



## **Annual parking report 2018/19**

**Richard Wilson  
Chief Officer Environmental and Operational Services**



## Introduction

Sevenoaks District Council manages its off-street public car parks in towns and villages across the District.

Through an Agency Agreement with Kent County Council, the District Council manages on-street parking schemes and manages on street parking restrictions across Sevenoaks District.

In September 2017, the District Council entered in to an initial two year agreement with neighbouring Tandridge District Council in Surrey to manage their off street car parks.

## Car parks

Pay and display car parks operate in the following locations:

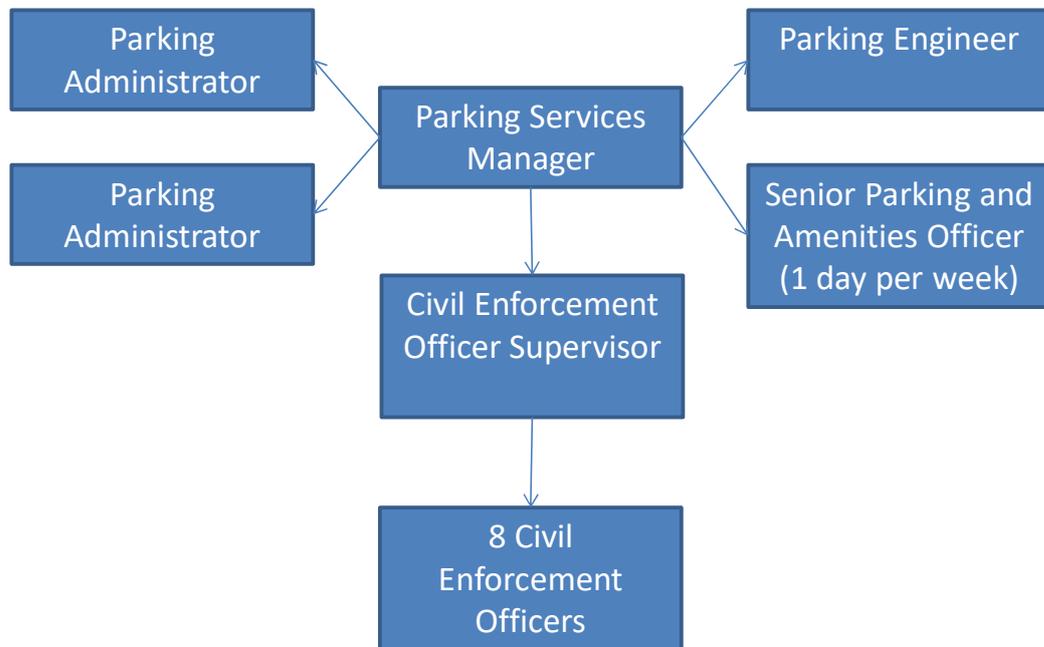
Sevenoaks (town centre)	1,091 spaces
Blighs	205 spaces
Buckhurst 1	40 spaces
Sevenoaks Town (formerly Buckhurst 2)	480 spaces
South Park	145 spaces
Suffolk Way	221 spaces
Sevenoaks St Johns Hill/St James	86 spaces
Sevenoaks Station	430 spaces
Swanley	162 spaces
Westerham	145 spaces

“Free” car parks operate in the following locations:

Eynsford	21 spaces
Sevenoaks Council Offices (weekends)	146 spaces

## The Parking Services Team

The Parking Services Team consists of:



The Civil Enforcement Supervisor oversees the day to day operation of car parks and on street parking management.

Civil Enforcement Officers carry out regular patrols of car parks and on street controls to ensure that vehicles are parked legally.

Parking Administrators operate the back office function:

- monitoring income
- considering parking appeals
- administering debt recovery
- administering resident permits and season tickets

The Parking Engineer:

- considers requests for resident parking schemes
- carries out informal and formal parking consultations
- provides general support to the Parking Services Manager

## **Resident parking**

Under the Agency Agreement with Kent County Council, the District Council:

- considers requests for parking schemes
- implements and amends parking schemes

The implementation of parking schemes involves a statutory process:

- feasibility studies and an initial design
- informal consultation on an initial design
- detailed design based on feedback from the consultation
- formal (21 day) consultation on the detailed design
- consideration of objections
- reporting to the Joint Transportation Board
- order making
- implementation including installing signs and lines and processing permit applications
- review (after 6-12 months)

Under resident parking arrangements residents can generally apply for and use an annual permit and visitor vouchers for their guests.

The District Council currently operates on-street resident parking schemes in:

- Edenbridge
- Sevenoaks
- Shoreham
- South Darenth
- Swanley
- Westerham

Some areas around Sevenoaks town and station have non-resident permits. Providing on street parking for local workers and commuters, optimising kerbside capacity through the day.

## On-street pay and display

The District Council provides on-street pay and display parking in the following locations:

- Halstead (Knockholt station) 105 spaces
- Sevenoaks (town centre) 62 spaces
- Sevenoaks (The Vine/Plymouth Drive) 62 spaces
- Sevenoaks (St Botolphs Road) 85 spaces
- Sevenoaks (Morewood Close) 40 spaces
- Swanley (Goldsel Road/Azalea Drive) 81 spaces
- Westerham (centre) 96 spaces

“Free” limited wait on-street parking bays are provided at various locations across the District. Some areas have “dual use” resident and limited wait bays, maximising parking capacity.

The District Council operates pay and display and “cashless” parking (in partnership with Parkmobile) in car parks and on street locations in the District.

## Season tickets

The District Council sells season tickets for its off street car parks, generally to workers in the town centre and commuters at railway stations.

## Parking enforcement

Eight Civil Enforcement Officers (CEOs) carry out regular patrols across the District, Monday to Saturday and on a number of Sundays and on Bank Holidays through the year.

CEOs patrol car parks and on-street locations seamlessly. They are required to issue a Penalty Charge Notice (PCN often still referred to as a parking ticket) to any vehicle that is illegally parked.

CEOs are trained to a high standard in customer services, patrolling and evidence gathering. They are not rewarded in relation to the number of parking tickets they issue.

Parking enforcement:

- maintains revenue and it encourages responsible parking and turnover of vehicles.

- prevents danger and obstruction caused by illegally and inconsiderately parked vehicles.
- protects residential parking close to town centres and close to railway commuter stations.
- protects blue badge parking.

## **Penalty Charge Notices**

Issuing and administering parking tickets, now known as Penalty Charge Notices (PCNs) is a legal process governed by statute.

- lower and higher rates apply depending on the seriousness of the parking contravention, the penalty is £50 for a lesser contravention, £70 for a more serious contravention.
- a list of typical higher and lower contraventions is attached as Appendix B.
- PCNs are reduced by 50% if paid promptly.
- PCNs can be served in the post if the CEO is prevented from issuing the PCN at the time.
- supporting evidence including photographs are recorded when the PCN is issued. Video footage can also be recorded using a video badge worn by the CEO.
- the PCN is the responsibility of the vehicle owner/keeper, not the driver at the time the PCN was issued.

## **Appeals**

If the vehicle keeper believes that a PCN has been issued unfairly or that there are circumstances that justify its cancellation they have access to three stages of appeal:

- “Informal” - they can appeal immediately after the PCN has been issued.
- “Formal” - if after 28 days the PCN has not been cancelled or paid The District Council serves a “Notice to Owner” on the owner of the vehicle (normally the Registered Keeper according to DVLA records).
- To the Traffic Penalty Tribunal. This is a statutory body set up to consider parking appeals. Adjudicators who consider the appeal are trained barristers and solicitors. The adjudicator’s decision is binding on both Sevenoaks District Council and the appellant.

The process is outlined in a document produced by the Traffic Penalty Tribunal, which is attached as Appendix A.

To improve customer access to the appeals process these can be accepted by: hand, post, online and by e mail. Photographs recorded by the CEO are available to view online.

In the interest of consistency, fairness and transparency Kent County Council and the Kent Borough and District Councils subscribe to a set of guidelines for carrying out enforcement and considering parking appeals.

## **Items of note**

In January 2018, the Council closed the Buckhurst 2 car park in Sevenoaks town for just over a year, making way for the development of a new, multi decked car park, addressing the chronic shortage of long-stay parking in the town.

Sevenoaks District Council gave an undertaking to accommodate all of the displaced customers using temporary on and off-street parking arrangements as close to the town as possible.

A temporary car park and park and ride service operated from Morewood Close, accommodating many daily parkers.

Additional temporary car parking was provided in Knole Paddock.

On-street parking was provided in existing residential roads where spare capacity existed.

The new Sevenoaks Town car park was on scheduled to open on the Buckhurst 2 site at the beginning of April 2019.

Two of the four patrol vehicles we now operate are electric powered and our policy is to migrate full to electric powered vehicles over the next few years as vehicles become obsolete and are replaced.

There are currently 10 electric vehicle charge points in our car parks, two in Bradbourne and eight in Sevenoaks town.

## **Finance**

The income and expenditure figures for the On-street and Car Parks accounts are shown in Appendix D.

The spending of any surplus from the on-street account will be discussed and agreed with the County Council in accordance with the terms of the Agency Agreement and current legislation.

**For any queries or for further information please contact:**

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## **Appendix A**

### **Examples of higher level contraventions**

Parked in a restricted street during prescribed hours

Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge

Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place

Parked in a permit space without displaying a valid permit

Parked in a parking place or area not designated for that class of vehicle

Parked in a loading place during restricted hours without loading

Vehicle parked more than 50 cm. from the edge of the carriageway and not within a designated parking place

Parked adjacent to a dropped footway

Parked in a parking place designated for police vehicles

Parked on a taxi rank

Stopped on a restricted bus stop/stand

Stopped in a restricted area outside a school

Parked in a permit bay without clearly displaying a valid permit

### **Examples of lower level contraventions**

Parked without clearly displaying a valid pay & display ticket

Parked after the expiry of paid for time

Parked without payment of the parking charge

Parked in a resident' parking space without clearly displaying a valid residents parking permit

Parked in a residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay & display ticket

Not parked correctly within the markings of the bay or space

Parked for longer than permitted

Parked without payment of the parking charge

Parked for longer than the maximum period permitted

## Appendix B – PCNs issued

<b>Off street PCNs</b>	
PCNs issued for parking contraventions	4,928
PCNs paid within 14 days	3,199
PCNs paid after 14 days but before charge certificate	482
PCNs paid after charge certificate served	198
<b>On street PCNs</b>	
Number of PCNs issued for parking contraventions	6,389
Number of PCNs paid within 14 days	4,369
Number of PCNs paid after 14 days but before charge certificate	574
Number of PCNs paid after charge certificate served	275

## Appendix C - income and expenditure

2018/19	1 On-street parking & enforcement  (£)	2 Car park enforcement  (£)	3 Combined enforcement account  (1 + 2)  (£)	4 Car park provisions & operations  (£)
Salaries	259,029.71	17,808.44	386,838.15	45,249.62
Transport	12,252.43	12,636.60	24,889.03	0
Maintenance	17,598.28	7,500.69	25,098.97	68,913.74
Supplies & services	136,409.58	22,581.55	158,991.13	37,935.70
Property	8,662.50	0.00	8,662.50	374,833.34
<b>Total Expenditure:</b>	<b>433,952.50</b>	<b>170,527.28</b>	<b>604,479.78</b>	<b>526,932.40</b>
Parking waivers	-78,670.23	-775.76	-79,445.99	-2,740.00
Pay & display charges	-593,919.80	0.00	-593,919.80	-1,955,703.83
Penalty charge notices	-205,131.99	-126,975.73	-332,107.72	0.00
Permits	-119,308.70	0.00	-119,308.70	-362,532.26
Rent	0.00	0.00	0.00	-4,894.28
<b>Total Income:</b>	<b>-997,030.72</b>	<b>-127,751.49</b>	<b>-1,124,782.21</b>	<b>-2,325,870.37</b>
<b>Balance (net income):</b>			<b>-520,834.06</b>	<b>-1,798,937.97</b>