



# **Parking Enforcement Report**

covering the year between

**1 April 2012 and 31 March 2013**

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## 1.0 INTRODUCTION

### 1.1 Overview by Nicolas Clennett – Service Director, Transport Strategy

Welcome to Gateshead Council's Parking Enforcement Report for 2012-13, which summarises some key parking-related facts and figures.

The Council realises that people have different parking needs and expectations. Levels of car ownership continue to rise and the resulting demand for parking places, particularly on-street, far outstrips the availability of kerb space in most urban areas, including Gateshead. The Council's Parking Services team, part of the Transport Strategy Service within Development & Enterprise, seeks to balance and manage the competing needs of a range of different road users, including car, bus and delivery drivers, cyclists, and pedestrians. To help achieve these goals and contribute to our commitments in respect of the Tyne and Wear Local Transport Plan, Parking Services manages a wide range of the borough's parking-related functions and these will be referred to in this report. They include:

- Council operated public car parks (off-street)
- On-street public parking bays
- Residents parking schemes and permits
- The Blue Badge scheme
- Civil Parking Enforcement

I do understand that parking enforcement is not always popular, particularly if you have had a parking ticket. But restrictions are introduced for a reason and motorists who park correctly expect action to be taken against those who do not, especially in busy areas. I hope the contents of this report will help to explain what some of the objectives of parking enforcement are and why enforcement is needed to help meet those objectives.

It is more important than ever that the scarce resources available are spent to best effect. It is also important for the teams within the Service to work together and with others to ensure that the most effective solutions to traffic issues are identified and delivered and that, where possible, we try to anticipate future issues before they occur. To support the commitment in the revised Tyne and Wear Local Transport Plan, we will work to ensure effective management of car parking within the NewcastleGateshead area, working more closely with Newcastle City Council to achieve this.

Like all authorities in Tyne & Wear, Civil Parking Enforcement (CPE) operates throughout the Borough of Gateshead (with the exception of a few significant routes such as the A1, the A184 and certain sections of the A167). This means that the Council is responsible for the enforcement of parking restrictions rather than the police, although they continue to be responsible for the roads not subject to CPE and for all obstruction offences.

At the start of the year, 6 Civil Enforcement Officers (CEOs) plus 2 Senior CEOs were in the Council's employment, whose role is to enforce parking restrictions. Two further CEOs were recruited during the year to fill vacant posts, so that by the end of the year we

employed 8 CEOs plus 2 Senior CEOs. These officers do not receive a bonus and are paid a fixed salary which is not dependent on the number of parking tickets they issue.

When dealing with formal appeals against parking tickets, I expect my officers to take full account of Council policies and to be as consistent as possible in their approach to each case. They will take account of any mitigating evidence presented to them which they believe is relevant to that particular case before reaching a decision on the appeal, but it is up to motorists to provide that evidence to the Council.

We continue to refine the decisions we take when considering appeals against parking tickets in the light of decisions of the independent Traffic Penalty Tribunal, particularly those concerning parking tickets we have issued. In turn, when broader issues are identified through the appeals process, guidance is issued to our civil enforcement officers so that any appropriate changes in the enforcement of certain parking restrictions are implemented as soon as it becomes clear that they are necessary.

One of the main reasons people contact us is about problems parking in residential streets and asking whether there is anything we can do about it. This is not an easy problem to solve, particularly with more and more vehicles using the same amount of road. In general, the Council has no power to deal with vehicles causing an obstruction on the highway (which includes footpaths as well as roads). Obstruction offences are dealt with by the Police, and your Neighbourhood Policing Team at Gateshead Area Command can be contacted on 101 or via the [Northumbria Police website](#).

We receive a number of requests for residents parking in their street and each case is considered on its merits. Requests for new parking restrictions (or the removal or amendment of existing ones) should in the first instance be made by telephone on 0191 433 3102 or by email at [TrafficManagement@Gateshead.Gov.UK](mailto:TrafficManagement@Gateshead.Gov.UK). Please bear in mind, however, that practical, legal and resource constraints will all have a bearing on both the speed with which issues can be investigated and the decision reached.

Finally, during 2012 the Government introduced long-planned changes to the way in which the Blue Badge Scheme operates in England to make it more sustainable and secure. In support of this, Gateshead Council has approved a protocol in relation to how Blue Badge applications and appeals are dealt with and this is published on our website at [www.gateshead.gov.uk/bluebadge](http://www.gateshead.gov.uk/bluebadge). The criteria against which Blue Badge applications are assessed are set nationally by the government and councils have no control over these. Our role is to determine whether or not applications meet those criteria.

If you have any further questions after reading this report, the Council's Parking Services team will gladly try to answer them:

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Tel: 0191 4333155

Email: [ParkingandRegulation@Gateshead.Gov.UK](mailto:ParkingandRegulation@Gateshead.Gov.UK)

Web page: [www.gateshead.gov.uk/parking](http://www.gateshead.gov.uk/parking)

## 1.2 Purpose of this report

Statutory guidance issued by the Secretary of State for Transport under section 87 of the Traffic Management Act 2004 encourages local authorities operating Civil Parking Enforcement to publish an annual report on their enforcement activities.

This annual report is also intended to outline to the people who use our services how parking is managed in Gateshead and to provide information regarding some of the services we provide. Reporting is an important part of accountability, as the transparency given by regular and consistent reporting helps people to understand and accept the imposition and enforcement of parking regulations.

Under section 55 of the Road Traffic Regulation Act 1984, as amended by the Traffic Management Act 2004, all English local authorities are required to keep an account of all income and expenditure in designated (i.e. on-street, but not off-street) parking spaces which are in a Civil Enforcement Area, and of their income and expenditure related to their functions as an enforcement authority.

In respect of off-street parking places (i.e. car parks), national regulations and guidance confirm that “*income and expenditure as enforcement authorities*” includes income related to the issue of Penalty Charge Notices. It does not, however, include pay and display or permit/season ticket income or direct expenditure relating to the collection of that income.

***Please note: Unless otherwise indicated, all of the information in this report relates to the financial year from 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013.  
Photographs used within this report are for illustration purposes only.***

## 2.0 PARKING CONTROL OBJECTIVES

### 2.1 Background

The Traffic Management Act 2004 imposes a statutory duty on all local traffic authorities, of which Gateshead is one, to *manage their highway network so as to achieve, as far as reasonably practicable and taking into account their other duties and responsibilities, the expeditious movement of traffic (both vehicular and pedestrian) on their highways*. An efficient and effective enforcement regime to combat inconsiderate parking, particularly where it impacts on traffic flow, is seen as an essential element in fulfilling this duty.

The Road Traffic Act 1991 originally allowed local authorities to seek powers to decriminalise parking offences. These powers allowed local authorities to assume responsibility for enforcing parking restrictions from the Police and to retain the income received from the penalties to fund their enforcement activities. Under this legislation, offences were decriminalised so that a Penalty Charge Notice (PCN) is a civil charge payable to the Council, not a fine payable to the Police or a Magistrates Court.

Other highway-related traffic offences, whether or not they are endorsable (where points may be added to the licence) remain a criminal offence and continue to be enforced by Northumbria Police. These might include offences such as dangerous parking or obstruction, as well as moving traffic offences.

The Traffic Management Act 2004 has now superseded the Road Traffic Act 1991 in respect of decriminalised parking enforcement, which is now called “civil parking enforcement” or just “CPE”.

The main advantages of local authority enforcement of regulations are as follows:

- More effective implementation of parking policies seeking improved traffic flow, better management of traffic levels, fewer accidents, a fairer distribution of parking spaces and more pleasant streets
- Better monitoring of the effectiveness and value of regulations
- The ability for local authorities to use revenue from charges to fund parking enforcement with any surplus used for improving off-street parking or other transport related measures.

### 2.2 Policy Context

In relation to parking, the Gateshead District Annex of the Tyne and Wear Local Transport Plan says that:

*Gateshead Council will control on- and off-street parking to support the economic viability of the Borough, regeneration initiatives and reduce the adverse environmental impacts of car travel.*

The introduction of Civil Parking Enforcement (CPE) is in line with the vision for transport as outlined in the Gateshead Community Strategy and Vision 2030 and embodied in the Gateshead Transport Strategy Statement. The council wants to develop a system where:

*Local people and businesses should have easy access to integrated, safe and affordable transport which supports economic growth and balances the needs of all users in a responsible way.*

The Gateshead Transport Strategy Statement brings together the main themes of the LTP together with other transport related strategies into a single summary document for Gateshead. This recognises the importance of a range of different factors, including:

- Helping to improve local parking problems, particularly where demand for parking is greater than supply due to commuter parking or high levels of car ownership;
- Identifying ways of reducing the problems of parked vehicles obstructing pavements;
- More effective management of car parking, including appropriate levels of charging in Gateshead town centre and other locations throughout the Borough

The Council's policy acknowledges that parking contributes significantly to many of the problems (such as delays to public transport, junction safety and safety around schools) and seeks to address them in the most appropriate way.

In particular, our parking control objectives seek to:

- Minimise the use of vehicles in the most congested areas, during what experience and research shows to be the most appropriate times;
- Provide sufficient short-stay parking facilities to support shops as well as other commercial and voluntary organisations and leisure activities, thereby underpinning social and economic life across the borough;
- Reduce the risk of accidents;
- Safeguard the needs of all sections of the community, including people visiting and working in the area;
- Improve traffic conditions;
- Encourage public transport use;
- Preserve and improve the infrastructure and the general environment;
- Increase and improve pedestrian and cyclist mobility;
- Improve accessibility for people with mobility difficulties;
- Regulate and control parking both on and off street.

Parking operations will contribute towards these objectives by providing or facilitating:

- On street parking enforcement, by patrolling restricted areas with a particular focus on main bus routes and other busy transport corridors where parking issues are apparent

- Enforcement of the Council’s off street car parks and parking places to ensure effective use of limited spaces and to protect the Council’s revenue by issuing PCNs for any contraventions observed;
- Management and administration of suspensions and dispensations;
- Checking of Pay & Display machines and meters to identify faults;
- Permit parking schemes;
- Reviewing strategic enforcement and deployment and amending them as necessary from time to time.

Such operations will embrace the following activities:

- The issue and serving by Civil Enforcement Officers (CEOs) of PCNs where vehicles are observed to be parking in contravention of the regulations, both on- and off-street;
- Reporting inadequacies of and/or damage to signs and markings;
- Suspension procedures for Pay & Display machines and parking bays.

### 3.0 GATESHEAD PARKING PROFILE

#### 3.1 Car Parks

The Council operates several public car parks throughout the Borough. These car parks tend to be concentrated in the areas of greatest demand, such as around Gateshead Quays or in Gateshead Town Centre, but there is also significant provision elsewhere.



The conditions of use vary depending on where the car park is situated. Those which apply in each car park are indicated on notice boards situated at each location, including when the car park may be used and which vehicles may park there. The conditions and charges can change from time to time, so it is important that all drivers check the boards each time they visit. Where charges apply, the location of the Pay & Display machine is usually indicated by the presence of a “Pay Here” cone.



#### 3.2 The Safer Parking Scheme

The Safer Parking (or “Park Mark”) Scheme is managed by the British Parking Association in conjunction with the Association of Chief Police Officers (ACPO). The scheme was introduced by the Government in order to promote more safe and secure parking facilities all over the country.

Higher security standards reduce crime and the fear of crime. To be awarded a “Park Mark”, car parks must be independently judged to have achieved these standards. Owners and operators must meet a stringent set of standards, including good design and





management and provide an effective level of security, good lighting and help points.

Over 4,700 car parks in the UK currently hold Park Mark status, and both operators and users have seen the benefits of increased security within car parks. In recognition of our investment in security and car park management, Gateshead Council currently holds seven of these prestigious awards.

The public car parks in the borough that have attained the Park Mark Award are:

- Baltic Car Park, Gateshead Quays
- Church Street Car Park, Gateshead Quays
- Swinburne Street Car Park, Gateshead Town Centre
- Heworth North (Long Stay) Car Park
- Back Durham Road (North) Car Park, Birtley
- Wrekenton Centre Car Park

Gateshead Civic Centre car park has also attained the Park Mark Award. Subject to cost pressures, which are particularly great at present, the Council will continue to strive to ensure that all public car parks under its control are brought up to the standards set out in the Park Mark scheme.

### 3.3 On Street Parking Bays

We operate a number of on street parking bays throughout the Borough. Charges apply in some of these, but some of them are free. They tend to support short stay parking near places like local shops and are normally time limited. Where charges apply, these will normally be higher than the equivalent rate in any neighbouring off street car parks.



### 3.4 On Street Disabled Bays

In areas of high demand, or in response to acute local need, the Council operates a number dedicated on street disabled bays within the Borough. These bays may only be used by vehicles which are clearly and correctly displaying a valid Blue Badge which is being used in accordance with the rules of the Blue Badge Scheme.



If the vehicle is not being driven by the badge holder, the journey must be for the badge holder's purposes (i.e. to drop the badge holder off or pick them up). It cannot, for example, be used by someone other than the badge holder to pick up a prescription or go shopping for the badge holder; they must be personally present during the journey.



In some busier areas, where space is limited, it is necessary for blue badge holders and goods vehicles to share the bays by allowing each group access at different times. The signs there will show who can use the bays at what times.

Vehicles clearly and correctly displaying a valid Blue Badge and a correctly set time clock can also park on double or single yellow lines, provided that they are not causing an obstruction and that no other parking restriction prevents them from doing so. For example, blue badges cannot be used where a loading ban is in force, or in bays reserved for other types of vehicle (such as goods vehicles, bus stops, residents, etc). Fuller information on where blue badges may and may not be used is provided in the guidance booklet issued by the Government and sent out with each blue badge.

### 3.5 “Police Vehicles Only” Bays

These bays are in operation adjacent to the police station in Warwick Street, Gateshead, and are in operation at all times on all days. They may ONLY be used by operational police vehicles. They may not be used by people visiting the police station or working for the police, whether contractors or employees using their own vehicles.

### 3.6 Permit Parking Zones

The Council operates a number of residents’ parking schemes in the Borough. There is a general presumption that a vehicle legally on the road may park on any unrestricted public road, provided no obstruction is being caused. Permit parking schemes are therefore only introduced where the Council considers that there is an exceptional commuter parking issue in connection with a significant “parking generator”, such as concentrations of high employment or next to the Queen Elizabeth Hospital.



When restrictions within a residents’ parking zone are in force, any vehicle parking within the zone which is not exempt (such as an operational emergency services vehicle) must display a valid permit in order to park within the zone. Failure to do so may result in the issue of a Penalty Charge Notice. Please note that blue (disabled) badges are *not* valid for use in these circumstances. The following types of permit are valid for use in residents’ parking zones:

- A resident or business permit showing that it is valid for use in that zone;
- A visitor scratchcard, with the date/time correctly showing, valid in that zone;
- A red visitor disc, with the date/time correctly set, valid in that zone.

The days and times when restrictions apply can vary from zone to zone, although most of them tend to operate on weekdays between 9.00am and 6.00pm to deal with commuter-related parking issues. The permit’s conditions of use are set out on the application form and accompanying notes. ***Please note that restrictions apply on Bank Holiday Mondays or other public holidays, unless the signs within each zone show otherwise.***

## 4.0 PARKING ENFORCEMENT

The enforcement of parking regulations is carried out by Civil Enforcement Officers (CEOs). As of 31<sup>st</sup> March 2013, the Council employed eight CEOs who are directly supervised by two Senior CEOs. These in turn report to the Enforcement Manager (CPE).



The Parking Services Team is jointly funded from monies generated by CPE and existing funding generated by charged off-street car parks, on-street Pay & Display and resident parking schemes.

The success of CPE depends to a very large extent on the dedication and quality of both the front line and back office staff who actually deliver the service. It is essential to give staff at all levels the skills and training to do their jobs effectively if the service is to command public confidence and respect.

Prior to commencing independent enforcement patrols, all CEOs undertake training and are required to attain the City & Guilds qualification for Parking Enforcement Officers, or equivalent. Staff involved in back office CPE operations also complete the same course as a matter of good practice. Further training takes place on an ongoing basis as required to improve the efficiency and effectiveness of the operation and the level of service we offer to our customers and service users.

#### **4.1 Enforcement Protocol**

The Council is committed to being as transparent as we can be about our parking and enforcement activities. We have therefore produced a range of documents which are free to read or download on the [Parking pages](#) of the Council's website, including:

***Gateshead Parking Strategy:*** This outlines the policy framework for the operation of CPE and sets out the role of parking in the overall transport and regeneration strategies of the Council.

***Parking Services Procedures:*** This manual provides a detailed but 'user-friendly' guide describing the routine tasks the Council needs to undertake to administer all the activities associated with operating a CPE regime.

***Gateshead Enforcement Guidance:*** This is a dynamic reference document, produced predominantly for the back office parking teams who deal routinely with CPE. It covers the majority of circumstances that regularly occur in letters, representations or appeals to the independent parking Adjudicator. It is not intended to be a detailed guide to processing PCNs, nor to replace knowledge of the regulations and Council's policies and practices, but to provide a reference manual for common situations that arise in letters, representations and appeals. For ease of use, categories have been listed in alphabetical order.

Gateshead Council is in regular discussion with other Local Authorities in Tyne and Wear and across the wider North East Region to try and develop regional policies with respect to how their enforcement duties are undertaken. This is intended to promote consistency of processes as well as clarity and transparency, as all councils will work to an agreed set of policy and operational guidelines. This approach will result in greater public understanding of and confidence in the enforcement processes. It will also move towards compliance with the aspirations of both the Traffic Penalty Tribunal and the Local Government Ombudsman.

**Parking Charter:** This is a public declaration setting out Gateshead Council's clear commitment to provide an effective yet safe and friendly parking service.

## 4.2 Deployment Strategy

Because Civil Parking Enforcement is primarily intended to support the authority's transport policies, strategic decisions regarding deployment are taken within the council's Transport Strategy Service, with day to day operational deployment decisions taken by line management within the Facilities Management Service. In practice, however, the services necessarily need to work closely together to maximize the effectiveness of the operation and to make the best use of limited resources.

Deployment is undertaken via shifts and "beats". A deployment strategy has been established to maximize the coverage available whilst patrolling the restrictions and parking places which are enforceable.

CEOs are on duty throughout the main controlled hours which apply in the various zones within the borough, as well as additional hours outside those normal hours as needs dictate. Whilst the Council reserves the right to undertake enforcement at all times and on all days, the routine hours of the operation as at 31<sup>st</sup> March 2013 were:

- Monday to Friday - 7:30am to 10:30pm;
- Saturday - 8.00am to 10.30pm;
- Sunday - 8.00am to 6.20pm (there is generally less need for cover after 6.00pm on Sundays because many restrictions do not apply then).

These hours of operation are monitored and adjusted as appropriate to provide an effective, proactive enforcement strategy for both on-street and off-street operations.

During the course of 2012-13, the council has continued to focus enforcement activities towards on-street contraventions as opposed to those in its car parks, particularly during quieter times of the day. This has helped to reinforce our main enforcement priority of supporting the council's transport objectives.

Although photographic evidence is not a legal requirement, it is desirable. The evidence they provide is very helpful both when considering individual cases and when looking at them in a wider context. Additionally, all of our CEOs normally wear body-worn video cameras when on patrol. The council will not tolerate abuse or violence against its staff and these cameras both have a deterrent effect and provide additional evidence for the council or the police to use if necessary.

## 4.3 Appeals process

PCNs will normally only be cancelled in response to a challenge or appeal, although some may be cancelled if the council realises straight away that they were wrongly issued. The reasons for cancelling PCNs fall into three broad categories:

- those which were incorrectly issued in the first place;

- those where evidence has come to light later that circumstances existed when the PCN was issued which were entirely beyond the driver's control and which forced them to park where they did; or
- those where the council is satisfied, based on satisfactory evidence provided by the person making the appeal, that there were mitigating circumstances sufficient to justify the cancellation of the PCN, even though it was correctly issued

There are effectively three opportunities to challenge a PCN:

- an informal challenge, prior to the issue of a "Notice to Owner";
- a formal challenge (or "Representations") after the issue of a Notice to Owner;
- an appeal to the Traffic Penalty Tribunal (TPT) against a "Notice of Rejection of Representations" issued by the council.

The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007 set out the grounds upon which the council must cancel a PCN where it is satisfied that one or more of the grounds applies. Where such grounds are referred to in an appeal, the council will normally require the person making the appeal to submit acceptable documentary evidence in support.

A summary of those grounds follows, but it necessarily does not contain all of the information set out in the law. For the actual legal grounds, please consult the regulations:

- The alleged contravention did not occur;
- You were not the owner of the vehicle in question at the time;
- The vehicle had been taken and parked there without your consent;
- You are a vehicle-hire firm and the hirer acknowledged liability for any Penalty Charge Notice issued during the hiring period;
- The penalty charge exceeded the amount applicable in the circumstances;
- There has been a procedural impropriety by Gateshead Council;
- The Traffic Regulation Order was invalid;
- The penalty charge due has already been paid:

In addition, the council will consider any other *compelling* reasons submitted to it in support of an appeal. Once again, however, we would normally require sight of acceptable documentary evidence in support of such reasons.

Whilst Representations to the council and Appeals to the Traffic Penalty Tribunal are statutory processes, informal challenges are not. The council introduced informal challenges to deal more speedily with PCNs which we agree were obviously incorrectly issued, or where we accept that there were circumstances entirely beyond the driver's control. However, the informal challenge process is not intended to deal with special circumstances or arguments involving mitigation; these are intended to be dealt with during formal Representations or Appeals.

By definition, CPE operates under civil law, not criminal law. Cases are therefore decided “*on the balance of probabilities*” based on the available evidence (as opposed to “beyond reasonable doubt”, which is the standard of evidence in criminal cases).

In all cases where the Traffic Penalty Tribunal has ruled against the Council (and sometimes when their decisions are in our favour) a review is conducted to see what lessons can be learned from the decision. We are particularly keen to learn whether the decisions were specific to the case concerned or whether they have wider implications for the council (such as lines or signs at a particular location needing to be changed).

The Parking Adjudicators who decide appeals are qualified lawyers appointed by the Lord Chancellor and are totally independent of local authorities.

Further information about the work of the Traffic Penalty Tribunal, including the appeals process, example cases and various reports and statistics, can be found on the Tribunal’s website: [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk).

<p><i>There are over 103km of waiting restrictions in the authority’s area. On-street enforcement may take place in <u>all</u> areas where restrictions apply.</i></p>
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## 5.0 FINANCE AND STATISTICS

The financial operation of a CPE system is broken down into two distinct elements, namely costs (expenditure) and income (revenue). The balance between these two elements indicates whether the scheme is likely to be sustainable over the longer term.

Costs are broken down into three areas:

- Capital Expenditure – Fixed elements, irrespective of their size and design. These include scheme design (Civil Enforcement Area, contractors, etc), media campaign, street works;
- Revenue Expenditure – Fixed elements, irrespective of size and design, including enforcement software maintenance, printing, tribunal costs, DVLA tracing charges;
- Revenue Expenditure – Variable elements depending on the size and design, including Notice Processing and Enforcement Officer costs.

Part 6 of the Traffic Management Act 2004 introduced Civil Parking Enforcement to create a more reasonable, transparent and proportionate system of parking enforcement. It also sets out to improve consistency across England, whilst allowing local councils which operate CPE to tailor their specific operations and policies to suit their transport policies and other local needs with that national framework.

### 5.1 Parking Revenue Budget

The table at Appendix D is published in accordance with s.55 of the Road Traffic Regulation Act 1984 (as amended), which specifies the data which is to be provided. **The figures listed do not include “pay and display” or season ticket income from the council’s off-street car parks.**

Where parking operations covered by this legislation produce a surplus, the legislation specifies the order in which that surplus must be applied. As indicated in the table, however, there was no surplus in Gateshead during any of the three financial years listed, with the deficit being made good from the general fund.

## **5.2 Penalty Charge Notices issued**

The council issued a total of 14,839 PCN's across the Borough during the year in review, which was an increase of 15.4% on the previous year. Of those, 8,479 (57.1%) were issued for on-street contraventions with 6,360 (42.9%) issued for off-street contraventions (a contravention is essentially the civil law equivalent of an offence).

Under national regulations, the value of a PCN is £70 (higher level) or £50 (lower level) depending on the contravention. 6,370 of our PCNs (42.9%) were for higher level contraventions and 8,469 (57.1%) for lower level ones. The regulations also provide discounts for early payments and surcharges for late payments.

Appendix A lists number of PCNs issued under each contravention code. Appendix B shows the number of PCNs issued by type each month. Appendix C shows where the greatest number of PCNs were issued.

## **5.3 Challenges, Representations and Appeals**

During the year, just over 5,000 pieces of written correspondence were recorded as having been received in connection with appeals against PCNs. The council endeavours to record the principal reasons for the cancellation of PCNs. This enables us to make any changes or improvements necessary to reduce the probability of the same problems occurring again.

Of the 14,839 PCNs issued in 2012-13, 14.0% were cancelled, compared with 15.3% cancelled the previous year. Where the reason is recorded, by far the largest number of cancellations (604) was because a valid Pay & Display ticket was subsequently produced where none was clearly visible in the vehicle at the time. A further 255 PCNs were cancelled because a valid blue (disabled) badge was produced which was not clearly visible at the time.

The number of cases cancelled for discretionary reasons, perhaps because evidence was subsequently produced showing there were mitigating circumstances, was 275.

By contrast, 169 PCNs were cancelled because of faulty Pay & Display machines in our car parks and 97 PCNs were cancelled because of errors on the part of the council.

Headline information regarding the number and outcome appeals submitted to the Traffic Penalty Tribunal during 2012-13 either is, or is scheduled to be, published on the [tribunal's website](#).

## Appendix A – Number of PCNs issued by level and reason

**Note:** The descriptions below are for ease of reference and may not be the same as the formal definition.

### HIGHER LEVEL PCNS (£70)

01	On street	Double or single yellow lines	2,579
02	On street	Loading prohibited	302
12	On Street	In resident or shared place with no permit visible	1,117
23	On street	Wrong class of vehicle	664
26	On street	Parked more than 50cm from kerb	34
27	On street	Parked next to dropped footway	334
40	On street	In disabled bay with no blue badge visible	264
42	On street	Parked in "police only" bay	10
47	On street	Stopped in a bus stop	156
48	On street	Stopped on "school keep clear" markings	34
81	Off street	Parked in "restricted area"	12
85	Off street	Parked in permit bay with no permit visible	502
87	Off street	In disabled bay with no blue badge visible	232
91	Off street	Wrong class of vehicle	117
99	On street	Stopped on pedestrian crossing markings	13
<b>TOTAL HIGHER LEVEL PCNs</b>			<b>6,370</b>
<b>PROPORTION OF TOTAL PCNs</b>			<b>42.9%</b>

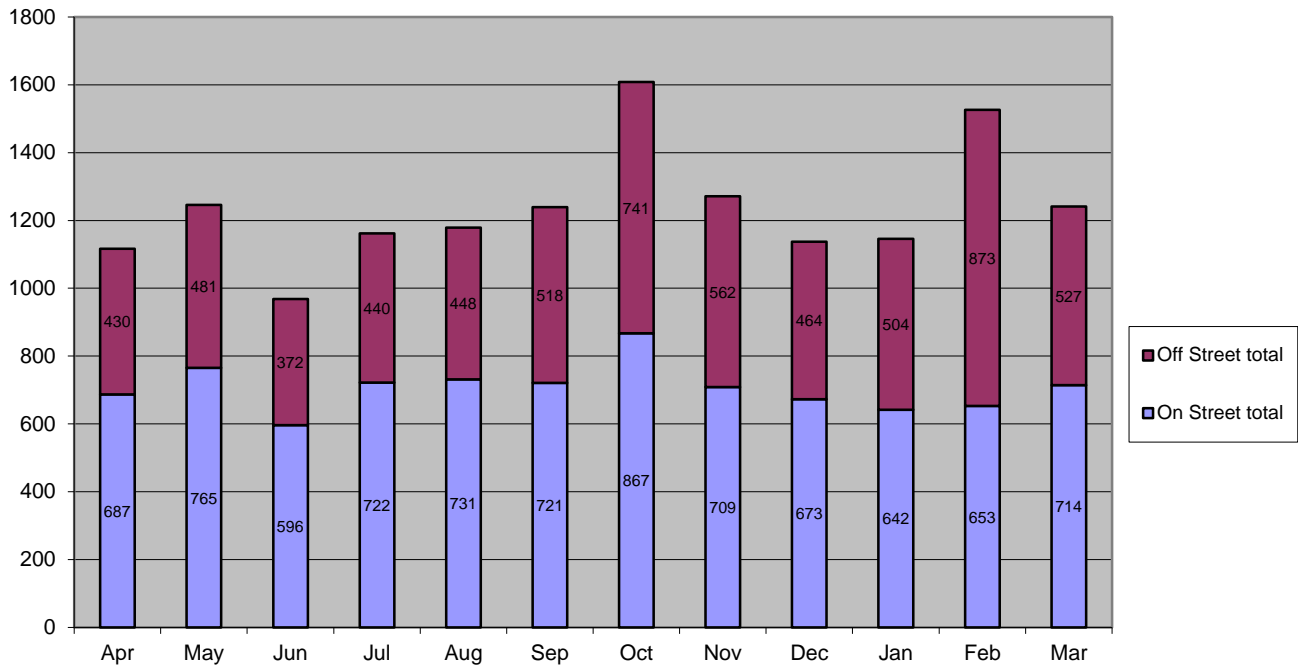
### LOWER LEVEL PCNS (£50)

05	On street	Pay & Display ticket expired	724
06	On street	No Pay & Display ticket visible	1,433
19	On street	Invalid permit displayed	126
21	On street	Parked in suspended bay	67
22	On street	Returning before time allowed	10
24	On street	Incorrectly parked	224
30	On street	Parked for longer than allowed	388
80	Off street	Maximum stay exceeded	100
82	Off street	Overstaying time paid for	1,431
83	Off street	No valid Pay & Display ticket or "Pay by Phone" record	2,952
86	Off street	Not parked within marked bay	996
90	Off street	Returning before time allowed	2
95	Off street	In space designated for other vehicles	16
<b>TOTAL LOWER LEVEL PCNs</b>			<b>8,469</b>
<b>PROPORTION OF TOTAL PCNs</b>			<b>57.1%</b>

**TOTAL PCNs ISSUED DURING YEAR** **14,839**



## Appendix B – Number of PCNs issued by type each month



## Appendix C – Top 10 On Street and Off Street Locations for PCNs Issued

### **ON STREET**

High Street, Gateshead	1,341
Walker Terrace	568
Durham Road, Low Fell	421
South Shore Road	362
Hopper Street	334
Queen Elizabeth Avenue	282
Quarryfield Road	260
Cotemedede	211
Warwick Street	179
Abbot's Road, Gateshead	149

### **OFF STREET**

Charles Street Car Park	1,136
Mill Road Car Park	865
South Shore Road Car Park	635
Lowrey's Lane Car Park	477
Gateshead Leisure Centre Car Park	452
Regent Court Car Park	448
Civic Centre Car Park	364
Church Street Car Park	279
Cross Keys Lane Car Park	274
Heworth Metro South Car Park	255

## Appendix D – Borough of Gateshead Parking Account

This contains the data required by s.55 Road Traffic Regulation Act 1984 (as amended)

	2010/11	2011/12	2012/13
	£	£	£
<b><u>Income</u></b>			
Penalty Charges (On-street)	247,566	204,502	281,051
Penalty Charges (Off-street)	139,911	114,753	105,669
Pay & Display / Meters (on-street only)	124,344	124,229	133,342
Residents' & Visitors' Permits	25,903	48,318	19,947
Total Income	<u>537,724</u>	<u>491,802</u>	<u>540,008</u>
<b><u>Expenditure</u></b>			
Traffic Penalty Tribunal	8,188	8,310	8,237
TEC (Northampton County Court)	5,000	3,000	5,000
CPE Salary Costs	478,486	411,718	494,640
CEO uniforms and equipment	13,683	159	4,888
Transportation	16,294	16,466	13,370
Security/Cash Collection charges	82,825	81,522	85,094
Consultants' fees	7,625	0	0
Notice processing system charges	8,289	9,651	10,585
DVLA fees	709	743	859
Total expenditure	<u>621,099</u>	<u>531,569</u>	<u>622,674</u>
<b>Surplus / (Deficit)</b>	<b><u>-83,375</u></b>	<b><u>-39,767</u></b>	<b><u>-82,665</u></b>

E&OE