



# Civil Parking Enforcement Annual Report 2012/13





## Parking Enforcement

Civil Parking Enforcement (CPE) in Staffordshire covers the eight Districts' Civil Enforcement Areas (CEA's) and Staffordshire County Council (SCC) has an arrangement with the districts for them to manage the enforcement of all on-street areas in addition to the districts' own off-street surface and multi-storey car parks. Stoke on Trent Council provides the back office administration. The CPE service is branded as "Clear Streets" and is controlled by a Joint Parking Board with representatives from the County and District Councils involved.

The CPE service continues to aim to fulfil the objects laid out in the Council's Policy:

- Maintain and, where possible, improve the flow of traffic thereby making the County a more pleasant and environmentally safe place to live and visit.
- Take into account the needs of local residents, shops and businesses, thereby sustaining the County and District Council's economic growth.
- Actively support the needs of disabled people bearing in mind that, in some cases, they are unable to use public transport and are entirely dependent upon the use of a car. This will ensure that people with disabilities are able to have equal access to all facilities within the County.
- Actively discourage indiscriminate parking that causes obstruction to other motorists, public transport, pedestrians, cyclists and people with disabilities. This will ensure that the Districts remain accessible to all equally and safely.

The statistics displayed at the end of this report show how the CPE service continues to improve. Some key results this year are:

- The number of Penalty Charge Notices (PCNs) issued continues to fall as less motorists are parking where they shouldn't on yellow lines and in contravention of other restrictions.
- The percentage of PCNs issued in Error has fallen from 2% in 2011/12 to 1.7% in 2012/13.
- Whilst the total number of appeals reaching the independent Traffic Penalty Tribunal has increased, the percentage of those appeals rejected (and found in favour of the Council) has risen from 53% in 2011/12 to 63% in 2012/13.



## Resident's Parking Permit Schemes

In many of Staffordshire's Towns and Villages inconsiderate and illegal parking can cause road safety problems, congestion, obstruction and considerable inconvenience to residents and businesses. More efficient enforcement of parking restrictions will help alleviate many of the problems being experienced. In some areas, where there is a great desire for on-street parking resulting in conflict between the needs of residents, businesses and those requiring shorter term parking such as shoppers and commuters, priorities need to be set.

A Resident's parking scheme will not provide more parking for Residents where demand exceeds the space available, however it will limit the amount of vehicles in the area giving all residents a better chance of parking close to their home. It is important that any scheme has the support of the residents affected and as such the Council will consult heavily to ensure their views and wishes are taken into account as much as is possible.

Each local Joint Parking Committee, consisting of members of the County and District Council oversees the Resident's Parking Zones in that area.

Currently there is one scheme in operation, with a further 8 under consideration. One further scheme has been discontinued this year.

We have issued:

- 138 Resident's Permits
- 33 Visitor's Permits
- 5 Blue Badge Holder Permits
- 12 Senior Citizen Permits
- 5 Carer Permits
- 9 Property Owner Permits
- 5 Business Permits



## **CPE Developments**

### **Lichfield District Council**

Lichfield District Council are currently trialling extending their hours of operation to include Sunday and Evening hours to ensure that restrictions are not only enforced during daytime hours.

### **Cannock Chase District Council**

Cannock Chase District Council are currently investigating the introduction of on-street pay & display spaces in order to provide more parking for visitors at premium locations close to shops in Cannock Town Centre

Also being investigated is a Resident's Parking Scheme to help alleviate problems that residents in the town centre area of Cannock are experiencing.

### **East Staffordshire Borough Council**

There is a proposal for more on-street parking at George Street and Fleet Street, Burton upon Trent, which was identified a number of years previously but had lapsed. This area is in close proximity to the town centre and particularly the college.

Moving forward, East Staffordshire Borough Council's Uniformed Services team is currently being reshaped to secure a stronger future to deliver a multi-functioning team. There are exciting times ahead and as part of this reshaping the name of the new team will be Community and Civil Enforcement and will consist of officers' capable of issuing both penalty charge notices and fixed penalty notices.

### **Staffordshire Moorlands District Council**

The District Council is to reassess its deployment regime and beat patterns so that known areas are deployed to more often to resolve any ongoing parking issues and resources are utilised more effectively. The District, in partnership with the County Council, is seeking to outsource the parking enforcement service through the utilisation of an existing third party agreement. This type of service delivery is better suited to optimising deployment and resource management, value for money and ensuring CEO's are equipped with up to date equipment and technology.

### **South Staffordshire District Council**

South Staffordshire Council will be trialling periodic Sunday enforcement which is not currently carried out in the District.



**Stafford Borough Council**

Pay by phone cashless parking has been introduced on all Council car parks and 3 electric charging points have recently been installed in collaboration with Staffordshire County Council. The provision of new a Council operated car park provides an additional 300 long stay spaces. An additional 9 free on-street car parking spaces have been created in Eccleshall in partnership with the Parish and County Council. Another 3 car parks were awarded the prestigious “Park Mark” awards, bringing the total to 11 car parks that have achieved and retain the standard.



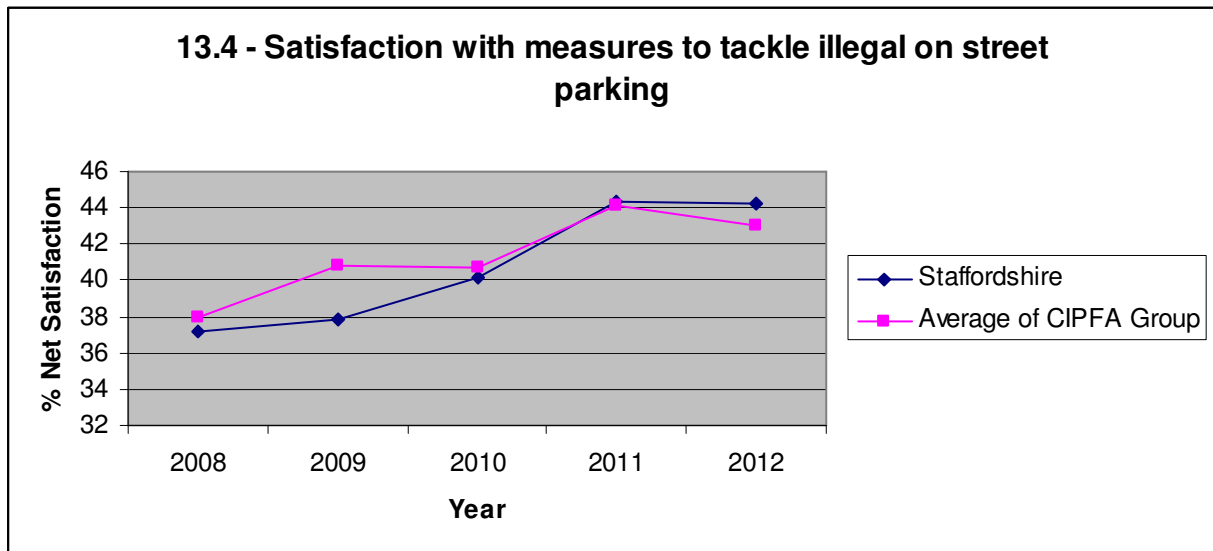
## National Highways and Transportation Survey

The NHT Public Satisfaction Survey collects public perspectives on, and satisfaction with, highways and transportation services in local authority areas. It is a postal survey, conducted by IPSOS Mori, with questionnaires sent to a minimum sample of 4,500 households in each participating local authority area. Staffordshire County Council has participated in the annual survey since its inception in 2008.

Section 13 of the survey seeks views on the way traffic is managed and asks two questions on parking related matters.

Question 13.4 - How satisfied or dissatisfied are you with measures to tackle illegal on-street parking?

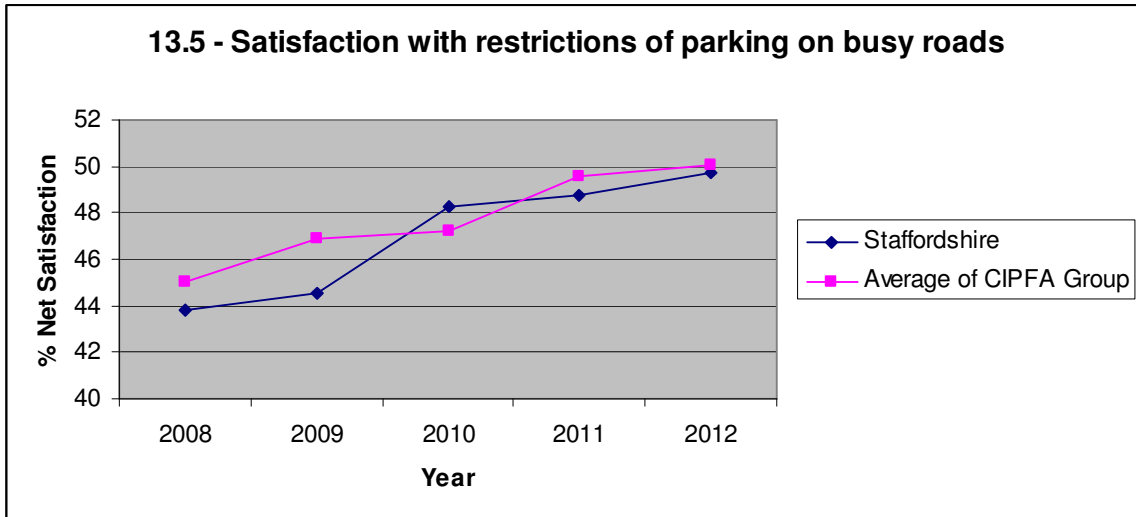
Satisfaction with measures to tackle on-street parking has risen in Staffordshire and across the CIPFA group since 2008. The survey period coincides with the introduction of Decriminalised Parking Enforcement in 2007/08. In 2012, residents in Staffordshire were slightly more satisfied than the average of the group.



Question 13.5 - How satisfied or dissatisfied are you with Restrictions of parking on busy roads

Similarly, satisfaction with restrictions of parking on busy roads has also risen in Staffordshire and across the CIPFA group since 2008. In 2012, residents in Staffordshire were slightly less satisfied than the average of the group.





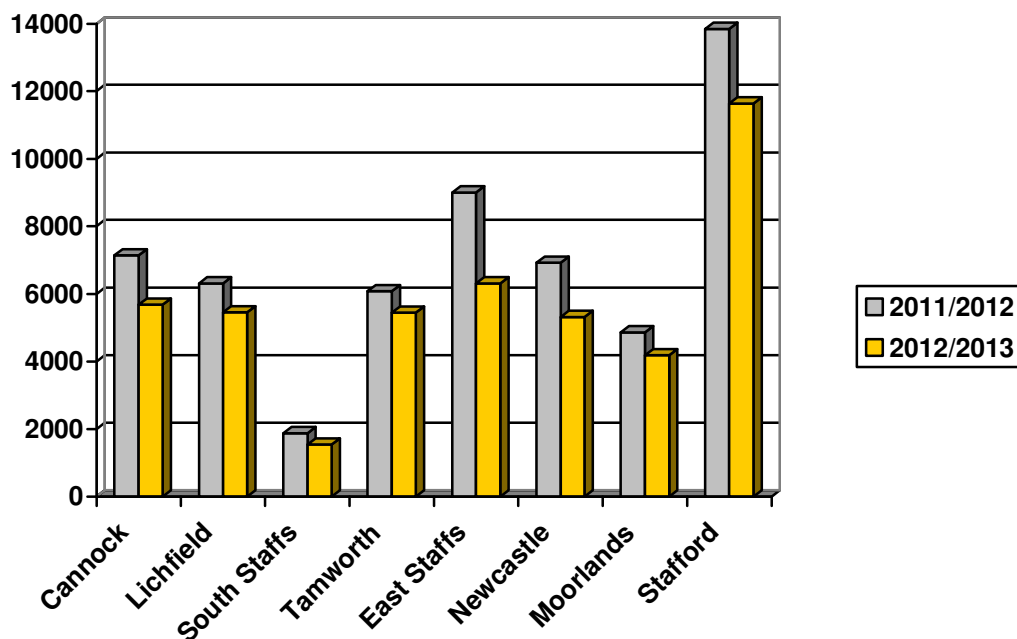


## Statistical Information

### Penalty Charge Notices (PCNs)

	2011/2012 Off Street	2011/2012 On Street	2011/2012 Total	2012/13 Off Street	2012/13 On Street	2012/13 Total
<b>Cannock</b>	3020	4116	7136	2450	3229	5679
<b>Lichfield</b>	4103	2208	6311	3285	2168	5453
<b>South Staffs</b>	664	1213	1877	520	1017	1537
<b>Tamworth</b>	3767	2312	6079	3527	1917	5444
<b>East Staffs</b>	5604	3399	9003	4427	1883	6310
<b>Newcastle</b>	2963	3956	6919	2651	2664	5315
<b>Moorlands</b>	2878	1985	4863	2393	1792	4185
<b>Stafford</b>	7124	6723	13847	5646	5987	11633
<b>Total</b>	<b>30123</b>	<b>25912</b>	<b>56035</b>	<b>24899</b>	<b>20657</b>	<b>45556</b>

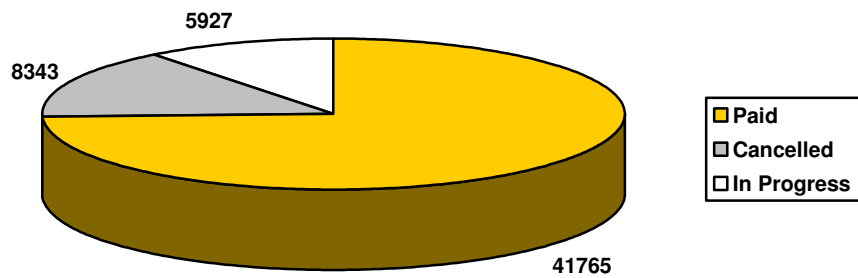
Total PCNs



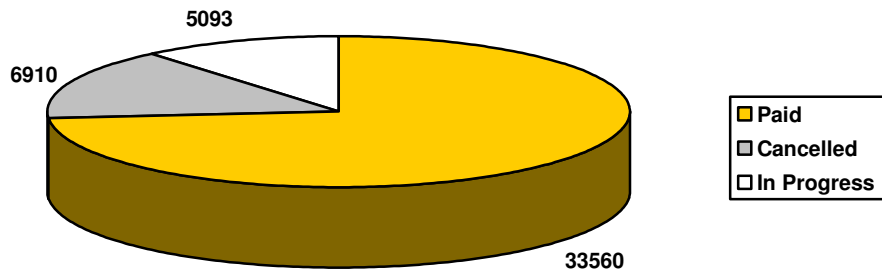
**PCNs by Status**

	2011/12 Paid	2011/12 Cancelled	2011/12 In Progress	2012/13 Paid	2012/13 Cancelled	2012/13 In Progress
<b>Cannock</b>	5115	1184	837	3988	980	718
<b>Lichfield</b>	4231	1570	510	3771	1172	510
<b>South Staffs</b>	1531	186	160	1263	142	132
<b>Tamworth</b>	4415	896	768	3871	890	683
<b>East Staffs</b>	6878	1128	997	4810	795	705
<b>Newcastle</b>	5207	899	813	3792	863	660
<b>Moorlands</b>	3780	599	484	3275	482	428
<b>Stafford</b>	10608	1881	1358	8790	1586	1257
<b>Total</b>	<b>41765</b>	<b>8343</b>	<b>5927</b>	<b>33560</b>	<b>6910</b>	<b>5093</b>

**Status 2011/12**



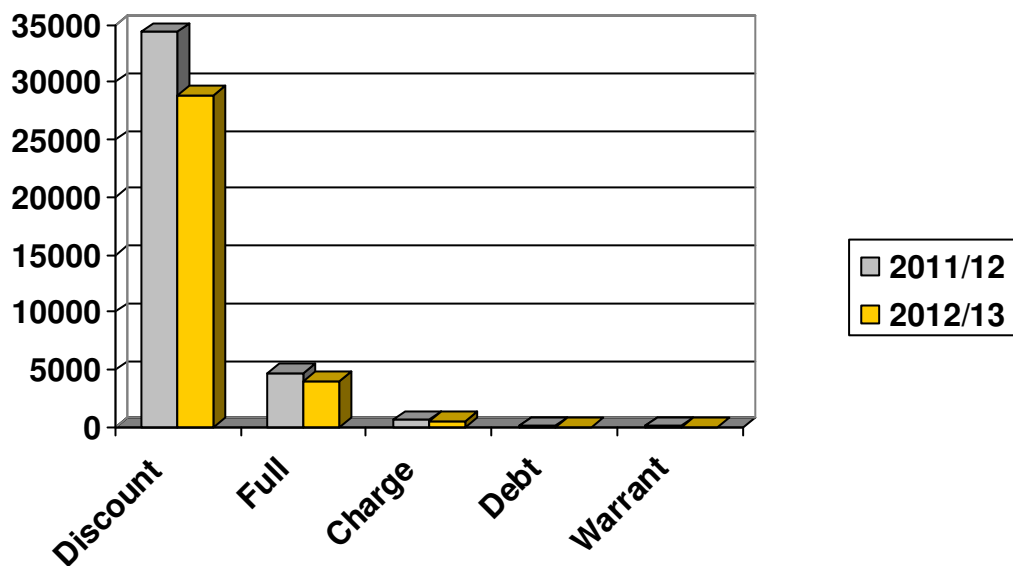
**Status 2012/13**



### PCN Payments

2011/12	Paid at Discount Rate	Paid at Full Rate	Paid after Charge Certificate Issued	Paid after Debt Registration	Paid after Warrant Issued
<b>Cannock</b>	4386	521	60	11	18
<b>Lichfield</b>	3616	444	56	8	19
<b>South Staffs</b>	1427	425	36	10	2
<b>Tamworth</b>	3740	528	69	20	5
<b>East Staffs</b>	5431	744	106	9	37
<b>Newcastle</b>	4243	594	106	11	37
<b>Moorlands</b>	2760	415	52	13	13
<b>Stafford</b>	8769	1101	136	32	16
<b>Total</b>	<b>34372</b>	<b>4772</b>	<b>651</b>	<b>114</b>	<b>147</b>

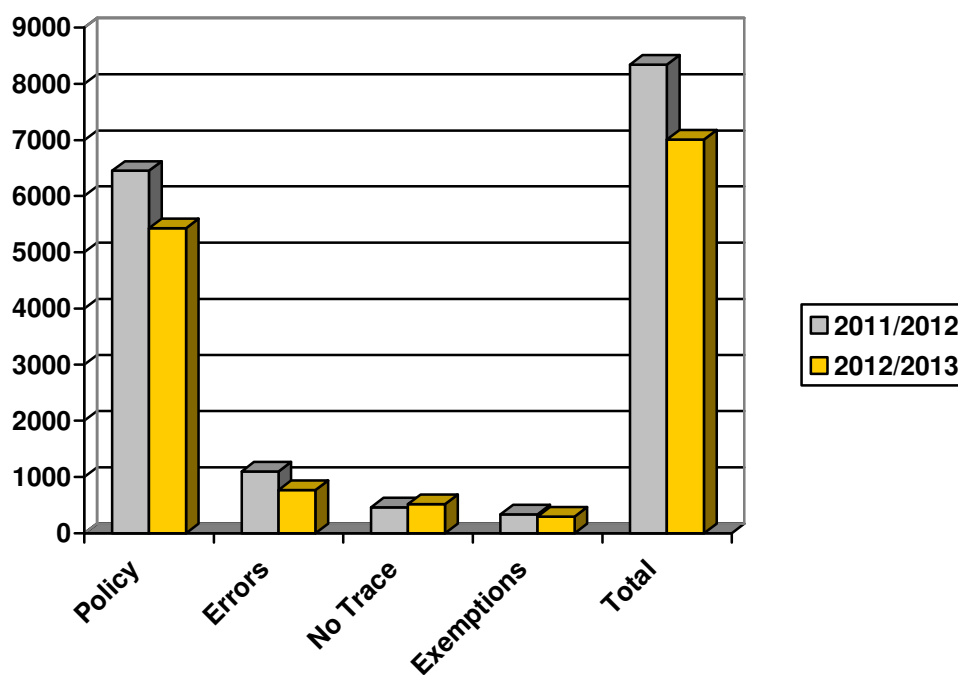
2012/13	Paid at Discount Rate	Paid at Full Rate	Paid after Charge Certificate Issued	Paid after Debt Registration	Paid after Warrant Issued
<b>Cannock</b>	3476	435	58	7	12
<b>Lichfield</b>	3242	461	57	8	3
<b>South Staffs</b>	1146	98	15	2	2
<b>Tamworth</b>	3315	519	55	6	0
<b>East Staffs</b>	4148	565	83	13	1
<b>Newcastle</b>	3251	444	88	9	0
<b>Moorlands</b>	2743	453	60	9	10
<b>Stafford</b>	7571	999	174	18	28
<b>Total</b>	<b>28893</b>	<b>3974</b>	<b>590</b>	<b>72</b>	<b>56</b>



### PCN Cancellations

2011/2012	Policy Cancellations	Errors	No Trace	Exemptions & Appeals	Total
<b>Cannock</b>	1001	93	47	43	<b>1184</b>
<b>Lichfield</b>	1309	196	37	28	<b>1570</b>
<b>South Staffs</b>	117	36	10	23	<b>186</b>
<b>Tamworth</b>	655	140	66	35	<b>896</b>
<b>East Staffs</b>	693	271	117	47	<b>1128</b>
<b>Newcastle</b>	727	67	59	46	<b>899</b>
<b>Moorlands</b>	426	101	39	33	<b>599</b>
<b>Stafford</b>	1524	192	85	80	<b>1881</b>
<b>Total</b>	<b>6452</b>	<b>1096</b>	<b>460</b>	<b>335</b>	<b>8343</b>

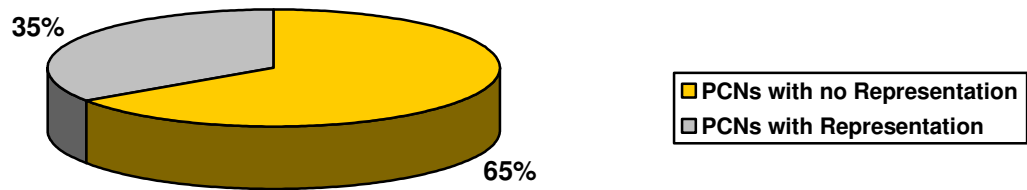
2012/2013	Policy Cancellations	Errors	No Trace	Exemptions & Appeals	Total
<b>Cannock</b>	816	74	56	34	<b>980</b>
<b>Lichfield</b>	997	90	48	37	<b>1172</b>
<b>South Staffs</b>	110	17	5	10	<b>142</b>
<b>Tamworth</b>	700	97	53	30	<b>890</b>
<b>East Staffs</b>	482	185	194	31	<b>892</b>
<b>Newcastle</b>	725	47	47	44	<b>863</b>
<b>Moorlands</b>	272	143	32	35	<b>482</b>
<b>Stafford</b>	1324	113	72	77	<b>1586</b>
<b>Total</b>	<b>5426</b>	<b>766</b>	<b>517</b>	<b>298</b>	<b>7007</b>



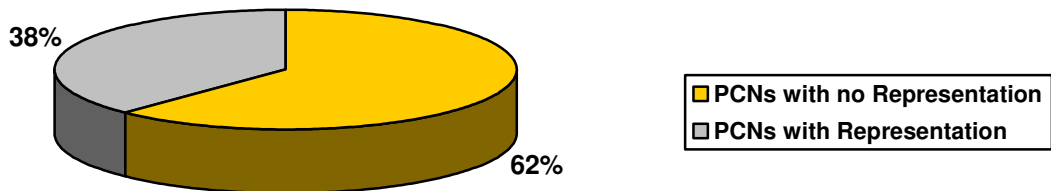
**Informal and Formal Representations**

	2011/12 PCNs	2011/12 PCNs receiving Representation	2012/13 PCNs	2012/13 PCNs receiving Representation
<b>Cannock</b>	7136	2682	5679	2485
<b>Lichfield</b>	6311	2722	5453	2337
<b>South Staffs</b>	1877	574	1537	533
<b>Tamworth</b>	6079	2387	5444	2335
<b>East Staffs</b>	9003	2271	6310	2026
<b>Newcastle</b>	6919	2209	5315	1783
<b>Moorlands</b>	4863	1625	4185	1555
<b>Stafford</b>	13847	4877	11633	4219
<b>Total</b>	<b>56035</b>	<b>19347</b>	<b>45556</b>	<b>17273</b>

2011/12

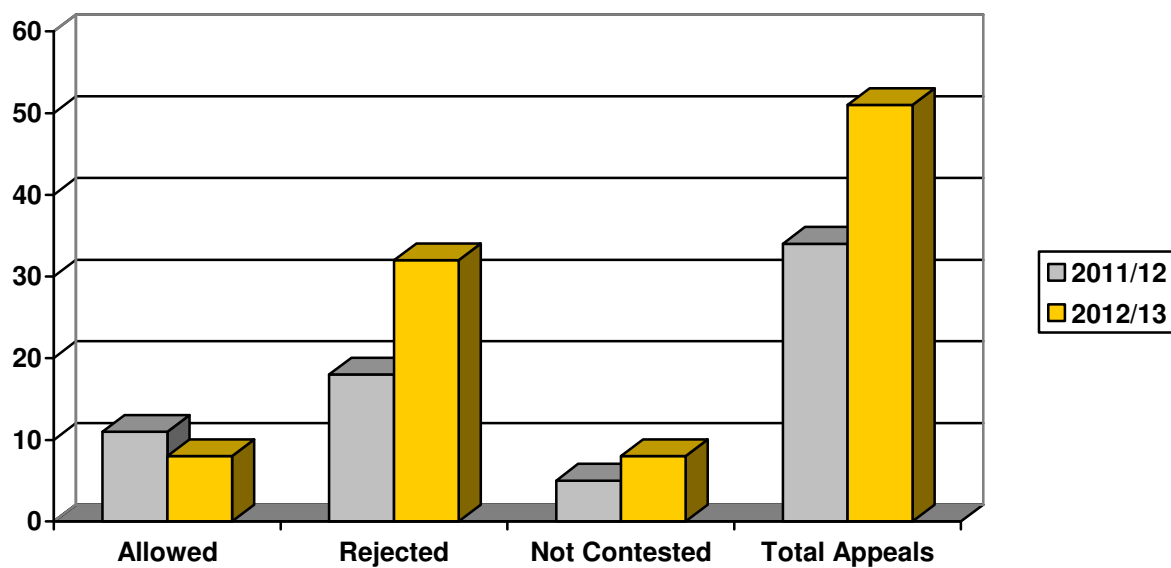


2012/13



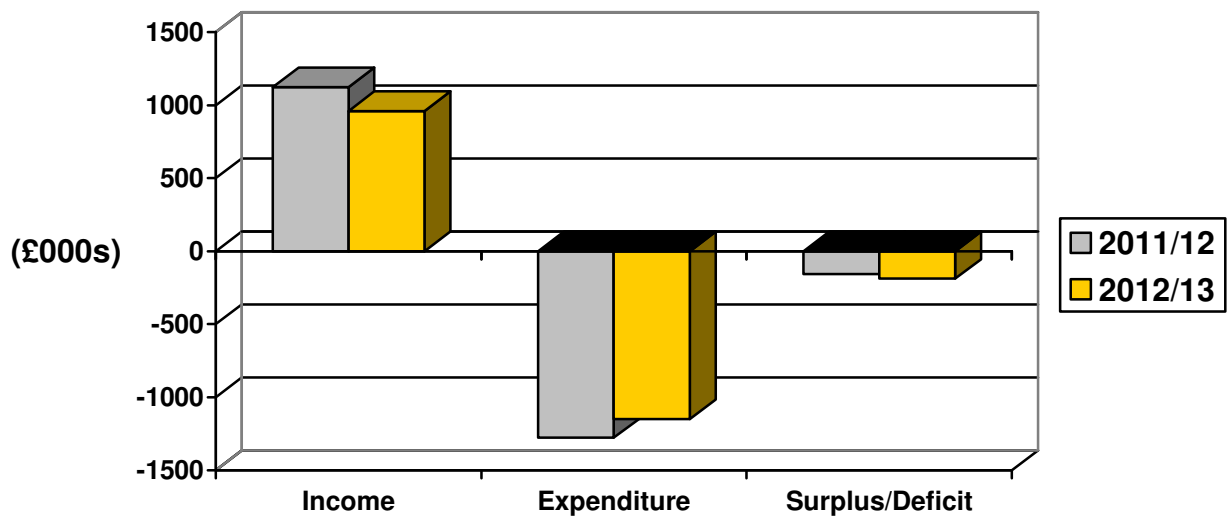
### Traffic Penalty Tribunal (TPT) Appeals

	2011/12 Allowed	2011/12 Rejected	2011/12 Not Contested	2011/12 Total	2012/13 Allowed	2012/13 Rejected	2012/13 Not Contested	2012/13 Total
<b>Cannock</b>	1	3	1	5	0	2	0	2
<b>Lichfield</b>	0	2	0	2	3	2	2	9
<b>South Staffs</b>	1	0	0	1	0	1	0	1
<b>Tamworth</b>	0	3	2	5	1	5	0	6
<b>East Staffs</b>	2	2	0	4	0	6	0	7
<b>Newcastle</b>	3	4	0	7	0	7	0	7
<b>Moorlands</b>	0	1	0	1	4	1	3	8
<b>Stafford</b>	4	3	2	9	0	8	3	11
<b>Total</b>	<b>11</b>	<b>18</b>	<b>5</b>	<b>34</b>	<b>8</b>	<b>32</b>	<b>8</b>	<b>51</b>



### Income and Expenditure

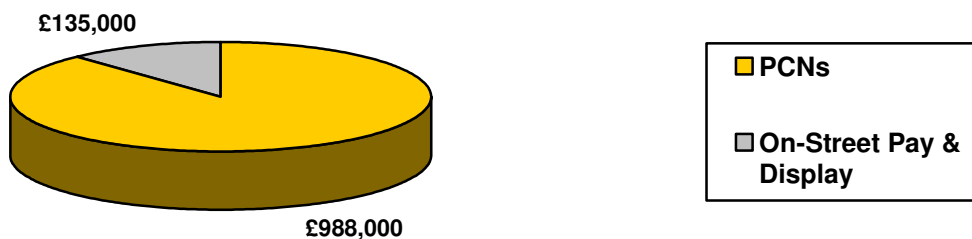
(£000's)	2011/12 Income	2011/12 Expenditure	2011/12 Surplus/Deficit	2012/13 Income	2012/13 Expenditure	2012/13 Surplus/Deficit
<b>Cannock</b>	161.7	-173.2	-11.5	135.2	-165.8	-30.6
<b>Lichfield</b>	67.0	-86.0	-19.0	66.8	-88.4	-21.6
<b>South Staffs</b>	56.8	-80.6	-23.8	54.7	-79.3	-24.6
<b>Tamworth</b>	163.1	-174.5	-11.4	147.4	-190.3	-42.9
<b>East Staffs</b>	182.6	-218.7	-36.1	133.9	-128.2	+5.7
<b>Newcastle</b>	173.7	-157.5	+16.2	137.8	-123.8	+14.0
<b>Moorlands</b>	87.0	-146.9	-59.9	77.6	-133.2	-55.6
<b>Stafford</b>	231.9	-241.3	-9.4	207.0	-240.8	-33.8
<b>Total</b>	<b>1123.8</b>	<b>-1278.7</b>	<b>-154.9</b>	<b>960.4</b>	<b>-1149.8</b>	<b>-189.4</b>



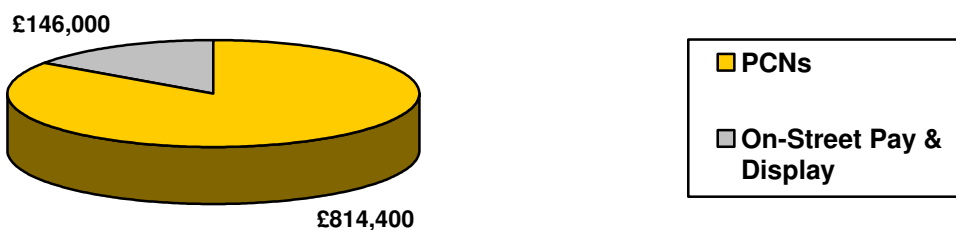
### Income by Source

(£000's)	2011/12 PCN Income	2011/12 On-Street Pay & Display	2011/12 Total	2012/13 PCN Income	2012/13 On-Street Pay & Display	2012/13 Total
<b>Cannock</b>	161.7	-	161.7	135.2	-	135.2
<b>Lichfield</b>	67.0	-	67.0	66.8	-	66.8
<b>South Staffs</b>	56.8	-	56.8	54.7	-	54.7
<b>Tamworth</b>	163.1	-	163.1	147.4	-	147.4
<b>East Staffs</b>	109.3	73.3	182.6	60.4	73.5	133.9
<b>Newcastle</b>	112.0	61.7	173.7	73.4	64.4	137.8
<b>Moorlands</b>	87.0	-	87.0	77.6	-	77.6
<b>Stafford</b>	231.9	-	231.9	198.9	8.1	207.0
<b>Total</b>	<b>988.8</b>	<b>135.0</b>	<b>1123.8</b>	<b>814.4</b>	<b>146.0</b>	<b>960.4</b>

2011/12 Income



2012/13 Income







For more information please contact:

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