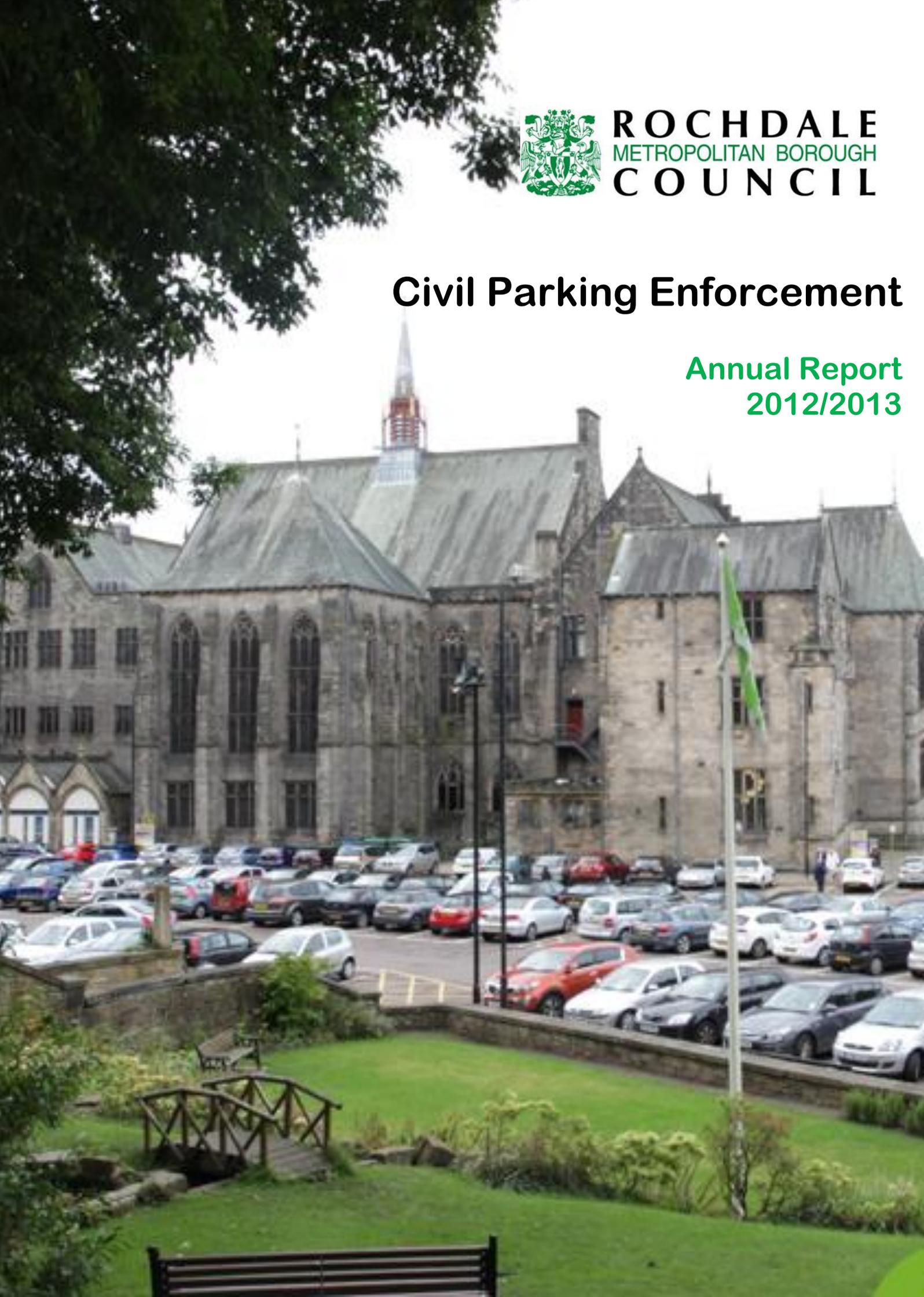




ROCHDALE
METROPOLITAN BOROUGH
COUNCIL

Civil Parking Enforcement

Annual Report
2012/2013



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FOREWORD BY COUNCILLOR JACQUELINE BESWICK

Welcome to Rochdale Borough Council's fourth Annual Parking Report for the year 2012/2013, which has been produced in line with Part 6 of the Traffic Management Act 2004.

The Borough is promoting a platform for change via the Rochdale Borough Renaissance Masterplan which sets out a 15 years vision to become nationally recognised for the quality of life offered to residents, visitors and employees so people will choose to come and live in Rochdale. The Masterplan aspires to take full advantage of the Borough's strategic location and environmental assets to attract investment in to the Town.

We aim to offer high quality living environments and excellent work opportunities along with a wide range of leisure activities. Also to raise expectations in the quality of design of our buildings, town centers and open spaces for which the provision of parking forms an integral part. This is especially in the areas of public health, protecting the environment and creating an attractive place to live, for example by encouraging the use of public transport, cycling and walking, which will reduce congestion, increase air quality, and improve people's fitness.

One of the priorities of the Department for Transport is to ensure that the enforcement of parking restrictions is transparent, consistent and fair. Rochdale Borough Council recognises that openness and accountability is critical to gaining public support and by publishing our Annual Parking Report we hope that our customers will be aware of our dedication to improving the parking regime for residents, businesses, and visitors to the to the Borough.

I thank you for taking the time to read this report, which provides an opportunity to give factual information relating to our parking enforcement operations, along with information regarding our parking facilities, and the Borough of Rochdale. I hope you will find the contents interesting, and that it will give a better understanding of the services we provide.



Councillor Jacqueline Beswick
Portfolio Holder – Highways
October 2013

OVERVIEW AND OBJECTIVES

Parking provision and management is a key element of the Local Transport plan and whilst parking restrictions are rarely popular with motorists; a population of 211,700, and regular visitors to the Town, mean that without them there would be significantly higher levels of congestion (even gridlock), frustration, stress and potentially an increase in the number of accidents. As a local authority our aim is to ensure that the highway network operates at maximum effectiveness, whilst balancing the needs of the community as a whole. Good access and connectivity is crucial if the vision for the Borough is to be achieved.

Rochdale experiences a large daily movement of traffic from the various residential areas to and from the M62 in addition to the four major towns within the borough. The largest movements to and from the M62 are from the Norden/Bamford area which access via jct 19, the Whitworth/Shawclough areas to junction 20 and the Littleborough/Milnrow areas to both junction 20 and 21.

The following table shows how Rochdale's Highway Network is split based on classification and road lengths.

Classification	Km	Miles
A	90.6	56.3
B	26.7	16.6
U	555.5	345.2
Total	672.8	418.1

Identifying the restrictions to the flow of traffic and developing proposals to improve junction/ traffic lane improvement schemes, will help to improve the reliability of journey times along the key route network.

Our continuing objectives are therefore:

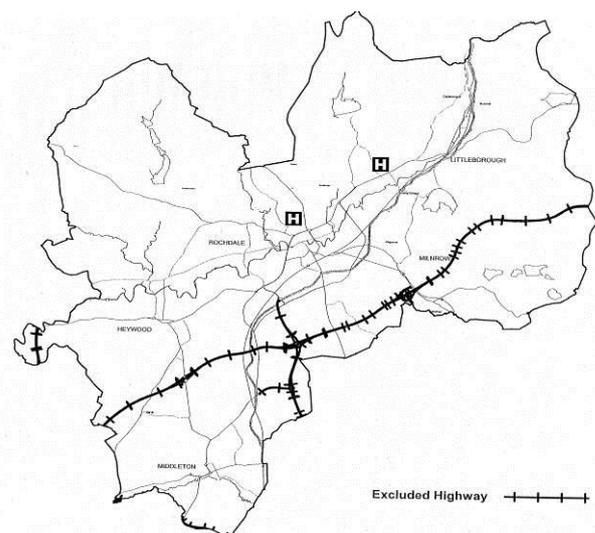
- Improve road safety generally to reduce the potential for accidents, and keep areas outside of schools free of traffic to help keep children safe.
- Meet the needs of customers with special requirements such as disabled badge holders and manage kerb space to ensure access to facilities.
- Improve the flow of traffic and journey times throughout the area, including accessibility to public transport.
- Ensure effective loading/unloading for local business.
- Provide a turnover of available parking spaces for areas of high demand.
- Improve the environment by reducing congestion, and damage to pavement.

To assist us in carrying out effective enforcement we encourage members of the public to ring and report vehicles that continually abuse the parking restrictions in place. This enables us to closely monitor a specific area to try and reduce the problem. In 2012/2013 a total of 262 reports of inconsiderate parking were received by the Council, all of which were closely monitored and the appropriate action taken.

CIVIL PARKING ENFORCEMENT

The Legal Background

In 2003 Rochdale Metropolitan Borough Council applied to the Secretary of State for powers to carry out Decriminalised Parking Enforcement (DPE), as of 4th July 2004. The application was successful and the powers were awarded for enforcement in the Rochdale Borough. This meant that Rochdale Borough Council took over the responsibility for the enforcement of 'on street' and 'off street' parking areas from the police.



The excluded highway is:

- i) The M60, M62 and M66 motorways for their entire length in Rochdale Borough Council, including slip roads and roundabouts which are subject to motorway regulations.
- ii) The A627(M) for its entire length in Rochdale Borough Council, including slip roads and roundabouts which are subject to motorway regulations.

The notices issued are no longer breaches of the criminal law enforceable through the criminal justice system, but instead Penalty Charge Notices are a civil debt owned by the Authority. The transfer of powers also allows the Authority to be more responsive to the public's needs and tackle the known problem areas.

On 31st March 2008, the parking related sections of Part 6 of the Traffic Management Act 2004 were introduced and became effective. This changed the way in which parking enforcement was managed. Under the new act, Decriminalised Parking Enforcement (DPE) became Civil Parking Enforcement (CPE) and Parking Attendants (PA's), became Civil Enforcement Officer's (CEO's). In addition, all existing Permitted Parking Areas (PPA's), along with Special Parking Area's (SPA's), automatically became Civil Enforcement Areas (CEA).

One of the key changes of the act was the introduction of differential penalty charges to reflect the severity of the contravention. A higher level charge for parking places where

parking is prohibited (such as on a loading ban or in a disabled bay without displaying a valid badge) and a lower level charge in respect of contraventions relating to places where parking is permitted (failing to display a valid pay and display ticket, over staying the permitted time etc). There is a nationwide list of the contraventions for which CEO's may issue Penalty Charge Notices, although not all contraventions will be relevant in every Local Authority. The full list can be found in the "Parking" section of the PATROL (Parking and Traffic Regulations outside London) website www.patrol-uk.info It is the Secretary of State for Transport who decides which of these parking contraventions will be subject to the two levels of charge.

The Traffic Management Act 2004 also enables Council's to carry out bus lane enforcement as well as issue Regulation 10 Penalty Charge Notices. This means that a Penalty Charge Notice can be served through the post if a Civil Enforcement Officer is prevented from issuing the notice either, through violence, threats, or from the vehicle being driven away after the Civil Enforcement Officer has commenced issue.

Introduction of a Traffic Regulation Order (TRO)

Before enforcement is able to commence, a TRO must be in place. A TRO is the legal instrument by which traffic authorities implement most traffic management controls on their roads. Under the provisions of the Road Traffic Regulation Act 1984, local authorities can implement Traffic Regulation Orders to regulate, restrict or prohibit the use of a road or any part of the width of a road by vehicular traffic or pedestrians. There are many different types of TRO's which are implemented for various reasons and can take effect at all times or during specified periods. The process for implementing a TRO is as follows:

- Our network management duties identify where a TRO is required.
- Consultation. The emergency services and GMPTE are consulted and their approval obtained.
- Public consultation. Notices are advertised in the local press and copies sent to organisations representing road users. Copies of the notice and plans showing the proposals are deposited at various local authority offices for the public to view.
- Consultation period. This lasts for 28 days from when the notices are posted. During this period the general public may make comments on the proposals by writing into the Borough Solicitor.
- Objections. All comments are considered by committee and the objectors informed of the outcome. This may result in the proposals not being introduced or amended.
- Validation. The Orders are then re-advertised in the press when the public have six weeks when they may question the validity of the Orders in the High Court on the grounds that the correct procedure had not been followed.
- Sealing of the Order. The Order is then sealed and becomes operative. A TRO remains operative until legally revoked following the same procedure as that required for its introduction.
- The relevant road markings, lines and signs are then put in place.

Parking Restrictions

Once a Traffic Regulation Order is in place, Civil Enforcement Officers, employed by our contractor, NSL Services Group, are able to issue Penalty Charge Notices, in accordance with the Traffic Management Act 2004, to any vehicle which appears to be contravening the parking restrictions in place:

- Limited waiting and loading restrictions.
- Reserved bay (i.e. disabled, resident's) without displaying a valid permit.
- Suspended bay or space and outside of the bay markings (where applicable).
- Bus stop or bus lane during prohibited times.
- Pedestrian crossing or crossings marked by zigzags. Zig-zags outside a school.
- Pay and Display area without displaying a valid ticket.
- Parked for longer than permitted or returning to the same parking area within the time restriction.
- Parked wholly or partly on a cycle track or lane.
- Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway.
- On the pavement or grass verges behind waiting restrictions in force at the time.
- Stopped on a clearway.



The onus is on the motorist to ensure they are aware of the restrictions in place before they park their vehicle. To help us with our Civil Parking Enforcement we ask that all road users are aware of the meaning of the various signs, lines and road markings by checking with the latest version of the Highway Code. This is available from bookshops. It is also possible to download details of "Signs Giving Orders" and "Information Signs & Road Markings" from the Direct Gov website using the link <http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/Signsandmarkings/index.htm>

The enforcement does not affect drivers who park their vehicle correctly, pay the correct parking tariffs or display valid permits/badges where applicable.

THE APPEALS PROCESS

Where a parking contravention occurs, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22) is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered at the DVLA. It is therefore essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver who will be liable to pay any penalty charges incurred in respect of parking contraventions.

The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had a signed statement of liability in respect of any Penalty Charge Notice served in relation to the vehicle during the currency of the agreement.

Vehicle owners may dispute the issuing of a PCN at three stages:

1. They can make an informal 'challenge' or 'representation' before the Council issues a Notice to Owner (NtO) (This does not apply in the case of a PCN issued by post, as the PCN then also acts as the NtO). As a challenge at this stage will be made by the person who has received the PCN, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle's owner.

If the challenge is rejected, we will send a 'Notice of Rejection of Challenge' outlining in more detail the reasons why the Notice was issued to the vehicle and the reasons why the Notice is being upheld. If the challenge was received within 14 days from the date of issue, the discounted amount will still apply for a further 14 days from the date of the 'Notice of Rejection of Challenge'. If the challenge is accepted, the case will be closed and we will respond in writing outlining the reasons for our decision.

2. Once an NtO has been served, there is a period of 28 days whereby a formal representation can be made against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds on which formal representations against the NtO may be made (these will be specified upon the Notice to Owner). However, whether or not those grounds apply, representations may also be made on the basis that, in the particular circumstances of the case there are compelling reasons for the cancellation of the penalty charge i.e. mitigating circumstances.

If the representation is rejected the full charge of either £50.00 or £70.00 will be applicable. A 'Notice of Rejection of Representation' will be sent including a form, which will allow an appeal to be submitted to the Traffic Penalty Tribunal. If the representation is accepted, a 'Notice of Acceptance of Representation' will be sent.

3. Following a 'Notice of Rejection of Representation', the appellant has the right to appeal within 28 days of the date of issue of the 'Notice of Rejection of Representation' to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position and are appointed with the agreement of the Lord Chancellor. They are independent of the Council and their decision is final (subject to their own power to review a decision).

The appellant has the choice of a postal decision or they may participate in a personal or telephone hearing. If the appeal is refused by the adjudicator, the full charge of either £50.00 or £70.00 is applicable. Full details of the adjudication service and their appeals process can be found on the Traffic Penalty Tribunal (TPT) website www.trafficpenaltytribunal.gov.uk.

General information on associated rules and regulations which may assist motorists in deciding whether to pay or to challenge a PCN can be found on the PATROL website www.patrol-uk.info.

When dealing with appeals we ensure that each case is viewed on its own merits in a fair and equitable manner and that all mitigating circumstances are taken in to account. For further information on the appeal process, please see Rochdale Borough Council's Parking Enforcement Policy which can be viewed at:

http://www.rochdale.gov.uk/transport_and_streets/parking/street_parking_-_fines.aspx

We realise that outstanding Penalty Charge Notices can be quite upsetting for some motorists and we are therefore sensitive to these needs. All of our staff are fully trained in the legal process and are able to address any concerns motorists may have whilst progressing through the appeal process.

As a Local Authority we recognise that customer expectations change and therefore to ensure we continue to successfully deliver a quality service that is both effective and efficient, we regularly monitor our working methods and frequently review our staff training requirements.

PARKING IN ROCHDALE

The Blue Badge Scheme

This is a national arrangement of parking concessions for people with severe mobility problems who have difficulty using public transport. The Scheme is designed to help severely disabled people travel independently, either as a driver or passenger, by allowing them to park close to their destination.



Every Blue Badge that is issued should be accompanied by The Blue Badge Scheme booklet, which outlines in detail the full concessions of the badge. This enables the badge holder to be aware of where they may, and may not park.

In January 2012 the Department for Transport introduced the Blue Badge Improvement Service (BBIS) which aims to improve customer service, streamline administration and prevent blue badge misuse through more effective enforcement.

The obvious changes are:

- Badges are renewed on line via the GOV.UK website (please note that the current badge number is required for the online application form).
- Rochdale Borough Council may ask for you to undergo a mobility assessment.
- The design of the Blue Badge has changed to aid enforcement and make it harder to tamper with, copy or forge.
- All Blue Badges which are issued by Rochdale Borough Council will be charged for at a rate of £10.00 per badge.
- The Chronically Sick and Disabled Persons Act 1970 states that local authorities 'shall maintain a register showing the holders of badges issued by the authority and the vehicle or vehicles for which each of the badges is held'. For this reason, Rochdale Borough Council now needs to request the registration number(s) of any vehicles that the Blue Badge may be used in.

For more information regarding applying for, or the issuing of Blue Badges:

Email: bluebadge@rochdale.gov.uk

Visit: www.rochdale.gov.uk

Telephone: 0845 1212970

The concessions of the scheme apply to on-street parking only and it is important that all badge holders, carefully read the contents of the booklet before attempting to use their badge. Off Street parking concessions vary from town to town and it is up to the car park owner as to whether concessions of the Blue Badge are available. Blue Badge holders are therefore advised to always check the prevailing parking conditions of the area to which they are visiting.

Rochdale Borough Council has designated disabled parking bays both on and off street and the concessions of the Blue Badge apply in all of the Pay and Display car parks

providing a valid Disability Badge is correctly displayed. For information on the locations of the specific 'on street' disabled bays please see the list below:

Location	Number of bays
Baillie Street (10am to 6pm)	10
Bell Street	2
Cheetham Street Central	4
Fleece Street	2
Hunters Lane Service Area	12
Newgate (10am to 6pm)	8
Newgate P&D	2
Penn Street	3
The Butts	6
The Esplanade	3
The Esplanade P&D	10
Town Hall Square	8
Town Meadows	1
Yorkshire Street Central	2
Yorkshire Street Central (10am to 6pm)	9

To help eliminate the potential misuse of Blue Badges, The Traffic Management Act 2004 introduced the "power to inspect". This means that should a Civil Enforcement Officer ask to see your badge, you must show it to them. If you do not, you will be breaking the law and could be fined up to £1,000.

Dispensations and Suspensions

A Parking Dispensation is a notice issued by the Council allowing a vehicle to park on a waiting restriction (yellow line) for a specified period of time. A 24 hour notice period is usually required.

A Parking Suspension allows a motorist to park in a reserved parking bay such as pay and display (beyond the restricted maximum stay), resident's or, disabled bay during the restricted hours. A 7 day notice period is required so we are able to display signs giving advance notice that the bay is going to be suspended. On the day of the suspension, the bay will be coned off specifically for your vehicle. Should another vehicle park in that particular area, they will be liable for a Penalty Charge Notice. The notice period does not apply for bays needing to be suspended for emergency works such as a gas leak or water burst.

A Dispensation/Suspension is approved only for vehicles carrying out works that require the driver to park close to a building, or site, where continuous access is required to load or unload goods or materials, for example, Glaziers, Shop Fitters etc. Applications will not normally be considered where there is reasonable alternative off-street parking nearby (for example a Pay & Display Car Park) or, if the reason the application is being made, is deemed to be for convenience rather than necessity.

Dispensations/Suspensions are not intended for those who do not require constant access to their vehicle, such as a Labourer who once they have unloaded their tools, do not require their vehicle to be in close proximity to the area of which they are working. In this instance we advise the motorist to unload their tools and then park their vehicle legally.

Each Dispensation/Suspension applies to one specific vehicle, in the exact location stated, and within the dates on the document itself. If more than one vehicle is required, a separate Dispensation/Suspension should be obtained. Anyone found to be parked in contravention of the rules and regulations could be issued with a Penalty Charge Notice.

When applying for a Dispensation/Suspension the following details are required:

- Name.
- Contact details.
- Vehicle registration.
- Reason the Dispensation/Suspension is required.
- Start date and length of time the Dispensation/Suspension is to operate for.
- Location, i.e. road name.
-
- The minimum charge for a Dispensation/Suspension is £40.50. The total cost will depend on where the vehicle is going to be parked and for how long. The total cost will be given at the time of application. Please note that once a Dispensation/Suspension has been issued, monies that have been paid are non refundable.

We will also issue a suspension for the placing of a skip (provided that a licence has been obtained). For information on how to apply for a skip license, please email: Highways@Rochdale.Gov.UK or alternatively, telephone 01706 924681.

Rochdale Borough Council does not charge for a Dispensation issued in relation to a funeral. In these circumstances, permission to park must be requested at least 48 hours in advance and will be subject to assessment to ensure that a parked vehicle will not cause an obstruction/hazard.

Resident Parking

Resident Parking Schemes are approved by elected members and introduced in areas where there is a proven parking problem. The purpose of the scheme is to ensure that residents who do not have access to 'off street' parking facilities are able to park their vehicles in close proximity to their residences. The scheme discourages non residents and commuters, from parking all day in areas where parking is limited. The possession of a permit however does not guarantee a parking place.

Currently there are 6 Resident Parking Schemes in operation within the Rochdale Borough:

1. Middleton, split into two zones:



- Beech Street Zone.
 - Burton Street Zone.
2. Heap Bridge.
 3. Rochdale Railway Station.
 4. Church Stile.
 5. College Bank (Managed by Rochdale Boroughwide Housing)
 6. Hollingworth Lake, split into two zones:
 - Merline Drive Zone.
 - Cleggswood Avenue Zone.

Following a decision by Members, an experimental Resident Parking Scheme was introduced at Hollingworth Lake. This scheme, which is in addition to the above, commenced on 1st January 2013 and is for an 18 month period ending 30th June 2014. At the end of the 18 months a decision will be made as to whether the properties within the experimental scheme will be included within the permanent scheme.

The Experimental Scheme is split into two zones:

- Milbury Drive.
 - Smithybridge Road – Even numbers 140 to 168.
 - Lake Bank – Odd numbers 3 to 21.
- Cleggswood Avenue.
 - Smithybridge Road – Odd numbers 167 to 191.
 - Lake Bank – Odd numbers 23 to 33;
 - Odd numbers 43, 47, 49, 53;
 - Odd numbers 57 to 89
 - Wood Bank Road – Number 1

College Bank Resident Parking Permits are processed by Rochdale Boroughwide Housing. Each household is entitled to one resident permit on production of evidence that they are a resident on College Bank. Each flat can also have one visitor's permit. Day permits are issued on request to one off callers, such as delivery drivers and tradesmen. Visitor permits are also issued to agencies such as, Social Services, Home Care and GP surgeries etc where regular visits are necessary. Permits are renewed each year in March.

For all other Resident Parking Schemes; each eligible household is entitled up to two permits (one resident and one visitor's permit). If a tradesperson or contractor is working at a specific property, they could borrow the visitor's permit from the household

where they are working. Alternatively, a tradesperson/contractor could contact the Policy and Strategy Team to apply for a Dispensation/Suspension.

For information on applying, renewing or amending a Resident's Parking Permit please contact 0300 3038288

All the above schemes are enforced by our Civil Enforcement Officers and are in operation 24 hours a day, 7 days a week, unless stated otherwise on the signs within the locations.

There are no applicable charges for the above Residential Parking Schemes. However, following the implementation of a new Residents Parking Policy earlier this year, charges for lost, stolen, or damaged permits will apply for new schemes that are introduced after January 2013.

Parking Facilities



We provide public parking facilities to assist with traffic management, environmental improvements, and to support our community by ensuring we have sufficient availability to meet the demands of residents, shoppers and local businesses.

All of our Pay and Display machines are supplied by Parkeon and are solar powered so they do not require an electrical source. The machines are serviced regularly and checked on a daily basis to ensure they are in full working order. Should any problems occur,

faults can be reported to a member of the Parking Services Team on 0300 3038288. Payment is by coins only and unfortunately change is not able to be given.

Rochdale Borough Council is aware of the impact the new 5p and 10p coins will have on our Pay and Display parking facilities and therefore, all the machines have been fully configured to accept the new coins when they come in to circulation.

The pricing tariffs and restrictions are structured to ensure the inner town centre car parks are short stay, thus allowing a high turnover of spaces which allows more customers to 'stop and shop'. The long stay car parks are situated on the outskirts of the town centre and meet the requirements of different motorists such as town centre workers who require a lengthy period of parking time.

To boost trade and support local retailers, the 'Free after 3pm' parking scheme was implemented on 1st June 2009. The scheme was introduced to encourage shoppers into the town and thus purchase goods from the local retailers. An extension of the scheme, "Free Saturday all day parking" was also introduced for a trial period from 7th August 2010. Both schemes are still operational today and it is likely they will be in place for the foreseeable future. Naturally both of these initiatives have significantly

reduced income from Parking Charges and also reduced the number of Penalty Charge Notices that are issued.

The tables below outline all of Rochdale Borough Council's Pay and Display Car Parks, along with their current tariffs.

On Street	Number of Spaces	Maximum Stay	Tariff Range
Esplanade	84	3 hours	1 hr 90p - 3 hrs £1.50
Packer Street	13	3 hours	1 hr 90p - 3 hrs £1.50
Oldham Road	15	3 hours	1 hr 90p - 3 hrs £1.50
Drake Street	14	3 hours	1 hr 90p - 3 hrs £1.50
St Marys Gate	11	3 hours	1 hr 90p - 3 hrs £1.50
Fleece Street	2	1 hr	1 hr 90p
Nelson Street	14	1 hr	1 hr 90p
King Street	7	1 hr	1 hr 90p
Church Lane (inner)	16	1 hr	1 hr 90p
South Lane	6	1 hr	1 hr 90p
Hunters Lane	22	1 hr	1 hr 90p
Cheetham Street	13	1 hr	1 hr 90p
Yorkshire Street	27	1 hr	1 hr 90p
Newgate	24	1 hr	1 hr 90p
Whitehall Street	3	1 hr	1 hr 90p
Church Lane (Outer)	28	10 hrs	2 hrs £1.10 – over 6 hrs £2.80
Water Street	25	10 hrs	2 hrs £1.10 – over 6 hrs £2.80
TOTAL SPACES	324		

Off Street – Littleborough	Number of Spaces	Maximum Stay	Tariff Range
Lake Bank	90	10 hrs	2 hrs 90p – over 4 hrs £2.20
Hollingworth Road	250	10 hrs	2 hrs 90p – over 4 hrs £2.20
Hollingworth Country Park	250	10 hrs	2 hrs 90p – over 4 hrs £2.20
TOTAL SPACES	590		

Off Street – Middleton	Number of Spaces	Maximum Stay	Tariff Range
Middleton Archer	61	10 hrs	1 hr 60p – over 3 hrs £2.20
Limetrees	36	10 hrs	1 hr 90p – over 3 hrs £2.20
Chapel Street	19	3hrs	1 hr 60p – 3 hrs £1.10

East View	49	3hrs Mon Wed Thur	1 hr 60p – 3 hrs £1.10
Market Place	43	3 hrs	1 hr 60p – 3 hrs £1.10
TOTAL SPACES	208		

Off Street – Rochdale	Number of Spaces	Maximum Stay	Tariff Range
Back Oldham Road	36	10 hrs	1 hr 50p – over 6 hrs £2.80
High Street	84	10 hrs	2 hrs £1.10 – over 6 hrs £2.80
Whitworth Road	250	10 hrs	2 hrs £1.10 – over 6 hrs £2.80
Baillie Street	120	10 hrs	2 hrs £1.10 – over 6 hrs £2.80
Church Lane	19	3 hrs	1 hr 90p – 3 hrs £1.50
Eastgate	20	3 hrs	1 hr 90p – 3 hrs £1.50
Reed Hill	45	3 hrs	1 hr 90p – 3 hrs £1.50
Broadfield Upper/Lower	62	3 hrs	1 hr 90p – 3 hrs £1.50
Town Hall Square	152	4 hrs	1 hr 90p – 4 hrs £2.50
Upper Yorkshire Street	19	3 hrs	1 hr 90p – 3 hrs £1.50
Greenwood Street	19	3 hrs	1 hr 90p – 3 hrs £1.50
Penn Street	44	3 hrs	1 hr 90p – 3 hrs £1.50
River Street	29	2 hrs	1 hr free – 2 hrs 90p
The Holme	251	No limit	Contract parking only
TOTAL SPACES	1563		

Since the publication of the Parking Report (2011/2012), there has been a price increase of 10p per tariff. This became effective on Monday 13th May 2013. Tariff prices for the next financial year are yet to be finalised.

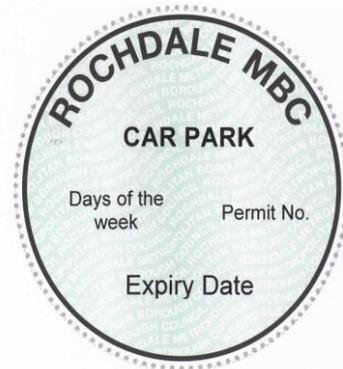
There have also been changes to the number of Council owned/managed car parking spaces in Rochdale Town Centre: Eastgate Car Park is now split into two separate car parks. One is owned and managed by the Council; the other is managed by a private car park operator. Each car park has its own tariff board informing motorists of the rules and regulations of the car park, along with its own pay and display machine. The reason for the split is that the private land owner wishes to manage their own parking area themselves.

The Bus Station Car Park, which is Pay on Foot, is due to be closed imminently. This marks the end of an era for the town as the building has been a recognised landmark of Rochdale since it was first opened in the 1970's. The regeneration of the town centre however provides an exciting opportunity to welcome a new Rochdale Bus interchange, which is being built opposite on Smith Street. To ensure the loss of parking spaces will not have a detrimental affect on the town, a review of all the car parks (Council owned and privately owned) has been carried out. The outcome of which currently shows that the supply meets the demand.

Contract parking

Contract parking permits are currently available for:

- Rochdale Others.
- Baillie Street Car Park.
- Rochdale Leisure Centre Car Park.
- Middleton.
- Premium (includes any of the surface car parks within the Borough).



As from April 2014 permits will also be available for The Old GM Waste Site (behind Rochdale Leisure Centre Car Park)

The Permits are issued during a 12 month period commencing 1st April to 31st March. The minimum purchase is 3 months starting from £99.00, up to £1062.00 for 12 months. This is an overall increase of 3.6% compared to the prices outlined in the previous Parking Report (2011/2012).

The permit price differs depending on, the parking area, whether the permit is for 5 or 6 days, and the vehicle class. To assist with the encouragement of reducing the carbon footprint, Rochdale Borough Council has continued the price banding system which is in line with DVLA's road tax prices to allow those vehicles with less CO2 emissions, to pay a cheaper permit price. Permit prices for the next financial year are yet to be finalised.

Each permit can have up to three vehicle registrations displayed but only one vehicle can be on park at any one time. The permit must be clearly displayed in the vehicle and any lost permits are currently charged for at a rate of £10.00 per duplicate.

Park Mark



Park Mark, the safer parking award is an initiative of the Association of Chief Police Officers (ACPO) designed to reduce criminal behaviour within the parking environment. The scheme is managed by the British Parking Association and is supported by the Home Office and all the Police Forces in England, Scotland, Wales and Ireland.

To obtain the award an investigation is carried out by the police to assess the facilities in place and to ensure the parking area is of a high standard in relation to cleanliness, signage, surveillance and lighting. Once the police are satisfied that the parking area sufficiently meets the appropriate standards and that it is correctly managed and maintained, the safer park mark status will be awarded. To ensure car parks continue to

meet the required criteria the award is renewed on a yearly basis following a re-assessment.

The Council is pleased to announce that the 5 Pay and Display Car Parks previously awarded the safer park mark status have all successfully had the award renewed.

The car parks are as follows:

- Church Lane.
- Upper Broadfield.
- Lower Broadfield.
- Middleton Archer.
- Lake Bank.

STATISTICAL PERFORMANCE

Penalty Charge Notices Issued

As mentioned on page 5 there is a national list of parking contraventions with two levels of charging. The more serious contraventions are charged at the higher level of £70.00 (£35.00 if paid within 14 days of issue) and the less serious contraventions are charged of the lower level of £50.00 (£25.00 if paid within 14 days of issue). The table below shows the number of Penalty Charge Notices issued against each contravention during 2012/2013.

On Street Contraventions

Higher Level Contraventions		
Code	Contravention Description	PCN's
01	Parked in a restricted street during prescribed hours	1493
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	666
12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	2145
16	Parked in a permit space without displaying a valid permit	16
21	Parked in a suspended bay or space or part of bay or space	26
23	Parked in a parking place or area not designated for that class of vehicle	386
25	Parked in a loading place during restricted hours without loading	618
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	1361
45	Parked on a taxi rank	282
46	Stopped where prohibited (on a red route or clearway)	1
47	Stopped on a restricted bus stop or stand	171
48	Stopped in a restricted area outside a school when prohibited	82
49	Parked wholly or partly on a cycle track or lane	56
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	10
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	57
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	39

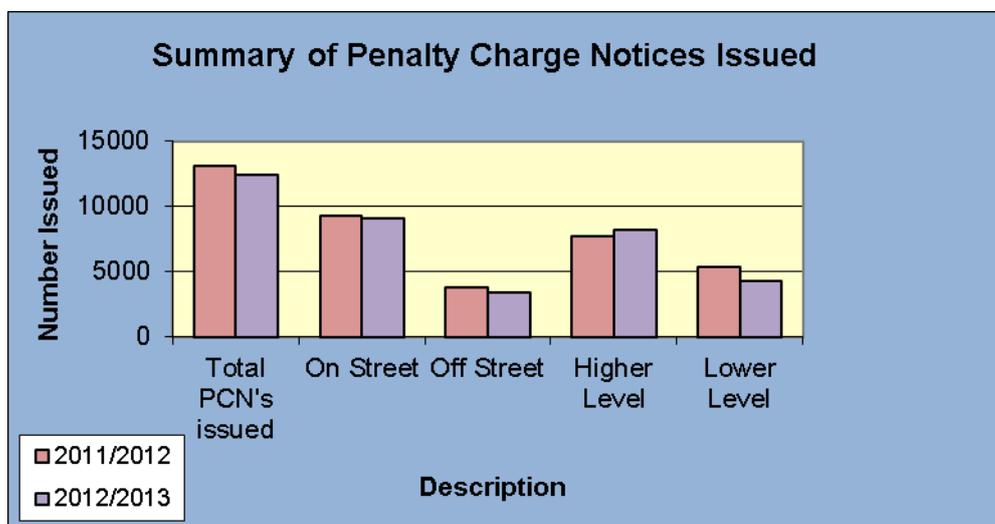
Lower Level Contraventions		
Code	Contravention Description	PCN's
05	Parked after the expiry of paid for time	419
06	Parked without clearly displaying a valid pay & display ticket or voucher	541
07	Parked with payment made to extend the stay beyond initial time	1
09	Parked displaying multiple pay & display tickets where prohibited	1
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	13
22	Re-parked in the same parking place or zone within one hour of leaving	6
24	Not parked correctly within the markings of the bay or space	9
30	Parked for longer than permitted	634

Off Street Contraventions

Higher Level Contraventions		
Code	Contravention Description	PCN's
81	Parked in a restricted area in a car park	5
85	Parked in a permit bay without clearly displaying a valid permit	34
87	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	575
92	Parked causing an obstruction	156

Lower Level Contraventions		
Code	Contravention Description	PCN's
80	Parked for longer than the maximum period permitted	3
82	Parked after the expiry of paid for time	982
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	1403
84	Parked with additional payment made to extend the stay beyond time first purchased	13
86	Parked beyond the bay markings	240

The table below compares the Penalty Charge Notices issued throughout 2012/2013 against those issued in 2011/2012.



Last year we discussed the increase in the number of Penalty Charge Notices which had been issued for 'Off Street' contraventions. The table above however shows that compared to 2011/2012, the compliance in 2012/2013 has been considerably higher.

The increase in Penalty Charge Notices being issued at the higher level is due motorists continually abusing the restrictions outside schools and on the strategic routes. Whilst we endeavour to enforce these areas as much as possible to prevent motorists from parking inconsiderately, which is a road safety concern and a congestion issue; it is difficult to effectively resolve the issues with 'on foot' Civil Enforcement Officers. This is particularly the case outside schools whereby motorists continue to park on the restrictions when a Civil Enforcement Officer is not present. To address the issue the Council is looking at ways in which difficult and sensitive areas can be more effectively enforced, along with those areas where 'on foot' enforcement is not practical. The aim of which is to encourage motorists to park more appropriately.

Representations and Cancellations

Description	Total PCN's 2012/2013	Total PCN's 2011/2012
PCN's Issued	12444	13078
Number of PCN's against which an informal or formal representation was made	3222	3919
Number of PCN's cancelled as a result of an informal or a formal representation	612	694
Number of PCN's cancelled for other reasons (e.g. CEO error, driver untraceable)	1145	551

The above table shows that 612 Penalty Charge Notices were cancelled as a result of an informal or formal representation. This is approximately 19% of the representations received and an increase of 1% compared to 2011/2012.

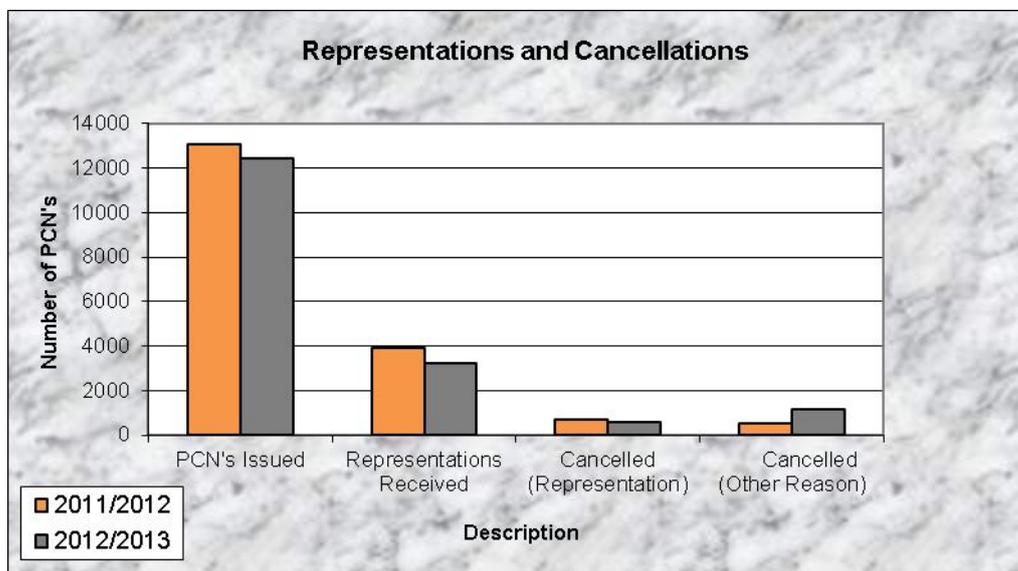
The main reasons for cancelling Penalty Charge Notices were:

- Pay and Display ticket face down (42%);
- Discretion exercised due to mitigating circumstances (28%);
- Disabled badge displayed incorrectly/partly obscured (19%);
- Faded road markings/sign missing (6%);
- No evidence of loading and unloading seen by the Civil Enforcement Officer but an authenticated delivery note was forwarded at a later date (5%).

In the 2011/2012 annual parking report we discussed the increase in the number of foreign vehicles which had been issued with a Penalty Charge Notice compared to those reported in 2010/2011. This year there has been a significant decrease of 67%.

The Penalty Charge Notices which have been cancelled for other reasons are mainly due to the 'Keeper at Date of Event' not being able to be obtained from the DVLA within the specified time, or the Keeper at Date of Event has been unable to be traced. These account for 64% and 20% respectively of the Penalty Charge Notices cancelled for 'other reasons'.

The chart below shows the representations and cancellations for 2012/2013 compared to 2011/2012.



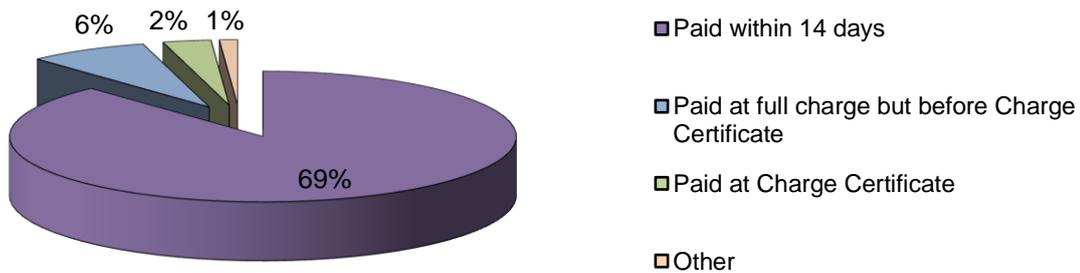
Recovery of Penalty Charge Notices

The pie charts below outline the percentage of payments received at the various stages and the actions taken to recover the Penalty Charge Notices which were issued throughout 2012/2013.

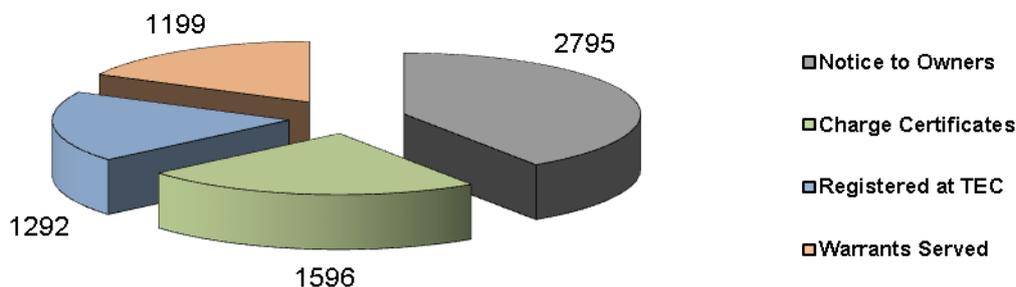
The overall collection rate has reduced by 1% compared to 2011/2012. However, given the current economic climate, a 78% collection rate is still considered to be a good result; particularly when comparing against other Greater Manchester Authorities whose collection rates range from 70% to 79%.

Of the remaining 22%; 5% of Penalty Charge Notices were cancelled as a result of a representation being received; 9% were cancelled as a result of other reasons; 0.1% were cancelled following an appeal to the adjudicator; and 7.9% are currently live in the system and are being pursued.

Collection Rates



Action to Recover Penalty Charge Notices



Traffic Penalty Tribunal

Each year the Traffic Penalty Tribunal publishes their annual report on the PATROL website. This allows members of the public to view information regarding the enforcement of parking tickets and also to compare a set of national statistics for 'all Councils'. The statistics for the table below were taken from the Traffic Penalty Tribunal annual report for 2012/2013 and enables comparability between the ten Greater Manchester Local Authorities.

SPA/PPA Area	PCNs Appealed	PCNs issued	Rate of appeal per PCN	Not Contested by Council	Allowed by Adjudicator	Total allowed including not contested	Refused by Adjudicator incl. out of time and withdrawn	Consent order	Witness Statement No Appeal	Awaiting decision Incl. other decided
Bolton	149	26,108	0.57%	31	24	55	76	0	13	5
				21%	16%	37%	51%	0%	9%	3%
Bury	76	18,294	0.42%	9	27	36	34	2	0	4
				12%	36%	47%	45%	3%	0%	5%
Manchester	1009	139,652	0.72%	123	425	548	397	4	24	36
				12%	42%	54%	39%	0%	2%	4%
Oldham	73	21,724	0.34%	5	38	43	29	0	0	1
				7%	52%	59%	40%	0%	0%	1%
Rochdale	62	12,444	0.50%	8	14	22	33	0	5	2
				13%	23%	35%	53%	0%	8%	3%
Rochdale (2011/2012)				16%	34%	41%	48%			
Salford	111	34,784	0.32%	44	13	57	38	0	15	1
				40%	12%	51%	34%	0%	14%	1%
Stockport	35	18,612	0.19%	9	5	14	21	0	0	0
				26%	14%	40%	60%	0%	0%	0%
Tameside	50	21,586	0.23%	13	12	25	18	0	7	0
				26%	24%	50%	36%	0%	14%	0%
Trafford	143	27,874	0.51%	56	32	88	46	0	6	3
				39%	22%	62%	32%	0%	4%	2%
Wigan	49	18,377	0.27%	8	13	21	22	0	4	2
				16%	27%	43%	45%	0%	8%	4%

Where the Adjudicator has found in favour of the motorist the Council reviews all feedback from the Traffic Penalty Tribunal to ensure Rochdale Borough Council continually delivers a robust enforcement regime that is fair, transparent and meets the needs of the community. This is reflected in the 2012/2013 figures which show that the percentage of appeals refused by the Tribunal has increased by 5% compared to 2011/2012. The 3% reduction in the percentage of appeals not contested by Rochdale Borough Council indicates that careful consideration is applied throughout the three stage appeal process.

In some instances however, the evidence supporting an appeal is not submitted until the case has been referred to the Traffic Penalty Tribunal. This prevents the Council from taking the mitigating circumstances into account, which could have resulted in discretion being exercised at a much earlier stage.

FINANCIAL INFORMATION

Under the TMA 2004 all Local Authorities are required to publish the total income and expenditure on the parking account. The table below also includes income and expenditure for 2011/2012 to enable comparability.

On and Off Street Car Parking	2012/2013	2011/2012
Income		
Pay and Display	£679,675.84	£763,548.93
Expenditure		
Maintenance	£73,166.25	£65,462.03

Contract Parking	2012/2013	2011/2012
Income		
Contract Parking	£108,332.95	£153,654.42
Contract Parking Recharged	£34,109.00	£98,567.97

Civil Parking Enforcement	2012/2013	2011/2012
Income		
Penalty Charge Notices (On & Off Street)	£399,057.61	£381,783.04
Dispensation/Suspension	£1,508.60	£5,228.30
Expenditure		
Enforcement Contract	£544,792.19	£532,552.79
(TPT/TEC/Subscriptions)	£18,240.25	£17,684.95

BACKWARD GLANCE

20mph Speed Limits Outside Schools



The proposals to introduce 20mph speed limits outside all schools in the borough is complete apart from one school where we have had considerable objections from local residents, despite extensive public consultation. To date, 20mph zones and speed limits have been introduced outside 42 schools in the borough. As part of the works, waiting restrictions have also been reviewed and updated where it was felt appropriate.

In addition to introducing 20mph speed limits and 20mph zones with traffic calming in residential areas, we have introduced fifteen sites where part time 20mph mandatory and advisory speed limits are in operation on the strategic network. Operational times have been agreed with each school and their operation will be reviewed after a 6 month period. Each sign is fitted with data collection equipment so that vehicle speeds can be monitored and action taken if speeding remains an issue. For further information please contact Highways@Rochdale.Gov.UK

Schools

Zig-zag lines create a sight line, which allows children to be able to see, and be seen clearly, before they cross. The “no waiting” restrictions are in place to stop obstruction and enhance safety.

Sadly motorists continue to abuse these restrictions and therefore to try and educate them further about the dangers of parking on the ‘keep clear zig zag lines’ we have joined forces with the Council’s Casualty Reduction Team to promote the ‘There is no excuse’ campaign. The campaign, which began on 9th September 2013, will run initially for a 12 month period.



Partnership Plus

Rochdale Borough Council, Greater Manchester Police (Rochdale Division) and NSL Services Group are committed to working in partnership to prevent crime and anti-social behaviour within the Rochdale Borough; along with targeting problem areas to enhance safety and ensure a fair and good service is provided to all those in the community.



It is recognised that in order to achieve a long term solution to a particular problem, we need to be consistent in our approach and continually work together to get a positive message across.

Park and Ride



Planning permission was granted by Rochdale Borough Council for a park and ride facility close to Rochdale Rail Station, which would serve both heavy rail and the Metrolink networks.

The work, which was carried out in line with Transport for Greater Manchester's (TfGM's) Code of Construction Practice, has been completed, and the car park is now open for commuters to use.

For more information on Metrolink please contact Customer Services on Tel: 0161 205 2000 (lines are open Monday to Friday - 6am to 11pm; Saturday and Sunday - 8am to 8pm; and Bank Holidays - 10am to 6pm), or email: customerservices@metrolink.co.uk

Electric Vehicle Parking

Electric vehicles have arrived and are set to become a major feature on our roads, with 1.7 million being forecast by 2020.

Through the Greater Manchester Electric Vehicles (GMEV) scheme, led by Transport for Greater Manchester (TfGM), Greater Manchester is switching on to a future that is cleaner and greener. To date, TfGM has installed 160 electric car charging machines across Greater Manchester, four of which are located in the Rochdale Borough. Please see the locations below:

- Town Hall Car Park, Rochdale
- River Street Car Park, Rochdale
- Old Hall Street Car Park, Middleton

Electric vehicles will improve air quality and reduce noise, creating a better environment for residents and visitors to the region. For more information on the scheme please visit www.ev.tfgm.com



Hollingworth Lake Parking



Resurfacing works have taken place at Hollingworth Lake Country Park Car Park; in particular, the access road leading in to the car park and the area in front of the Visitor Centre.

The improvements bring a new lease of life to the car park; making it more User friendly for motorists and pedestrians.

Winter Maintenance

The highways winter service season runs every year from mid October to mid April. During this period the Council is committed to providing an efficient winter service, and aims to keep the highest priority roads safe and free from snow and ice as far as reasonably possible. To assist in this task there are a fleet of seven gritters; all of which are fitted with a GPS tracking system that provides information such as, the extent of the road they treated, and the amount of salt that was spread.



In 2011 the Council introduced a new Winter Maintenance Policy which sets out the Council's approach for ensuring the major roads network, and key public services are maintained. For more information please visit the Council's website at: http://www.rochdale.gov.uk/parking_and_roads/gritting_and_winter_service.aspx

Greater Manchester Road Activity Permit Scheme (GMRAPS)

GMRAPS is a county wide scheme which makes it an offence to carry out works etc. on the highway without first applying for a permit. The scheme became operative on 29th April 2013. Its main aim is to reduce traffic delays and disruption by improving the way road works are co-ordinated, communicated and managed.

Permits are issued by a central administration team employed by Transport for Greater Manchester. They contain conditions for the work and they are assessed and approved by the relevant local authority. Applications that are considered unnecessarily disruptive are rejected, and those which are successful are subject to penalties if their work overruns or the conditions are not met.

The benefits of the scheme to Greater Manchester's residents, businesses, motorists and public transport users will be realised by the improved co-ordinated approach to the approval of road works. The scheme has already reduced disruption and travel delays caused by road works and other activities that affect the operation of the highway network. It has also encouraged organisations, such as utility companies, to be more efficient in their forward planning and in completing their work on time, as they can be penalised for any overruns.

Customer Survey

A summary of the 2012 Parking Services Customer Satisfaction Survey was presented in the Annual Parking Report 2011/2012. The results of the survey were extremely positive and showed that the overall majority of our customers were satisfied with the service they received. In order to assess whether our customer's expectations were still being met, we repeated the exercise in 2013.

Accordingly, all customers who contacted Parking Services in writing or by telephone between 29/07/2013 and 09/08/2013 were asked to complete a Customer Satisfaction Survey. For the second year running, the outcome of the survey was very positive and a summary of the results can be seen below:

The overwhelming majority of the total respondents, (85%) agreed that their enquiry was dealt with in a professional and courteous manner and within an acceptable timeframe. A large percentage of the total respondents (77%) felt that the Officer dealing with their enquiry was knowledgeable and had addressed all the points they had raised.

Of the total responses received, (77%) were related to the issue of a Penalty Charge Notice; of which 80% agreed that the reason the Notice was issued was clearly explained and 60% agreed that their individual circumstances and mitigation were considered in the decision making process. A total of 70% of the respondents in respect of Penalty Charge Notices agreed that the response gave a good clear explanation of the appeals process and 70% agreed to the statement; 'Even though the Penalty Charge Notice may have been upheld, the reason for the decision made was fully explained to me'.

Overall, respondents were very satisfied with the service, and the majority agreed, or strongly agreed that 'the overall service provided was of a high standard'

Number One Riverside



Council Officers and associated partners have successfully moved in to Number One Riverside. The co-location of all partners under one roof is the ideal environment to innovate, cooperate and communicate with one another, and it enables even closer ties with the functions we serve to ensure that our customers are getting the most efficient service possible. The building also houses a public library, a coffee shop, and a unit for future restaurant use.

The new building, which sets the standard for the regeneration of the town centre and demonstrates that change really is happening, has been voted '**The Best Building in the Region**' by the Greater Manchester Chamber's Property and Construction Committee. The building saw off competition from The Air Traffic Control Tower at Manchester Airport, the new Coronation Street set at MediaCityUK, and The Pavilion at Lancashire County Cricket Club.

FORWARD LOOKING – THE FUTURE

Rochdale Town Centre is undergoing a massive regeneration. In the last eighteen months there has been the arrival of a new park and ride facility close to Rochdale Rail Station, Number One Riverside has been completed, and the 6th form college has achieved recognition as the college to study at, with a 99% A Level pass rate. Still to come is the Metrolink line in to the Town Centre the new Bus Interchange.

Metrolink



Construction work commenced approximately four years ago to extend the Metrolink system to Rochdale, in the first instance from Manchester to Rochdale Station. This phase of construction is now complete and the first in-service tram left Rochdale Railway Station at 05:59 on Thursday 28th February 2013. The first tram to Rochdale was 06:08 from Manchester Victoria.

More recently, extensive civil construction commenced on extending the line from the station to Rochdale Town Centre. These construction works are now substantially complete with just minor defects to repair. Transport for Greater Manchester are testing and carrying out driver training overnight during November 2013. It is expected that the service will be operational in March 2014.

The Metrolink coming to Rochdale and extending in to the Town Centre benefits residents and businesses in the area and presents a major boost to the local economy, as well as making our borough more accessible to visitors, investors and developers. A great deal of hard work has gone into the project and we are grateful to the community for their patience during the unavoidable disruption.

Rochdale Bus Interchange

After a successful planning application by Transport for Greater Manchester; and major construction work, the new Interchange opened Sunday 17th November 2013.

The Interchange replaces the current bus station providing state-of-the-art facilities for passengers including electronic information displays and a vastly improved waiting environment.



To complement the new Interchange a taxi turn around facility is proposed adjacent to the Interchange, to help mobility impaired visitors, Shopmobility will be relocated from its present location to a position opposite the Bus Interchange on River St and adjacent to this will be a Cycle Hub where cyclists can store their cycle whilst using either the Bus Interchange or Metrolink.



Free Christmas Parking

New for 2013

Shoppers are being given a festive boost this Christmas following the Council's decision to suspend charges throughout the Christmas period.

Our aim is to do everything we can to boost the economy of the borough's town centres and help make them as attractive and accessible as possible. We are therefore delighted to offer this free Christmas parking, a decision which is welcomed by traders, and we would encourage all our residents and visitors to the borough to make the most of this free parking by doing their seasonal shopping within our town centres.

From Saturday 14th December 2013 to Sunday 5th January 2014, parking will be free on all Council owned town centre parks after 10am.



STAFF TRAINING AND STRUCTURE

Our aim is to maintain high standards whilst continuing to deliver a high quality service that is effective and meets the needs of our customers.

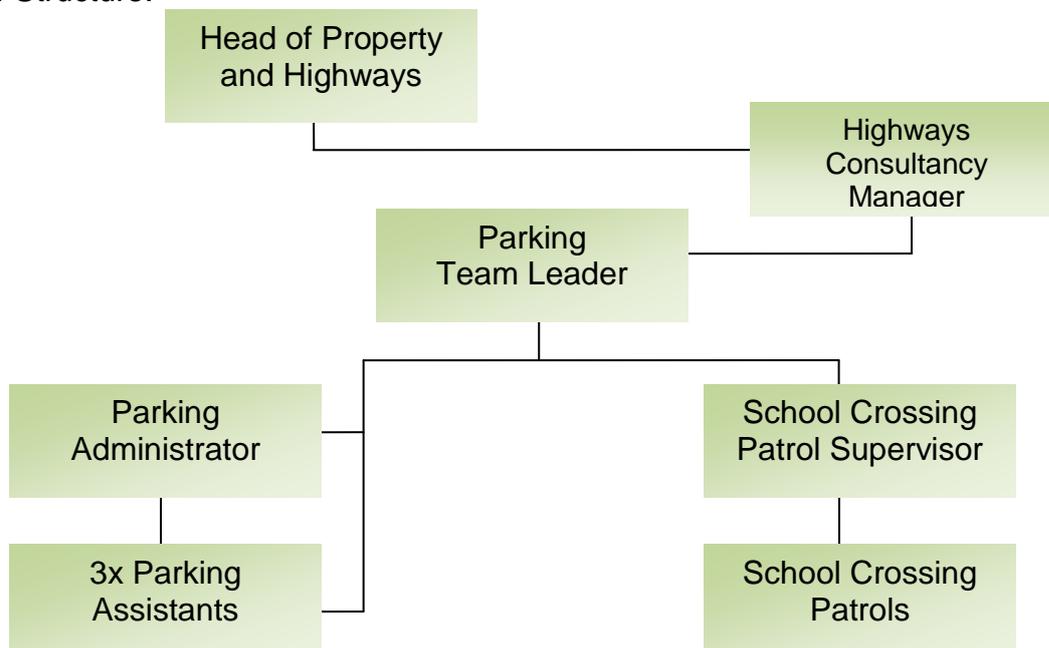
The introduction of the Traffic Management Act (TMA) 2004 emphasised the importance of ongoing staff training to ensure accurate, fair and consistent enforcement. Rochdale Borough Council therefore has a full training programme in place for all Parking Services staff, which seeks to increase their self esteem, build on their experience, and further develop their skills. In addition, regular refresher training is provided to ensure the team is fully conversant with any new legislation, policies, and procedures.

By investing in people we ensure that all aspects of the appeals process are dealt with consistently whilst still taking account of any mitigating circumstances, which in turn, increases the public's confidence in the service we deliver, and their respect for the Council's parking enforcement operations.

In 2010 the City and Guilds 1916 accredited qualification was introduced. This is the first of its kind and has been specifically designed for notice processing staff to enable them to obtain and enhance the necessary skills required to carry out back office processing. Rochdale Borough Council recognises the need for dedicated staff who are fully trained, knowledgeable and experienced in all aspects of parking operations, and therefore a member of the Parking Team has successfully completed the NVQ Level 3 diploma in Business Administration (specific to parking). Our aspirations for the future are for all members of the Parking Team to be awarded the Notice Processing qualification.

Since the 2011/2012 Parking Report the School Crossing Patrols have transferred to Parking Services. This enables more collaborative working across the two service areas, which assists us in carrying out more effective parking enforcement around schools.

Staff Structure:



If you would like to make any comment regarding the contents of the report or if you have any questions that have not been answered, please write to:

Parking Services
Rochdale Borough Council
PO Box 50
Rochdale
OL16 1FL

Or email: Parking.services@Rochdale.Gov.UK

We can also be contacted on:

Tel: 0300 3038288

Fax: 01706 924640

Julie Rushton
Parking Team Leader