or unloading.

There are currently in excess of 450 on street disabled parking bays within the Borough, with this number increasing each year. These are provided free of charge and are supported by Traffic Regulation Orders.



## Parking Enforcement

The Council employs a team of Civil Enforcement Officers (CEOs) who patrol every day of the week in order provide coverage of all parking restrictions throughout the Borough. The number of CEOs has increased by 50% in the past year and the CEOs are strategically deployed to the areas where the most parking problems are experienced.



Early morning and late evening patrols are also carried out to enforce commercial vehicle restrictions, double yellow lines, bus stops and taxi ranks.

CEOs use hand-held computers and cameras to record the details of all Penalty Charge Notices (PCNs) issued, and to provide supporting evidence of parking contraventions.

Body cameras are used by the CEOs. This is to deter aggressive behaviour towards them, to provide evidence of any criminal behaviour and to support penalty charges issued. The Council's Enforcement Policy outlines the criteria governing the issuing of Penalty Charge Notices (PCNs) and the challenge process. This can be viewed via the Council's website.

Enforcement within the Borough of Broxbourne aims to:

- Maintain and, where possible, improve the flow of traffic
  - Take into account the need to improve safety and environmental conditions
- Discourage indiscriminate parking causing obstruction and hindering the free flow of traffic, thereby ensuring a safe environment for highway users and maximum turnover of parking spaces
  - A greater focus on school patrols, resulting in the presence of enforcement officers at one or more schools on three days out of every four and the implementation of broader initiatives to address issues at the most problematic schools

## Enforcement of Untaxed Vehicles

The number of untaxed vehicles had increased in recent years. The Council has responded to this proactively and teamed up with NSL, DVLA's national contractor for untaxed vehicles, to take action. In targeted operations throughout the past year, approximately 300 vehicles have been clamped and 80 vehicles were subsequently removed. The Council will continue its collaboration with NSL to reduce the number of untaxed vehicles in the Borough.

## Blue Badge Enforcement

The Council continues to work with the Hertfordshire Shared Anti-Fraud Service to combat blue badge fraud. Patrols were conducted with great success in providing reassurance to legitimate Blue Badge Holders that Blue Badge fraud will not be tolerated. In the past year, there were seven patrols undertaken and 76 badges inspected. Only one badge was found to be misused and action has been taken against the individual. The Council will continue to tackle misuse of blue badges in order to maintain this high level of compliance in the Borough.



## Dealing with challenges and appeals against Penalty Charge Notices

Penalty Charge Notice (PCN) challenge processing is carried out by the Council's notice processing team. The officers are trained to provide a consistent, fair and accurate approach when dealing with PCNs.

Vehicle owners may choose to dispute a penalty charge notice that has been issued to their vehicle if they feel that it has been incorrectly issued or there are mitigating circumstances that they would like to be considered.

There are three stages to this process:

### Stage 1: Informal challenge

This should be made in writing within the first 28 days after the PCN has been issued. The case will be placed on hold and a response is normally sent within 14 days. If the challenge was received within 14 days of the date the PCN was issued, the Council will re-offer the discount for a further period of 14 days if the challenge is rejected. Only one informal challenge will normally be considered for each PCN.

### Stage 2: Formal representation

A Notice to Owner (NTO) will be served after 28 days from the date of the issue of the PCN if it is not paid. The NTO provides details on how to make a formal representation. The Council will consider the representation and will respond within 56 days of receipt of the representation. The case will be placed on hold whilst it is being considered.

### Stage 3: Appeal to the Traffic Penalty Tribunal (TPT)

If the formal representation is rejected, an appeal can be raised with an independent adjudicator at the TPT. The TPT ensures that unresolved disputes between the motorist and the Council can be heard at a formal tribunal. The tribunal's decision is final. TPT is independent of the Council and details of how to make an appeal are enclosed with the rejection of representation.

If the PCN remains unpaid, the Council may register it as a debt at the Traffic Enforcement Centre (TEC) at the County Court, to recover the outstanding amount.

## Issue of Penalty Charge Notices (PCNs)

The table below details the number of penalty charge notices issued:

	2016/17	%	2017/18	%	2018/19	%
<b>PCNs issued @ higher level</b>	5,469	50	5,395	51	11,899	65
<b>PCNs issued @ lower level</b>	5,402	50	5,156	49	6,556	35
<b>Total number of PCN's issued</b>	<b>10,871</b>		<b>10,551</b>		<b>18,455</b>	

## PCNs issued by contravention 2018/19

PCN Description	Code	Number	Higher or Lower Charge (H/L)
<b>On-street</b>			
Parked in a restricted street during prescribed hours	01	5,255	H
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	02	1,686	H
Parked after the expiry of paid for time	05	283	L
Parked without clearly displaying a valid pay and display ticket or voucher	06	701	L
Parked in a permit space or zone without clearly displaying a valid permit	16	89	H
Parked wholly or partly in a suspended bay or space	21	4	H
Parked wholly or partly in a suspended bay or space	22	3	L
Parked in a parking place or area not designated for that class of vehicle	23	997	H
Not parked correctly within the markings of the bay or space	24	101	L
Parked in a loading place or bay during restricted hours without loading	25	41	H
Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	27	467	H
Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	28	282	L
Parked for longer than permitted	30	634	L
Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	40	1,077	H
Stopped on a taxi rank	45	260	H
Stopped on a restricted bus stop or stand	47	175	H
Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	48	53	H
A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	55	13	H

PCN Description	Code	Number	Higher or Lower Charge (H/L)
Parked in contravention of a commercial vehicle waiting restriction	56	16	H
A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	61	1	H
Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	62	426	H
Stopped on a pedestrian crossing and or crossing area marked by zigzags	99	112	H
<b>Total off-Street PCN's</b>		<b>12,676</b>	
<b>Off-street</b>			
Parked in a loading place or bay during restricted hours without loading	70	3	H
Parked without payment of the parking charge	73	76	L
Parked for longer than permitted	80	28	L
Parked in a restricted area in a car park	81	155	H
Parked after the expiry of paid for time	82	812	L
Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	83	4,138	L
Parked in a permit bay without clearly displaying a valid permit	85	180	H
Not parked correctly within the markings of a bay or space	86	132	L
Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	87	218	H
Parked in a car park or area not designated for that class of vehicle	91	37	H
<b>Total off-Street PCN's</b>		<b>5,779</b>	
<b>Total off-Street PCN's</b>		<b>18,455</b>	

## Informal or Formal Representations Made

Below shows the number of PCNs issued and the number informally and formally challenged. It also shows the percentages of each against the total of PCNs issued.

	2016/17		2017/18		2018/19	
	PCNs	%	PCNs	%	PCNs	%
Valid PCNs issued	10,871		10,551		18,455	
No of PCNs informally challenged	2,703	25	2,359	22.4	3,637	19
No of PCNs formal representations	307	2.8	366	3.5	475	2.6
<b>Total number of challenges received</b>	<b>3,010</b>		<b>2,725</b>		<b>4,112</b>	

## PCNs Cancelled

Below shows the number of PCNs cancelled as a result of informal and formal challenges including the percentages of each against the total of PCNs issued.

	2016/17		2017/18		2018/19	
	PCNs	%	PCNs	%	PCNs	%
Number of PCNs formally and informally challenged	3,010		2,725		4,112	
PCNs cancelled following an informal challenge	1,661	55.2	1,308	48	2,085	50
PCN cancelled following a formal representation	157	5.2	131	4.8	186	4.5
<b>Total cancelled</b>	<b>1,818</b>		<b>1,439</b>		<b>2,271</b>	

## Number of PCNs cancelled following an informal or formal representations

Table below shows the reasons and the number of PCNs cancelled for 2018/19.

Cancellation Reason	Number Cancelled
Pay and Display ticket produced	753
Valid permit produced	323
Blue badge produced	542
CEO error	101
Mitigating circumstances	301
Loading/unloading	7
Vehicle broken down	58
Representation accepted	186
<b>Total</b>	<b>2,271</b>

## Appeals to Adjudicator

The table below shows the total number of appeals lodge and heard by the Traffic Penalty Tribunal (Independent Adjudicator) and their outcomes.

	2016/17		2017/18		2018/19	
	PCNs	%	PCNs	%	PCNs	%
Appeals Received	20		15		25	
Allowed	4	20	7	47	8	32
Rejected	16	80	8	53	17	68

## Financial information

PCNs issued and paid	2016/17		2017/18		2018/19	
	PCNs	%	PCNs	%	PCNs	%
PCNs issued	10,871		10,551		18,455	
PCNs paid @ discounted amount	5,589	51	5,613	53	11,140	60
PCNs paid @ full amount	217	2	266	3	1,378	8

Pay and display tickets and season tickets issued	2016/17	2017/18	2018/19
	Pay and display off-street	698,659	708,478
Pay and display on-street	17,877	17,509	20,798
Leased bays	23,072	18,924	19,879
Season tickets	59,741	73,198	79,204

### Financial Summary of 2018/19

All income and expenditure in connection with its on-street charging and all of its enforcement activity, both on-street and off-street, is governed by Section 55 of the Road Traffic Regulation Act 1984 as amended. This requires that any surplus is used for specified purposes, namely the provision or maintenance of car parking facilities, public transport, road improvement projects or environmental improvements.

In the year 2018/19 the Council made a loss of **£67,425** on its enforcement activities and on-street parking. Generally it is only those authorities with a significant amount of on-street parking income who generate a surplus under Section 55. In Broxbourne the vast majority of on-street parking is free. In accordance with the provisions of the legislation, this deficit was funded from the Council's General Fund.

## 2018/19 Parking control account under S55 RTA 1984 as amended

Employee related costs	£439,077
Direct operating costs	£59,991
Internal support charges	£108,090
<b>Total expenditure</b>	<b>£607,158</b>
Parking income	£20,798
PCN income	£518,935
<b>Total income</b>	<b>£539,733</b>
<b>Deficit</b>	<b>£67,425</b>

## The Council`s car parks generated a surplus of £549,408 as follows:

Employee related costs	£23,109
Direct operating costs	£308,724
Internal support charges	£65,333
<b>Total expenditure</b>	<b>£397,166</b>
Parking income	£946,574
<b>Surplus</b>	<b>£549,408</b>

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