

# PATROL



## Annual Report Toolkit 2015

*“Reporting is an important element of accountability. The transparency given by regular and consistent reporting should help the public understand and accept civil parking enforcement”*

The Secretary of State’s Statutory Guidance

## > The PATROL PARC Awards

### Recognising best practice

Producing a report makes you eligible to enter the Parking Annual Report by Councils Awards. Your report will be judged on the strength of the information that you provide. This document aims to provide you with a framework to produce an annual report whilst providing the flexibility to develop the document to meet your local needs.

The PARC Awards is your opportunity to be recognised for expressing how you are delivering a stand out service in your area, which will set an example around the country. The achievements of winning councils will be promoted to local, trade and national media, and shared across our network of local authorities.

We recognise that throughout England and Wales authorities differ in size and scale. Many councils have embraced collaborative working and there are often differences between Unitary and two tier authorities. The awards look to embrace these differences and welcome entries from across the spectrum of local authorities.

We are not looking for the glossiest report – though a report that is accessible and easy to read is important – we want to see a report that engages with residents and businesses, tackles issues and informs.

PATROL will be giving awards for the outstanding overall report as well as the outstanding shorter report. In addition to this, PATROL will issue a small number of certificates to councils where they have demonstrated areas of best practice reporting including:

#### 1. Innovation and new services

Give one or more examples of innovations or new schemes delivered by the council to improve civil enforcement. What improvements have come about as a result?

#### 2. Customer service

How does your council demonstrate best practice customer service? What performance indicators demonstrate that the council provides exemplary customer service to the community?

#### 3. Presentation of finance and statistics

How has the council presented its financial and statistical information? And, where there is a surplus, has the council given specific examples of how any surplus has been used?

The winning reports are also included in full for reference purposes. This aims to provide information to support councils in making their report give a local account as well as talking to the three areas mentioned previously.

Winning reports in the above categories may be featured in press and communications as examples of good practice as we collectively work towards improving public information, promoting transparency and changing negative perceptions around parking in England and Wales. Shortlisted councils will also receive a certificate in recognition of best practice.

### How and when do I need to submit my report?

- Submit your report by Friday 15 January 2016 to [info@patrol-uk.info](mailto:info@patrol-uk.info)
- Any queries related to completing your report or the Awards can be directed to [info@patrol-uk.info](mailto:info@patrol-uk.info)



> **Councillor Jamie Macrae**  
PATROL Joint Committee Chair

## > Foreword

Welcome to PATROL's Annual Report Toolkit for local authorities.

Civil parking and bus lane enforcement is often misunderstood and mistrusted by the public and conclusions generalised in the media. We want to lead a change in public perception of civil enforcement, and your reports have a vital role to play in this. By producing and sharing your report with PATROL, you will enable us to demonstrate at both a local and national level the benefits and value to society of civil enforcement.

Our aim is to make it easier for you as a local authority to produce these important reports. We have produced this toolkit based on success from past reporting as well as showcasing the shortlisted councils for 2013/14. The toolkit will provide you with some basic categories and helpful tips on what we think make a successful report, but ultimately: it is your story to tell.

Whilst there is an expectation from Government that local authorities should produce these reports and a further requirement to produce various facts and figures emanating from the Government's recent Local Government Transparency Code 2015, there are also a number of benefits to you as a local authority.

Firstly, it enables you to save time and money dedicated to responding to Freedom of Information, press and other enquiries. It can be shared through your internal communications to equip staff with key civil enforcement messages and information; and, fundamentally, your report demonstrates transparency in decision-making. By producing a report, you are providing localised public information and changing perceptions of parking in your community.

As part of our campaign to change the national conversation about parking these awards have been designed to reward, share and promote best practice in local authority annual reporting nationwide. Producing a report makes you eligible to enter the awards.

PATROL is grateful to its independent review group comprising peers, traffic and communications specialists who will be judging submissions. The achievements of shortlisted and winning councils will be promoted to local, trade and national media, and shared across our network of local authorities.

Annual reports are an opportunity to raise positive awareness of parking services and to strengthen the relationship between local authorities and their community. By providing you with this easy to follow toolkit and through the PARC Awards, we aim to begin changing attitudes towards civil enforcement at a national level.

I hope you find this toolkit useful – and best of luck in the PARC Awards.

**Cllr Jamie Macrae**

Chairman  
The Joint Committee of England and Wales for the Civil Enforcement of Parking and Traffic Regulations Outside London (PATROL)



"These previously unused and featureless parts of the car park were transformed into wild "meadows" that received extensive praise from many quarters and featured positively in the local press."

Worcester City Council

## > Background

The importance of annual reports and accounts was a central recommendation of the Transport Select Committee's report on local authority parking enforcement in 2013.

"Annual parking accounts would allow the public to see how much revenue is derived from the enforcement of fines, and what proportion of this comes from on or off-street parking charges" (Louise Ellman, Chair of the Transport Select Committee).

In response to this recommendation, the Local Government Transparency Code 2015 requires local authorities to publish certain information about parking provision and finances. The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions (2015) places an expectation on local authorities to produce a Civil Enforcement Annual Report and includes recommendations for what this should include.

Whilst a number of local authorities do produce an annual report, a significant number still don't. PATROL recognises the different challenges facing local authorities when it comes to producing a report, with pressure on resources greater than ever. However, we want authorities to see reporting as an opportunity rather than an obligation which allows you to inform and engage with your community, tackle misconceptions and ultimately provide a transparent assessment of your parking provision. This toolkit is designed to help you to produce a report that works for you and your community.



"Parking Annual Reports promote increased transparency and provide the public with an explanation of parking, importantly in the context of the local area"

Caroline Sheppard, Chief Adjudicator, Traffic Penalty Tribunal England and Wales

## > Why report?

There are a number of benefits to producing a report, both internally and to the public. Producing a report will:

- Demonstrate transparency in your objectives, decision-making and actions
- Allow coordinated communication with stakeholders
- Enable your community to understand why civil enforcement is essential in the successful management of the road network
- Monitor trends
- Save time and resources that would otherwise be spent on responding to frequently asked questions or FOI requests from the media, stakeholders and public
- Make you eligible to win a PARC Award in recognition of your achievements and the best practice example you set to colleagues across the country

### How should the Report be used?

Your annual report is a useful document that should be used and referred to in a number of ways:

- Publish it in a prominent position on your website to be accessed by the public, journalists and other stakeholders
- Use your good news and case studies in press releases for local media
- Used in response to relevant FOI requests
- Issued in response to media and public enquiries
- Circulate the report internally to inform colleagues and members across the authority

"Whilst appreciating that parking may not be the most popular of services, having the ability to clearly set out our priorities, investment and enforcement ethos helps to reinforce the message that we are an open, honest and transparent service who are professional enough to acknowledge when we are not yet where we want to be – but have clear plans to ensure we get there."

Bath and North East Somerset Council

> For more information on what to include in your report, please turn to pages 11-10

## > Approaching your report

The Government has set out a number of elements, in both its Statutory Guidance and Transparency Code, which it has said must be published – your annual report is the ideal place to do this. However your report can go above and beyond these basic facts and figures. This is your opportunity to tell your local story, why parking enforcement is necessary, how it supports residents and businesses, and what you do with any financial surplus.

The toolkit sets out a number of suggested items for inclusion and advice around the style and production of your report. You do not have to use all of these; they are simply suggestions and examples of good practice. Those elements required by either the Transparency Code or the Statutory Guidance are highlighted in the table on pages 10 and 11.

### Presentation and style

- Reports should go beyond a 'committee report' style and be presented in a way that is attractive, accessible and useful to the general public
- Long streams of uninterrupted text should be avoided, breaking the text into columns can make it more accessible and font size should be considered. The use of illustrations, tables and charts is encouraged
- Graphs and charts should be clear and support the points you wish to make
- Reports should be written in plain English avoiding jargon where possible
- Think about your audience – keep it concise and to the point

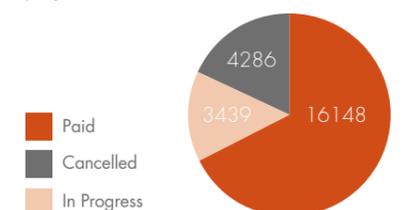
Producing an annual report has allowed us to set the foundation against which we can create, monitor and measure our own success whilst at the same time helping our stakeholders understand what we are doing, how we are doing it, and how it contributes to the achievement of real improvements for local communities and businesses

Durham County Council

Penalty Charge Notices Issued 2013/2014



Paid, cancelled and penalty charge notices in progress 2013/14





## Keeping it local

PATROL represents over three hundred local authorities in England (outside London) and Wales. The challenges for civil enforcement are hugely varied from major conurbations to historic market and seaside towns.

Parking is a limited resource with a range of local requirements to meet in the process of keeping traffic moving on the local road network. The annual report is your opportunity to give your account of local traffic management objectives and challenges.

This could include a link to the council's overall plan and the Local Transport Plan. Underpinning these objectives with performance measures provides additional explanation to the enforcement activities reported.

Reports where possible should begin with a member foreword outlining the key achievements of the parking service and areas for development in the coming year. This level of member engagement provides the public with a visible link between policy makers and enforcement operations.

Many local authorities are working in partnership to achieve efficiency savings. It is important to set out who is involved in the delivery of parking services and enforcement, not only in two tier councils but where there are parking partnership operations between local authorities and local agencies together with the role of any private sector contractors involved in delivery.

Putting parking in the context of wider traffic and economic policy objectives provides the reader with a sense of what the council is trying to achieve.

**Councillor Caroline Roberts**  
Executive Member for Transport, Bath and North East Somerset Council



"... Allowing residents, commuters, visitors and tradespersons within the Authority's urban areas to be able to find adequate parking whilst ensuring the continual rotation of available spaces in support of the local economy"

Councillor Caroline Roberts, Bath and North East Somerset Council

High on the political agenda is the role that parking has to play in the health of local high streets. You can set out the steps your council is taking including community engagements, local partnerships and consultations around the use of parking resources. Any achievements and changes to parking policy can be highlighted.

Your report can demonstrate how your authority is listening to users through community engagement and making changes to improve the customer experience.

You have the opportunity to set out parking as a service rather than simply an enforcement activity and that

enforcement in itself is not intended to be punitive. This is an opportunity to acknowledge that for many residents and visitors to your area, the only council representative they may come into contact with is one of your civil enforcement officers and that they play an ambassadorial role on behalf of your council. This is particularly the case in areas which attract high volumes of tourists where civil enforcement officers provide visitor information and guidance using their local knowledge.

The perception that civil enforcement officers are simply employed to issue penalty charge notices is something that you have the opportunity to reject.

This is only one of the myths about civil enforcement which annual reports can dispel. A "myth busting" section or "FAQ" can inform the public about your local approach to both parking provision and enforcement.

### TWO TIER AUTHORITIES

To avoid the need for a lengthy report, set out the shared objectives and agency agreements between county and district, an overview of achievements and changes during the year with appendices to explain the local statistics and financial information by district.

Many authorities face particular traffic management challenges when staging local events.

Providing the public with information about these events as well as the reasons why you take the measures you do, will help people to plan ahead and minimise complaints.



> Spotlight



## Innovations and new services

This is your opportunity to talk about initiatives specific to your council. Every area is different and you will have piloted new initiatives and implemented schemes to specifically support “local” residents, businesses, schools and visitors in your area.

Technology is playing an ever increasing role in parking, from new apps used to find parking spaces, pay by phone, new ways to make representations and appeals and social media to communicate up to the minute parking and traffic news. You should use this opportunity to explain what services you make available, how they are used to support motorists, save time and money and support traffic management objectives.

### What's new? - Innovations

The following are a selection of initiatives reported in the shortlisted reports for 2013/14.

- **Permit specific disabled persons parking places**  
Introduced to improve access for individual blue badge holders in residential areas where parking pressure is often coupled with local facilities such as schools and community venues. Brighton & Hove City Council
- **Paying for parking**  
Scratch cards for resident visitors – making it possible for residents to purchase visitor permits even though they do not themselves own a vehicle – Brighton & Hove City Council
- **Season parking tickets**  
Can be used on any vehicle - Worcester City Council
- **Supporting economic growth – special events**  
Working with other partners to support events such as the Lindisfarne Gospels, Lumiere and Christmas Festivals - Durham County Council

- **Explaining the signs**  
Making space in their report to explain parking signs and restrictions and signpost readers to the “Highway Code” and Department for Transport “Know your signs” - Weymouth and Portland Borough Council
- **Positive parking**  
Spreading the word about positive parking including attendance at a range of community and local events including fresher’s fairs and agricultural shows and advertising on the authority’s refuse and recycling lorries – Ceredigion County Council
- **School safety**  
Introduced a parking awareness scheme - Stoke-on-Trent City Council
- **Car park facilities**  
Introduced six vehicle charging points and installed a variable messaging sign for the car park closing time – Stoke-on-Trent City Council
- **Introducing wild flowers to car parks**  
Worcester City Council
- **Civil Enforcement Officers**  
Issuing new uniforms to increase their visibility on the street and to make them a point of contact for the public and to improve the ambassadorial role of the on-street team – Bath and North East Somerset Council
- **Information and guidance**  
Introducing “The Purpose of Residents Parking Schemes” to inform the public – Bath and North East Somerset

> Spotlight



## Customer service

With press and public attention on the enforcement rather than service, annual reports provide an opportunity to set enforcement in the local context and put the spotlight on services that are provided and innovations that have been introduced to make customers’ lives easier.

- Stoke-on-Trent City Council reported that they had received 1388 requests for enforcement action and had responded within 23 minutes to these requests
- Requests from schools for enforcement provide a further opportunity to demonstrate how your team is working in partnership to raise awareness of the dangers of inconsiderate parking
- Stoke-on-Trent City Council reported a 35% increase (from 255 to 378) in requests for parking enforcement at our 100 schools

Annual reports can be used to signpost the public and explain how to:

- Report a vehicle parked in breach of the regulations
- Contact shopmobility
- Report an abandoned vehicle
- Find out more about road safety information
- Renew your permit online
- Request a suspension
- Keep in touch via twitter
- Get help with on-line services

Annual reports also provide an opportunity to demonstrate how you strive to improve the service provided:

- **Surveys**  
Durham County Council – a recent customer satisfaction survey found that 100% of those surveyed rated the Park and Ride services as good or very good.”
- **Consultation**  
Brighton & Hove City Council have reported on their commitment to reviewing their parking schemes to ensure a fair balance between the needs of residents, businesses and visitors. This involved 40 community group meetings and a postal consultation of 6000 households
- **Mystery shoppers**  
Bath and North East Somerset Council are employing a Mystery Shopper each year to provided year on year comparisons to ensure that issues raised this year have not reoccurred

“The approach to enforcement is simple: our outcomes are measured by deployment and not by the number of PCNs issued. Enforcement Officers on the ground encourage good behaviour by motorists to park in legitimate areas rather than in contravention; this helps prevent congestion and ultimately reduces the delay to other drivers. To educate and help drivers park safely and considerately, our on-street staff must be deployed in the right areas at the right time.”

- Bath and North East Somerset Council

> Spotlight



## Statistics

The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions 2015 sets out what statistical information should be included in parking annual reports. These requirements relate to enforcement and are included in the template on pages 10 to 11 of this toolkit.

The Local Government Transparency Code 2015 also introduced the requirement to include information about parking provision:

Annual reports also provide the opportunity to set out service statistics and illustrate:

- the need for enforcement, for example local road safety statistics, feedback from stakeholders and community consultation
- the scale of the enforcement operation: e.g. numbers of civil enforcement officers
- the service provided: parking provision off-street and on-street including, for instance, information on type of vehicle, disabled bays etc.
- variations in parking charges across car parks
- Service usage e.g. take up of permits, use of pay by phone
- School enforcement: visits, penalties and vehicles moved on
- The steps taken to educate the public e.g. through the issue of warning notices

- Other types of enforcement undertaken e.g. environmental
- Penalty charge notice information by location (on-street and off-street)
- How the service has responded to requests for parking suspensions
- Performance using benchmarking information with other councils in terms of provision, enforcement, challenges, representations and appeals to the Traffic Penalty Tribunal
- Responding to freedom of information requests – volumes
- Complaints against the service

Linking statistics to overall individual traffic objectives enables you to track success and areas for improvement over time.

Local authorities must publish the number of marked out controlled on and off-street parking spaces within their area, or an estimate of the number of spaces where controlled parking space is not marked out in individual parking bays or spaces.

Local Government Transparency Code 2015

> Spotlight

Parking is a complex business so it is important that local authorities are as transparent as possible in explaining what they are doing and why.

Parking enforcement is an issue that provokes strong views from the public. There is a deep-rooted public perception that local authorities view parking enforcement as a cash cow. Greater transparency is essential to ensure that the public can see how local authorities are spending funds from both parking charges and enforcement activity. Local authorities must work harder to dispel any misunderstandings on parking finance. Annual reports are a key part of this and all local authorities should produce them.

Transport Select Committee 2013



## Financial information

Income from on-street parking charges and PCN payments (whether for on-street or off-street enforcement) must only be used in accordance with section 55 of the Road Traffic Regulation Act 1984. Any income remaining after enforcement costs have been met must be used for transport provision for the benefit of road users.

However, we have noted the growing perception is that civil parking enforcement is simply an income generating tool for local authorities. The financial pages of the annual report therefore provide an opportunity to set out the local situation on finances and explain the implications of any deficit and the use of any surplus.

The Local Government Transparency Code 2015 sets out the minimum data that local authorities should publish in respect of their parking account. However, increased granularity in reporting allows greater analysis and demonstrates transparency. For example:

- Separate income streams: permits, pay and display, blue badge etc.
- Separate expenditure areas
- Provide a year on year summary in order to demonstrate trends
- Provide a written summary so that people who are not familiar with financial accounts can understand. Use this to explain whether there has been a deficit or surplus and, if the latter, explain what the surplus has been used for.

For example:

- Shopmobility
- Concessionary fares
- City centre bus service
- Highways improvements
- Refreshing signs and road markings
- Explaining how the accounts are dealt with between on-street and off-street, e.g. in 2-tier authority areas.

Local authorities must publish on their website, or place a link on their website to this data if published elsewhere:

- a breakdown of income and expenditure on the authority's parking account. The breakdown of income must include details of revenue collected from on-street parking, off-street parking and Penalty Charge Notices
- a breakdown of how the authority has spent a surplus on its parking account

Local Government Transparency Code 2015

# Annual reports at a glance

SECTION	AN OPPORTUNITY TO EXPLAIN	EXAMPLE FEATURES	MESSAGES
<b>LOCAL CONTEXT</b>			
<p>"Worcester is a city with a medieval layout that was altered in Victorian times. A more modern road layout was introduced after the Second World War, but many of the streets are still narrow, twisting and difficult to access in motor vehicles if inappropriate parking occurs"</p>	<ul style="list-style-type: none"> <li>Where parking fits within transport and economic policy</li> <li>Local Aims and Objectives and performance indicators where identified</li> <li>Who is involved: in-house teams, contractors, partnerships and agencies</li> <li>Myth buster or frequently asked questions tailored to the local area</li> <li>Details of any changes to parking policy</li> <li>Achievements in the current year</li> <li>Areas for future development/improvement</li> <li>Responding to local events whether these be regular sporting fixtures or one off Christmas/festival events</li> <li>Summarise innovations, customer feedback, key performance statistics</li> </ul>	<ul style="list-style-type: none"> <li>An introduction from the Portfolio holder</li> <li>Parking plus – putting parking in the context of wider transport objectives: councils plans and the Local Transport Plan (LTP)</li> <li>Examples of partnerships e.g. with Chambers of Commerce, community groups, other councils etc</li> <li>Where Parking Services has supported residents and businesses in adversity – e.g. extreme weather conditions</li> <li>Provide the local context for civil bus lane enforcement, where undertaken</li> </ul>	<p>A clear narrative that parking provision and control is an essential element of local transport strategy, that civil enforcement is not intended to be punitive, and that the local authority is genuinely committed to trying to educate motorists to achieve a safe and efficient network without the need for continual enforcement</p>
<b>INNOVATION AND NEW INITIATIVES</b>			
<p>"The convenience of using the new phone parking service has certainly proved to be popular with residents and visitors alike"</p>	<ul style="list-style-type: none"> <li>Showcase new initiatives particularly where these respond to identified need/problems through surveys, consultations and community engagement</li> <li>How technology has been used to make parking simpler</li> <li>Improvements to car parks, making them safer, more attractive, additional services such as charging points</li> <li>New ways of engaging with the public</li> <li>Targeted activities responding to particular concerns</li> <li>Introducing new flexibilities e.g. in relation to parking tariffs</li> </ul>	<ul style="list-style-type: none"> <li>Identify the problem, describe the consultation/ feedback and the solution</li> <li>Take the opportunity to educate with explanation of contravention codes, signs and lines</li> <li>School enforcement activities</li> <li>"You asked, we delivered" – an overview of consultation results and actions taken</li> <li>New ways you are keeping in contact with your customers e.g. social media, on-line services</li> <li>Parking offers</li> </ul>	<ul style="list-style-type: none"> <li>Putting customers at the heart of service improvements</li> <li>Demonstrating that services are reviewed and reflect the outcome of local consultations</li> </ul>
<b>CUSTOMER SERVICE</b>			
<p>"The issue of PCNs is approximately 10% of individual officers' duty time each day, the remaining percentage of time is spent representing the council by acting as front-line Customer Service Agents"</p>	<ul style="list-style-type: none"> <li>Summarise parking services</li> <li>Signposts for readers to the various services: the different types of permits, blue badges, reporting abandoned vehicles</li> <li>Ways in which your service raises awareness of relevant issues</li> <li>How you measure customer services, feedback from service users, mystery shoppers</li> <li>Commitments to respond to enquiries within a set timescale and performance in meeting these targets</li> </ul>	<ul style="list-style-type: none"> <li>"Go-to" information for permits, blue badges, concessionary bus passes etc</li> <li>Public awareness campaigns</li> <li>Glossary of terms</li> <li>Explanation of contravention codes</li> <li>Customer service performance information</li> <li>Explanation of the challenge procedure, how to challenge and how to appeal to the Traffic Penalty Tribunal</li> <li>Details any awards received by the team</li> </ul>	<ul style="list-style-type: none"> <li>Explaining that enforcement is only one aspect of the work</li> <li>The three "e"s Engineering, Education, Enforcement</li> <li>Include a jargon buster or FAQ</li> </ul>
<b>SERVICE STATISTICS</b>			
<p>"Our parking service objectives enable us to quantify our performance and confirm that the desired outcomes are being achieved"</p> <p><i>Transparency Code requirement</i> <i>Statutory Guidance</i></p>	<ul style="list-style-type: none"> <li>The number of marked out controlled on and off-street parking spaces within their area, or an estimate of the number of spaces where controlled parking space is not marked out in individual parking bays or spaces (Transparency Code)</li> <li>Performance against any parking or civil parking targets having regard to the Statutory Guidance recommendations on where targets are appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Develop this by summarising off-street parking provision e.g. number of spaces, whether charges apply and when, availability for blue badge holders, motorcycles, lorries, coaches, motor homes etc</li> <li>Include availability of any free off-street car parks</li> <li>Include information about controlled parking zones, on-street parking provision, charges etc</li> <li>Areas where resident and other types of permit parking applies, numbers and costs of permits and how visitor permits operate</li> </ul>	<p>Keeping traffic moving, removing congestion on the local network involves the maintenance and management of signs, lines as well as car parks</p>
<b>ENFORCEMENT STATISTICS</b>			
<p>"Our most recent report was praised in the local media editorial as a model of transparency"</p>	<ul style="list-style-type: none"> <li>The PCN system, charges, discounts, representation and appeal process, leading to numbers in the following sections</li> </ul>	<ul style="list-style-type: none"> <li>Set out year on year comparisons</li> <li>Benchmark with other authorities</li> <li>Include percentages as well as numbers where possible</li> <li>Use graphs, tables and illustrations where possible</li> </ul>	<p>The focus of enforcement geographically and by contravention, linking to any overall policy aims e.g. reducing blue badge fraud</p>
<b>PENALTIES ISSUED</b>			
	Total number of PCNs issued	<ul style="list-style-type: none"> <li>Locational variations</li> <li>Comparison by contravention</li> <li>Report separately for parking and bus lane enforcement and appeals</li> </ul>	
<i>Statutory Guidance</i>	Number of high level PCNs issued		
<i>Statutory Guidance</i>	Number of lower level PCNs issued		
	Number of Regulation 9 PCNs issued		
	Number of Regulation 10 PCNs issued		

SECTION	AN OPPORTUNITY TO EXPLAIN	EXAMPLE FEATURES	MESSAGES
	Number of PCNs issued on-street/off-street		
	Number of warning notices issued on-street/off-street		Education as well as enforcement
<b>PENALTIES PAID</b>			
<i>Statutory Guidance</i>	Number of PCNs paid		
<i>Statutory Guidance</i>	Number of PCNs paid at the discounted rate		
	Number of PCNs paid before Charge Certificate (within 56 days)		
	Number of PCNs paid after the Charge Certificate served		
	Number of Charge Certificates registered		
	Number of Warrants of Execution issued		
	Number of PCNs cancelled	Reasons for cancellations	
	Number of PCNs written off	Reasons why written off	
<b>PENALTIES CHALLENGED</b>			
<i>Statutory Guidance</i>	Number of PCNs resulting in informal challenge		
<i>Statutory Guidance</i>	Number of informal challenges which resulted in cancellation of the PCN		How the council handles challenges
	Number of informal challenges which resulted in rejection of the challenge		
<i>Statutory Guidance</i>	Number of PCNs resulting in a formal representation		
<i>Statutory Guidance</i>	Number of formal representations which resulted in cancellation of the PCN		How the council handles formal representations and representations.
	Number of formal representations which result in a Notice of Rejection		
	Issues/grounds of appeal at informal and formal representation stage		
<i>Statutory Guidance</i>	Number of penalty charge notices written off for other reasons (e.g. an error by the civil enforcement officer or driver untraceable)		
<i>Statutory Guidance</i>	Number of vehicles immobilised		
<i>Statutory Guidance</i>	Number of vehicles removed		
<b>APPEALS TO THE TRAFFIC PENALTY TRIBUNAL</b>			
	Number of appeals at the Traffic Penalty Tribunal	<ul style="list-style-type: none"> <li>Include summary of the challenge and appeal process</li> <li>Year on year comparison and benchmarking with other councils</li> </ul>	The commitment to "Right First Time" principles.
	Number of appeals allowed		
	Number of appeals dismissed		
	Number of appeals not contested and reasons for this		
<b>FINANCIAL INFORMATION</b>			
<p>It is important that people understand that 95% of our surplus revenue is spent on providing free bus services</p>	<ul style="list-style-type: none"> <li>Total income and expenditure on the parking account</li> </ul>	<ul style="list-style-type: none"> <li>Separate out Section 55 from non-Section 55 income and expenditure</li> <li>Provide a year on year summary</li> <li>Set out finances relating to civil bus lane enforcement separately</li> </ul>	The more detailed the information provided, the clearer the picture of what it costs to provide the service, income arising and any surplus, or indeed deficit
<i>Transparency Code Requirement</i>	Income collected from on-street parking		
<i>Transparency Code Requirement</i>	Income collected from off-street parking (separate out off-street and on-street)	Other income can be usefully detailed e.g. from the range of permits	
<i>Transparency Code Requirement</i>	Income from penalty charge notices		
	Income from Permits, scratch cards, season tickets		
	Expenditure including: employees, premises, transport, supplies and services, other (detail)		
<i>Transparency Code Requirement</i>	Total surplus or deficit on the parking account	<ul style="list-style-type: none"> <li>Include a brief paragraph to explain the financial position</li> <li>How the financial aspects of any Agency arrangements operate</li> </ul>	The financial position relating to parking and, where there is a surplus, what specific projects/services this has supported
<i>Transparency Code Requirement</i>	Breakdown of how any surplus has been spent	<ul style="list-style-type: none"> <li>Case studies of the services funded by any surplus revenue and which are important to the area</li> <li>Explain how deficits are handled</li> </ul>	Surplus from the account is used for specific transport related services

The PATROL review group



PETER BAYLESS (Chair)  
Head of Traffic and Safety  
at Hampshire County  
Council (Retired)



KAREN NAYLOR  
Head of Parking,  
Transport and CCTV for  
Waltham Forest Council



DAVID LEIBLING  
RAC Foundation

**PATROL Annual Report Awards 2013/14 Shortlisted Councils**

The councils shortlisted for the Best Report Award are:

- Brighton & Hove City Council
- Durham County Council
- Weymouth and Portland Borough Council
- Worcester City Council

The councils shortlisted for the Concise Report Award are:

- Bath and North East Somerset Council
- Ceredigion County Council
- Stoke-on-Trent City Council

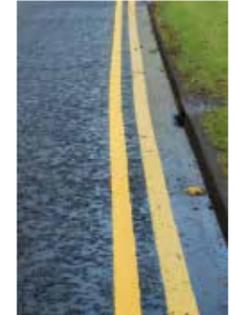
**Review group comments on the winning 2013/14 reports**

Durham County Council's annual report:

"This was Durham Council's sixth report and they have an established format which is an important and valuable way of informing their residents about parking in County Durham. The report lays out their aims and objectives which are to improve road safety, improve the quality of life and strengthen the economy. There is a detailed explanation of how the parking regime works as well as the other activities under the control of the Parking and Infrastructure team, park and ride and bus stations and how they react to specific events such as the Durham Miners' Gala. The finances are clearly presented as are the uses of the surplus, e.g. towards Shopmobility. The statistical section provides a comprehensive picture of the number of PCNs and shows how the objectives have been achieved in the past three years and the parking arrangements in individual streets. The report is well structured with good typography and helpful illustrations. It presents a clear and comprehensive picture of what they are trying to achieve in County Durham and how they have achieved it."

Bath and North East Somerset Council's annual report:

"This is the first time that this council has prepared a parking report and although it is a short report it provides a detailed explanation of how parking operates in Bath which is a busy tourist town with limited space. There is a comprehensive review of recent developments by the Group Manager for Transport and Parking – it is interesting to see that like Durham, Bath sees parking as part of its overall transport strategy. It describes what parking provision there is; on- and off- street; and their policy towards enforcement – fair but effective to keep traffic flowing and reduce delays. It also looks forward to the changes planned for the coming year. There is a brief explanation of the financial results and of appeals results with some easy to read charts. The report is attractive to look at, with relevant photographs and an easy to read format which gets the message over well."



Durham County Council

# Parking & Transport Infrastructure Annual Report

2013/14



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### Chapter 1

## Foreword



Welcome to the sixth Parking Services Annual Report which sets out our achievements during 2013/14.

This report demonstrates how the Parking and Transport Infrastructure team and its partners continued to support the safe and expeditious movement of traffic whilst also facilitating the organisation of festivals and special events. Notable events during 2013/14 included the Lumiere festival, which attracted 175,000 visitors over four days, and the Lindisfarne Gospels with 100,000 visitors to the exhibition over the summer months.

Of particular note is the commencement of Civil Parking Enforcement in the South Durham area in June 2013, meaning that the County Council now enforces parking restrictions throughout County Durham. We are confident that, over time, enforcement will lead to a reduction in dangerous and inconsiderate parking and an increase in road safety.

I would like to congratulate the Parking Services team and their partners NSL Ltd for their success at the annual British Parking Awards, where they were declared the overall winners for 'Best Car Park Operation' for the Durham Park and Ride service. This is another outstanding accolade for Park and Ride which has over the years proved hugely popular with the public.

The Parking Services team welcomes any feedback on parking issues and if you have any queries or comments on this report or any aspect of the service please telephone the team on 03000 263 985 or email [parkingservices@durham.gov.uk](mailto:parkingservices@durham.gov.uk).

Thank you for taking the time to read our Annual Report and I hope that you will find it of interest.



Councillor Neil Foster

Cabinet Member for Regeneration and Economic Development

Chapter 2

## Our Purpose

### Our Mission

We have developed our mission statement to align with both the values and expectations of our stakeholders as expressed in the Council Plan, the overarching plan that directs the planning of all services in the Council, and the Local Transport Plan 3 (LTP3), a comprehensive plan for the future of transport in County Durham.

**Our Mission is: -**  
*To contribute to the development of the economic, social and environmental wellbeing of County Durham by working in partnership with stakeholders to provide a quality, cost effective parking service.*

### Our Values

Our values define the way Parking Services operates. These are the principles that guide our actions.

**Our Values are: -**

*To believe in what we are doing and how we are doing it and to act with fairness and integrity at all times.*

### Our Aims

Our aims align with those contained within the LTP 3 as shown in the table below.

Our Aims	LTP 3
Improve road safety	Safer and healthier travel
Improve the quality and accessibility of public transport	A stronger economy through regeneration Better accessibility to services
Fulfill the transport role in the delivery and support of a vibrant and efficient economy by managing traffic flow	A stronger economy through regeneration
Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space	Improve quality of life and a healthy natural environment Better accessibility to services
Improve the local environment	Improve quality of life and a healthy natural environment Reduce carbon output
Meet the needs of people with disabilities	Improve quality of life and a healthy natural environment



### Our Objectives

We judge the success of our operation according to how far desired transport aims have been achieved, not the number of Penalty Charge Notices issued. To measure our performance we have developed a number of objectives that are SMART (specific, measurable, achievable, realistic and time bound) and are designed to motivate and encourage performance. Our objectives for 2013/14 were: -

- Improve Road Safety**  
 Improve road safety by enforcing School Keep Clear restrictions and areas marked by zig zags  
 Improve road safety and the local environment by educating drivers about the implications of their actions
- Improve the quality and accessibility of public transport**  
 Increase passenger journeys on the Durham Park and Ride service by continuing to provide a high quality accessible service  
 Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings and taxi ranks  
 Improve the accessibility of public transport by delivering improvements to transport infrastructure
- Fulfill the transport role in the delivery and support of a vibrant and efficient economy by managing traffic flow**  
 Ensure expeditious movement of traffic through the enforcement of waiting and loading restrictions  
 Support economic growth by assisting in the organisation of festivals and special events  
 Support the local economy through the enforcement of limited waiting bays
- Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space**  
 Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas
- Improve the local environment**  
 Preserve the historic environment of Durham city through the enforcement of the Historic Core Zone
- Meet the needs of people with disabilities**  
 Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays

Our performance against these objectives can be found in Chapter 14 Statistical Performance.

### Our Policy

Our policies in relation to Civil Parking Enforcement can be found in the Parking Strategy, available at [www.durham.gov.uk](http://www.durham.gov.uk)



Chapter 3

## Operations Profile

The Parking and Transport Infrastructure team is made up of 9 members of staff (see Appendix B for staff structure). The team is split into 'Parking Services' and 'Transport Infrastructure'.

'Parking Services' is primarily responsible for the management of:

- Civil Parking Enforcement (CPE)
- Durham City Controlled Parking Zone (CPZ)
- Framwellgate Moor, North End and Chester-le-Street Controlled Parking Areas (CPA)
- Durham City Road User Charge (RUC)
- Durham City Park and Ride (P&R)

'Transport Infrastructure' is primarily responsible for the management of:

- Durham, Stanley, Consett, Bishop Auckland and Peterlee Bus Stations
- Off street pay and display car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle
- Maintenance of traffic signs and lines

In total the team manages 1,713 on-street pay and display bays, 83 permit holder only streets, 1,157 P&R spaces and 2,270 off street pay and display bays.

In 2013/14 we issued 9,621 permits to residents of County Durham and their visitors and generated over 1.1 million P&R passenger journeys. A summary of all permitted and restricted parking in the CPE areas can be found in Appendix A.

We work in partnership with our contractors, NSL Services and Arriva. Together we have created a partnership with the ability to deliver a first class customer focused service.

**Arriva is responsible for –**

- Operation of the Durham City P&R bus service

**NSL Services is responsible for –**

- Employment and deployment of Civil Enforcement Officers for the issue of Penalty Charge Notices (PCNs)
- Processing of all PCNs up to Notice to Owner (NtO) stage
- Issue of parking permits for the CPZ and CPAs
- Operation of P&R sites
- Operation of RUC
- Pay and display machine maintenance
- Cash collection and banking



We are committed to ensuring that our operational processes and enforcement procedures are fair, efficient, effective and economical.

Further information relating to our operation is available online at [www.durham.gov.uk](http://www.durham.gov.uk).

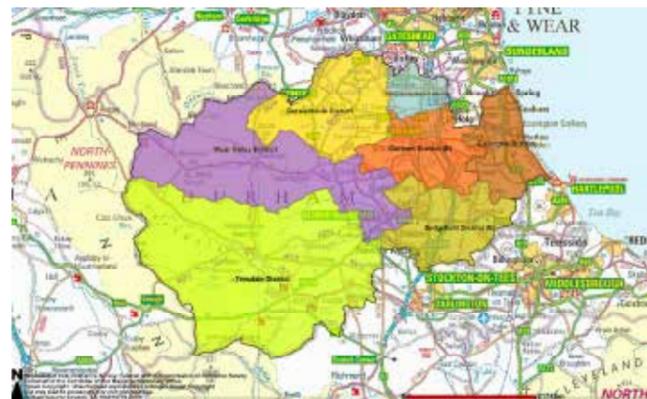


Chapter 4

## Civil Parking Enforcement

The Traffic Management Act 2004 (TMA) imposes an explicit duty on local authorities to manage their network to reduce congestion and disruption. The Act provides the scope for authorities to assume responsibility for the enforcement of non endorsable parking contraventions and some moving traffic offences from the police.

The legal framework for enforcement authorities in England comprises Part 6 of the TMA and the regulations to bring Part 6 into effect. The TMA and the associated regulations have afforded powers that were already available to authorities in London, giving greater consistency across the country while allowing for parking policies to suit local circumstances. The framework aims to make the system fair as well as effective.



On 3 November 2008, we began operating parking enforcement throughout Durham District in accordance with CPE legislation set out in the TMA. This was rolled out to the north of the county (Chester-le-Street, Derwentside and Easington) on 7 November 2011, and the south of the county (Sedgefield, Wear Valley and Teesdale) on 3 June 2013.

The Act includes a range of on and off street parking contraventions including prohibited, restricted and permitted parking, together with school and bus stop clearways. We work closely with Durham Constabulary to ensure we can deliver an effective service. Durham Constabulary remains responsible for enforcement of endorsable parking contraventions such as dangerous or obstructive parking.

The enforcement of all moving traffic contraventions throughout the county continues to be the responsibility of Durham Constabulary. However, it is intended that we will assume responsibility following the making of the appropriate legislation.

All of our enforcement procedures comply with appropriate primary legislation, regulations and traffic regulation orders. Our enforcement procedures can be found at [www.durham.gov.uk](http://www.durham.gov.uk)



**Penalty Charge Notices (PCN)**

The primary purpose of a penalty charge is to encourage compliance with parking restrictions. The issue of a notice acts as a deterrent to those motorists who wilfully contravene regulations and also as a reminder that safe and considerate parking is a requirement for all road users.

The Secretary of State permits us to choose from one of two bands of penalty charges. We have chosen the higher banding of penalty charge to ensure we achieve a level of compliance in line with our aims and to ensure our parking operation is self-financing. This is in line with our neighbouring authorities.



We issue a £70 penalty charge for more serious parking contraventions such as parking in a place that is always prohibited and a £50 penalty charge for less serious contraventions such as overstaying where parking is permitted.

All penalty charges are reduced by 50% if paid within 14 days.

A list of parking contravention codes and their associated penalty charges can be found in Appendix E and Appendix F.

**Deployment**

We are proactive in the planning and delivery of deployment solutions to ensure that we achieve our aims and deliver the authority's wider transport objectives.



Civil Enforcement Officers (CEOs) are generally deployed 8.00am to 6.00pm Monday to Saturday. A reduced level of deployment is undertaken on evenings, Sundays and bank holidays. This reflects the general reduction in demand for parking during these times.

County Durham is enforced on a deployed hours basis. Streets receiving the highest level of deployed hours are those where contraventions would have the greatest impact upon the achievement of our aims and are typically in areas where the local community has expressed concern regarding parking practices.

Parking Services welcome any requests for enforcement in a particular location. All requests made are relayed to the CEOs for investigation. In 2013/14 there were 343 requests for enforcement and all areas were subsequently visited by CEOs. Any requests can be made by contacting Parking Services on 03000 263 985.



**Issuing the PCN and the role of the CEO**

The main objective of a CEO is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner. CEOs are fully trained in the Traffic Management Act 2004 (see Appendix D for NSL training plan).

When a CEO believes that a contravention has taken place he will issue a PCN, either to the windscreen of the vehicle or handing it to the driver. A PCN will be served by post if the CEO has been prevented, for example by force, threats of force, obstruction or violence, from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of that vehicle, or if the CEO had started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

CEOs need to observe a vehicle for a time to ascertain whether certain contraventions are taking place. How long depends on the type of contravention. Please see Appendix E and Appendix F for a list of contravention codes and their associated observation times.

The exercise of discretion rests with back office staff as part of considering challenges against PCNs and representations against a Notice to Owner (NtO). This is to protect CEOs from allegations of inconsistency, favouritism or suspicion of bribery. It also gives greater consistency in the enforcement of traffic regulations.

In addition to issuing PCNs, CEO duties include the following:

- First point of contact on minor parking enquiries and enforcement matters
- Inspecting parking equipment
- Checking and reporting defective traffic signs and road markings
- Issuing information leaflets and warning notices
- Reporting suspected Blue Badge abuse

Our CEOs now wear body cameras, which records footage whilst officers are on duty. This helps to resolve disputes and complaints, and also acts as a deterrent to would-be attackers. When abuse against our officers has taken place, this footage is used as evidence to help convict criminals who threaten or assault officers.

**Immobilisation/Removal**

Enforcing authorities have the power to immobilise (clamp) and remove vehicles. The Secretary of State considers that it should only be used in limited circumstances such as where the same vehicle repeatedly breaks parking restrictions and it has not been possible to collect payment for penalties, primarily because the keeper is not registered, or is not properly registered, with the DVLA. Where a vehicle is causing a hazard or obstruction the enforcement authority should remove rather than immobilise. Immobilisation/removal activity should only take place where it gives clear traffic management benefits. For this reason, it is Durham County Council's policy to never immobilise vehicles. We will remove vehicles but only when it is deemed absolutely necessary.

In 2013/14, no vehicle removals took place.



**Challenges, Representations and Appeals**

We receive in excess of 10,000 items of written correspondence throughout the year relating to challenges, representations and appeals.

All officers dealing with these aspects are well versed in the collection, interpretation and consideration of evidence; writing full, clear but concise responses and presenting our case to adjudicators when necessary. Officers will always give proper consideration to extenuating or mitigating circumstances and respond in a timely manner.

We are also aware of our duty to act fairly and proportionately and will exercise discretion sensibly and reasonably and with due regard to the public interest. We always approach the exercise of discretion objectively and without regard to any financial interest in the penalty or decisions that may have been taken at an earlier stage in proceedings.

We aim to respond to all correspondence in the time periods recommended by the Secretary of State, which are currently 14 days for challenges and 21 days for representations. We consider that this is necessary to resolve any dispute at the earliest stage and to foster good customer relations. Once we have come to a decision, the person making the challenge, representation or appeal will be advised promptly what we have decided to do and why.

Full statistical performance relating to challenges, representations and appeals can be found in Chapter 14 Statistical Performance.



Chapter 5

**Park and Ride**

Durham City is served by three Park and Ride sites on the key routes into the city. These are situated at Belmont, Sniperley and Howlands. A direct bus service runs every 10 minutes to the city centre from each site.

Durham Park and Ride operates Monday to Saturday, 7.00am - 7.00pm (closed Sundays and Bank Holidays). The sites offer free parking for users of the Park and Ride bus service and unlimited daily travel into the city centre and back for £2.00 per person.

Parking at Park and Ride sites is only available to those people purchasing a Park and Ride bus ticket and using the bus service, as the service is financed by passenger fare income. Parking and walking, cycling, or car sharing from the sites is not permitted.

All of our Park and Ride sites have achieved the 'Park Mark Safer Parking Award' in recognition of providing a safe and secure environment through the introduction of proven management processes, physical measures and site security systems. The Park and Ride sites are manned and have CCTV security cameras relayed to a central control office at the Belmont site manned at all times of operation.

A recent customer satisfaction survey found that 100% of those surveyed rated the Park and Ride service as good or very good overall.

In addition, in March 2014 Durham Park and Ride won 'Best Car Park Operation Award' at the British Parking Awards, highlighting the best in parking management, design and innovation.



Chapter 6

## Durham Road User Charge

Durham is home to the World Heritage Site of Durham Cathedral and Castle, which has been voted the UK's Number One Landmark by Trip Advisor users. The city attracts over 3.8 million visitors every year, and is widely known for its historic charm.

The Durham Road User Charge (RUC) aims to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. The charge encourages motorists to gain access to Durham peninsula outside of the Durham RUC hours of operation, when there are fewer pedestrians. This creates safer and more attractive streets for everyone including residents, businesses, shoppers and visitors. The RUC operates from 10.00am to 4.00pm Monday to Saturday (excluding bank holidays) and a £2 charge applies during the hours of operation. Payment may be made by calling the Parking Shop on 01913846633.



In September 2013 new regulations came into force regarding the operation of road user charging schemes in England. The regulations allow for the fair and effective enforcement of road user charging schemes, providing a challenge and appeal process in line with current civil parking legislation.

At the time of writing this report a new Traffic Regulation Order is being drafted, which will make minor changes to the scheme and will allow us to issue PCNs to vehicles that do not pay the £2 charge. The penalty charge will be £50, reduced to £25 if paid within 14 days. Motorists will have the opportunity to make representations against the PCN to the Council and may appeal further at the Traffic Penalty Tribunal.

Chapter 7

## Controlled Parking Zones and Areas

### Durham City Controlled Parking Zone (CPZ)

Controlled parking helps reduce and control the problems of long stay parking by commuters and office workers, which then helps create space for short stay visitors, such as shoppers and tourists as well as residents and their visitors.

There are 52 permit holder only streets in Durham City, and a further 61 streets allocated to pay and display or permit holders. Residents are allocated to a zone and permit holders are able to park in any permit holder only areas and pay and display bays within their zone (please see Appendix C for a list of streets within the CPZ).



Pay and display bays and permit holder only areas are restricted 8.00am to 6.00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays. Permits that are available include:

- Resident Permit
- Resident Visitor Permit/Scratchcard
- Carer Permit
- Builder Permit
- Business Permit

A maximum of two resident permits may be issued per household (minus the number of off street parking places, e.g. driveway, double garage). Due to the historic nature of the streets within the CPZ the supply of on street parking space is limited in some areas. Our policy is that any new developments or conversions carried out after the introduction of the CPZ will not be eligible for parking permits. If a resident finds they are not eligible for permits, they may wish to consider using 'Co-wheels', a not for profit organisation that allows you to book cars in advance for personal use. Further information can be found at [www.co-wheels.org.uk](http://www.co-wheels.org.uk).

### Framwellgate Moor, North End and Chester-le-Street Controlled Parking Areas (CPA)

There are 16 permit holder only streets in Framwellgate Moor, 13 permit holder only streets in North End and 3 permit holder only streets in Chester-le-Street.

Permit holder only areas in Framwellgate Moor and North End are restricted 8.00am to 6.00pm Monday to Saturday. Permit holder only areas in Chester-le-Street are restricted 10:00am to 11:00am and 2:00pm to 3:00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays.

Permits that are available include:

- Resident Permit
- Resident Visitor Permit/Scratchcard
- Carer Permit
- Builder Permit
- Business Permit

Residents within the CPA are eligible to purchase a maximum of three resident permits per household. All properties within the CPA are eligible.

At the time of writing this report, further consultations are underway to extend the permit holder streets within Framwellgate Moor and Chester-le-Street, and to introduce permit holder restrictions in Bishop Auckland. When considering requests for permit zones, Durham County Council's Major Projects team apply a number of qualifying criteria including establishing the extent of the problems through surveys, and determining whether or not there would be the effect of displacement parking in neighbouring streets.



Chapter 8

## Off Street Parking

The Parking and Transport Infrastructure team manage town centre off street car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle.

Detailed information regarding the off street car parks within County Durham can be found in Appendix A.



Chapter 9

## Bus Stations

Bus stations play a vital role in providing access to and from the town centres, as well as providing visitors and residents with access to local amenities, employment, education and services.

The quality of bus station infrastructure and the motivation and commitment of operational staff play an important role in enhancing the user experience of our customers. We have worked closely with colleagues in Passenger Transport, bus service operators including Arriva and Go Northern and other partners to make the changes necessary to improve services and reduce costs. Transport Infrastructure will continue to manage and maintain the existing infrastructure at the County's bus stations to facilitate access to services and wherever possible, enhance the quality of the waiting environment for bus passengers.

### Durham Bus Station

Durham City Bus Station, situated on North Road, is the principal bus station within the County, with 70 services departing per hour\*. The bus station comprises of 11 bus stands plus an additional 2 set down stands on the approach to the main bus concourse. In previous years notable improvements were made to the bus station, however, due to constraints on the size of the site, capacity issues remain and a number of buses also use the on-street bus stops on North Road and Milburngate.

As outlined in the County Durham Plan, any potential redevelopment of North Road would include the provision of a new and improved bus station. With this in mind, Transport Infrastructure will continue to maintain the existing infrastructure at the bus station until such plans for its future emerge.

In 2013/14, the Council has saved £20,000 on staffing costs. This is due to the reconfiguring of the security staff, reducing their presence Sunday-Thursday, which has had no impact on the service provided.

### Stanley Bus Station

Stanley Bus Station provides 10 bus stands, from which there are 28 bus departures per hour\*. Durham County Council has recently invested money in a new remote door operating system. This will provide a greater service for the public by reducing the amount of time and money spent on repairing the doors.

### Consett Bus Station

Currently 23 buses depart from Consett bus station which comprises of 9 bus stands and 3 additional layover stands.

### Bishop Auckland Bus Station

Bishop Auckland bus station provides a transport hub for South Durham with 46 departures per hour\*. The bus station has 11 bus stands and is primarily made up of bus shelters. Each of the bus stands benefits from electronic real time information displays, informing passengers of when their buses are due to arrive at the stop.

### Peterlee Bus Station

Although Peterlee Bus Station is privately owned, the County Council have previously invested in infrastructure to benefit its users and continue to maintain the ancillary equipment, which include the power doors, CCTV and real-time information displays. There are 8 bus stands at Peterlee Bus Station which accommodates 31 bus departures per hour\*.

\* Bus departures are based on daytime departures per hour during Monday – Saturday



Chapter 10

## Partnership working

The Parking and Transport Infrastructure team and its partners, NSL and Arriva understand that collaborative working is essential in order to meet each organisation's aims and objectives. Together our alliance has assisted us in our pursuit of excellence and innovation in service delivery.

Together we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders. Whilst not comprehensive, the following is a sample of some of our highlights during 2013/14.

### The Gospels

From July to September 2013, the Lindisfarne Gospels book was showcased in Durham University's library.

Created by the community of St Cuthbert on Lindisfarne, the book is one of the best examples of creativity and craftsmanship of the Medieval era. The exhibition attracted nearly 100,000 visitors to the City during its three month stay.

An extended Park and Ride service was in operation, and buses were liveried with the famous 'Cat' artwork to promote the event.



### The Miners Gala

The Durham Miners Gala known locally as 'The Big Meeting' is held each July. The event is associated with the coal mining heritage of the Durham Coalfield, which stretched throughout our County. It consists of the parading of banners accompanied by brass bands to the old Racecourse where political speeches are delivered. We were proud to support the event through the increased provision of Park and Ride buses, improving the quality and accessibility of public transport for some of the many thousands of visitors to our city.





**Lumiere**

Lumiere returned to Durham in 2013 with a spectacular raft of installations and projections illuminating Durham's buildings, streets and public spaces.

175,000 people visited the light festival over four days. Extra buses operated from the Park and Ride sites, and extra staffing was arranged to assist with crowd control.

**Inspector George Gently**

Parking Services worked with the makers of BBC1 series Inspector George Gently starring Martin Shaw. The series was filmed in various locations in County Durham. The Parking Services team arranged suitable locations for the crew's base whilst filming took place, and arranged for the suspension of parking bays.



**Durham City Christmas Festival**

During December 2013 we supported the Durham Victorian Christmas Festival ensuring visitors to the city could enjoy the festive entertainment, which included reindeer for the children, children's lantern procession and carols at Durham Cathedral. This along with our free Christmas Eve Park and Ride made a positive contribution to the economic vitality of the city.



Chapter 11

**Staff structure and training**

We have worked in partnership with NSL Services since the introduction of our first Durham City CPZ in 2000 and Arriva since they were awarded the Durham P&R bus service operation contract in 2009.

Our partnerships are overseen by the Parking and Transport Infrastructure team, contained within the Council's Strategic Traffic Management Section.

**Parking and Transport Infrastructure Staff Structure and Training**

The success of our services depends on the commitment and motivation of our personnel.

As many of our systems and processes are complex, we recognise that it is essential that we give personnel the skills and training to do their jobs effectively and professionally.



We also recognise the importance of aligning the aims and objectives at a wider strategic level to the individual jobs in the Parking and Transport Infrastructure team so that employees know what they should be doing, how they should be doing it and how this fits with the organisation's overall vision and agenda.

Management personnel have undertaken specialist training and can demonstrate an understanding of –

- Government transport policy and objectives
- the role of parking regulations and enforcement
- the legal framework for civil parking enforcement
- applying our published policies
- the values and expectations of our stakeholders as expressed in the Council Plan and LTP3

Each 'Parking Services' team member has undertaken specialist training and has an understanding of –

- the legal framework for civil parking enforcement
- applying our published policies
- parking contravention codes and descriptions, and their use
- challenges and representations
- mitigation
- traffic regulation orders
- signs and lines

Appendix B details the staff structure within the Parking and Transport Infrastructure team.



**NSL Services Staff Structure and Training**

NSL Services provides resource for enforcement and management of all prohibited, restricted and permitted parking within the CPE areas. They also undertake processing of all PCNs up to 'NtO' stage, operate the Durham City P&R sites, operate the Durham City RUC, maintain pay and display machines, and undertake cash collection and banking.

NSL Services consider that having a stable, experienced and motivated workforce is one of the most important elements of running a successful parking operation. At the heart of this are the learning opportunities and the training and development support given to the front line operations teams, to their team leaders and managers and to the business teams and support functions that help them to fulfil their roles.

Appendix C details the staff structure for NSL Services Group.

Appendix D details the training plan set out by NSL Services Group for its employees.

Chapter 12

**Financial performance – Parking Services**

The operation of our services generates significant income and expenditure. For our operations to remain self-financing it is necessary to ensure that our income is, and remains, in line with our expenditure.

We aim for a cost neutral package of services where all costs are met from revenue generated through on and off street pay and display, PCNs, and P&R fares.

**Parking Services Financial Information**

Income from on street parking charges and PCN payments (whether for on-street or off-street enforcement) must only be used in accordance with section 55 of the Road Traffic Regulation Act 1984 (RTRA 1984). Any income remaining after enforcement costs have been met must be used for transport provision for the benefit of road users.

**Parking Services Account**

The table below shows the income and expenditure for parking. For historical data, please refer to previous annual reports.

Administration	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Staffing	£0.00	£197,766.00	£0.00	£207,658.70
Operation of the Parking Shop	£0.00	£238,228.94	£0.00	£245,575.83
Other administrative costs	£0.00	£34,668.20	£0.00	£15,239.98
<b>Total</b>	<b>£0.00</b>	<b>£470,663.14</b>	<b>£0.00</b>	<b>£468,474.51</b>

Enforcement	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Penalty Charge Notices	£515,267.51	£98,014.94	£644,467.58	£103,266.11
Civil Enforcement Officers	£0.00	£631,747.88	£0.00	£739,543.82
<b>Total</b>	<b>£515,267.51</b>	<b>£729,762.82</b>	<b>£644,467.58</b>	<b>£842,809.93</b>

On & Off Street Parking	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
On Street Parking – Durham City	£929,201.25	£51,876.44	£980,487.00	£42,610.10
Off Street Parking – Durham City	£391,340.83	£178,465.04	£399,691.21	£110,425.68
Off Street Parking – Chester-le-Street	£287,987.33	£94,152.51	£304,082.00	£76,337.65
Off Street Parking – Bishop Auckland	£266,468.63	£111,753.80	£185,570.17	£64,480.72
Off Street Parking – Barnard Castle	£173,578.83	£64,334.31	£191,748.00	£65,155.88
Off Street Parking – Non-pay and display	£0.00	£59,389.05	£0.00	£79,142.38
<b>Total</b>	<b>£2,048,576.87</b>	<b>£559,971.15</b>	<b>£2,061,578.38</b>	<b>£438,152.41</b>

Road User Charge & Access Management	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Durham City Road User Charge	£5,377.80	£32,045.91	£2,650.00	£36,687.40
Durham City Static Bollards	£0.00	£9,887.73	£0.00	£2,729.74
Bishop Auckland Bollard	£0.00	£12,932.46	£0.00	£13,299.84
<b>Total</b>	<b>£5,377.80</b>	<b>£54,866.10</b>	<b>£2,650.00</b>	<b>£52,716.99</b>

Park and Ride	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Park and Ride service	£779,648.37	£1,268,731.06	£854,035.00	£1,332,267.99
Park and Ride advertising	£9,575.00	£0.00	£12,180.00	£0.00
<b>Total</b>	<b>£789,223.37</b>	<b>£1,268,731.06</b>	<b>£866,215.00</b>	<b>£1,332,267.99</b>

Parking Services total income of £3,574,910.96, minus expenditure of £3,134,421.83, leaves a total surplus of £440,489.13.

**Action Taken with Respect to Surplus**

Surplus has contributed to the operation of Durham City Shopmobility. Shopmobility loans scooters and wheelchairs to members with a mobility difficulty and offers a fully accessible minibus service that is used to transport registered members to and from their homes to the city centre.

Surplus has also been spent on the provision of public transport to Durham’s Historic Peninsula through the Cathedral bus. The Cathedral bus offers easy access to the Cathedral and Castle as well as city centre shopping areas from the railway station and off street car and coach parks. The service was introduced to support a reduction in vehicular traffic on the historic peninsula and World Heritage site.

Additionally, surplus is spent on introducing/removing and refreshing signs and road markings within County Durham.



**Forecast for Financial Year 2014/15**

Financial year 2014/15 will see a full year of Civil Parking Enforcement throughout the whole of County Durham. It is envisaged that the number of Penalty Charge Notices will decrease over time as compliance increases.

A new Civil Parking Enforcement contract will be awarded in November 2014, which will result in changes to our current expenditure. Further information on the changes is explained in detail below.

Administration -

No changes in administration are predicted in 2014/15.

Administration Forecast 2014/15	Income	Expenditure
Parking Services & Transport Infrastructure Team	£0.00	£207,658.70
Operation of the Parking Shop	£0.00	£245,575.83
Other administrative costs	£0.00	£15,239.98
<b>Total</b>	<b>£0.00</b>	<b>£468,474.51</b>

Enforcement –

As compliance increases, in 2014/15 we expect that the number of Penalty Charge Notices issued will begin to stabilise.

The new contract commencing in November 2014 will see a reduction in the current number of Civil Enforcement Officers and it is therefore predicted that the expenditure relating to enforcement will reduce.

Enforcement Forecast 2014/15	Income	Expenditure
Penalty Charge Notices	£644,467.58	£103,266.11
Civil Enforcement Officers	£0.00	£665,000.00
<b>Total</b>	<b>£644,467.58</b>	<b>£768,266.11</b>

On and off street parking -

We intend to maintain parking charges at their current level. Therefore we expect income to remain largely the same.

On & Off Street Parking Forecast 2014/15	Income	Expenditure
On Street Parking – Durham City	£980,487.00	£42,610.10
Off Street Parking – Durham City	£399,691.21	£110,425.68
Off Street Parking – Chester-le-Street	£304,082.00	£76,337.65
Off Street Parking – Bishop Auckland	£185,570.17	£64,480.72
Off Street Parking – Barnard Castle	£191,748.00	£65,155.88
Off Street Parking – Non-pay and display	£0.00	£79,142.38
<b>Total</b>	<b>£2,061,578.38</b>	<b>£438,152.41</b>



Road User Charge & Access Management –

No charge increases are planned for 2014/15. However, it is intended to introduce a new Traffic Regulation Order which will allow Penalty Charge Notices to be issued for non-payment of the charge. As such, it is predicted that a small increase in road user charge income will be received.

In November 2014, the responsibility for the Bishop Auckland bollard will be transferred to a different department within the Council. As such, there will be a reduction in expenditure within Parking & Transport Infrastructure.

Road User Charge & Access Management 2014/15	Income	Expenditure
Durham City Road User Charge	£3,000.00	£36,687.40
Durham City Static Bollards	£0.00	£2,729.74
Bishop Auckland Bollard	£0.00	£7,800.00
<b>Total</b>	<b>£3,000.00</b>	<b>£47,217.14</b>

Park and Ride –

It is intended to maintain Park and Ride fares at their current level and as such we expect income to remain broadly the same.

New contracts for managing the Park and Ride sites and running the bus service will commence in November 2014, and at this stage it is unclear how this will affect service costs.

Park and Ride Forecast 2014/15	Income	Expenditure
Park and Ride service	£854,035.00	£1,332,267.99
Park and Ride advertising	£12,180.00	£0.00
<b>Total</b>	<b>£866,215.00</b>	<b>£1,332,267.99</b>

Parking Services total expected income of £3,575,260.96, minus expected expenditure of £3,054,378.16, would leave a total surplus of £520,882.80.



Chapter 13

## Financial performance – Transport Infrastructure (Bus Stations)

Transport Infrastructure manages bus stations in Durham, Stanley, Consett, Bishop Auckland and Peterlee.

Income and expenditure is as follows –

Durham Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Staff	£0.00	£145,802.99	£0.00	£125,235.70
Premises	£0.00	£32,500.00	£0.00	£44,480.31
Supplies and services	£16,899.95	£15,300	£5,769.34	£16,236.67
Advertising	£2,000	£0.00	£3,300.00	£0.00
<b>Total</b>	<b>£18,899.95</b>	<b>£193,602.99</b>	<b>£9,069.34</b>	<b>£185,952.68</b>

Stanley Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Rent	£32,550.00	£0.00	£32,550.00	£0.00
Premises	£1,487.50	£65,750.00	£4,569.98	£62,223.13
Supplies and Services	£3,000.00	£300.00	£7,392.80	£2,232.01
Advertising	£0.00	£0.00	£112.50	£0.00
<b>Total</b>	<b>£37,037.50</b>	<b>£66,050.00</b>	<b>£44,625.28</b>	<b>£64,455.14</b>

Consett Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Rent	£5,000.00	£0.00	£5,000.00	£0.00
Premises	£0.00	£38,250.00	£0.00	£38,047.85
Supplies and Services	£3,000.00	£0.00	£2,727.55	£0.00
Advertising	£0.00	£0.00	£0.00	£0.00
<b>Total</b>	<b>£8,000.00</b>	<b>£38,250.00</b>	<b>£7,727.55</b>	<b>£38,047.85</b>

Bishop Auckland Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Rent	£3,050.00	£0.00	£3,050.00	£0.00
Premises	£0.00	£27,000.00	£0.00	£29,390.35
Supplies and Services	£0.00	£0.00	£0.00	£0.00
Advertising	£0.00	£0.00	£0.00	£0.00
<b>Total</b>	<b>£3,050.00</b>	<b>£27,000.00</b>	<b>£3,050.00</b>	<b>£29,390.35</b>

Peterlee Bus Station	2012/13		2013/14	
	Income	Expenditure	Income	Expenditure
Rent	£0.00	£0.00	£0.00	£0.00
Premises	£0.00	£10,000.00	£0.00	£5,594.66
Supplies and Services	£0.00	£0.00	£0.00	£0.00
Advertising	£0.00	£0.00	£0.00	£0.00
<b>Total</b>	<b>£0.00</b>	<b>£10,000.00</b>	<b>£0.00</b>	<b>£5,594.66</b>

The total income of £64,472.17 minus the expenditure of £323,440.68 left a total deficit of £258,968.51 in 2013/14. This shortfall is partially funded by bus station departure charges paid by bus operators to Durham County Council Passenger Transport section.

Chapter 14

## Statistical performance

### Civil Parking Enforcement Performance

On 3 November 2008, we began operating parking enforcement throughout Durham District under the CPE legislation. This was extended into the north of the county (Chester-le-Street, Derwentside and Easington) on 7 November 2011, and the south of the county (Sedgefield, Wear Valley & Teesdale) on 3 June 2013.

### Penalty Charge Notices (PCNs)

A total of 23,171 PCNs were issued from 1 April 2013 - 31 March 2014. The total number of PCNs for each contravention can be found in Appendix E and Appendix F.

	2011/12	2012/13	2013/14
<b>Number of on street PCNs issued</b>	11,245 (84% of all PCNs)	12,368 (78%)	18,023 (78%)
<b>Number of off street PCNs issued</b>	2,164 (16% of all PCNs)	3,408 (22%)	5,148 (22%)
<b>Total</b>	<b>13,409</b>	<b>15,776</b>	<b>23,171</b>

The line graph below shows the total number of PCNs issued over the last three years. There has been a sharp increase due to the implementation of CPE in the south of the county in June 2013.

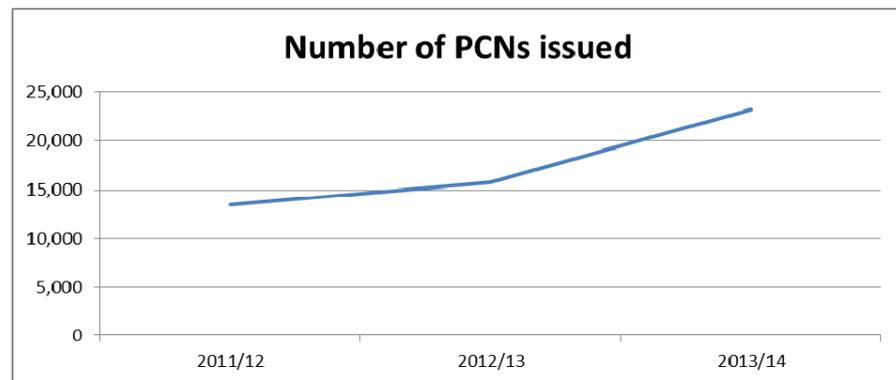


Fig. 1 Line graph showing the number of PCNs issued over the last three years



### Number of PCNs Issued 2013/14

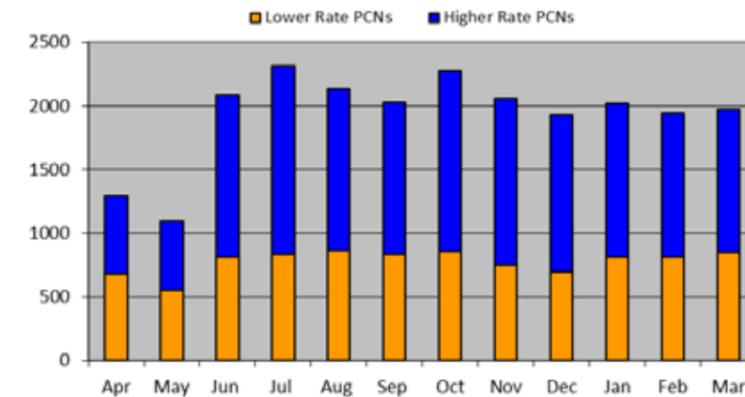


Fig. 2: PCNs issued on a month by month basis, including those issued at the higher and lower rates

### Payment Stage (PCN's)

When a PCN is issued, payment of the charge may be made at various stages of representation and appeal in accordance with relevant primary legislation and regulations. Early payment results in a discounted charge being accepted. Late payment generally results in higher charges being payable.

The figures below are correct as of 1 July 2014.

	2011/12	2012/13	2013/14
<b>Number of PCNs paid within 14 days (discounted)</b>	8,091 (60%)	9,547 (61%)	14,315 (62%)
<b>Number of PCNs paid before Charge Certificate issued (within 56 days)</b>	862 (6%)	1,060 (7%)	1,564 (7%)
<b>Number of PCNs paid after Charge Certificate served</b>	214 (2%)	146 (0%)	228 (1%)
<b>Number of PCNs with an amount outstanding</b>	714 (5%)	1,006 (6%)	1,718 (7%)
<b>Number of Charge Certificates registered</b>	1,201 (9%)	1,530 (10%)	1,166 (5%)
<b>Number of Warrants of Execution issued</b>	1,098 (8%)	1,355 (9%)	932 (4%)
<b>Number of PCNs written off (bailiffs cannot recover and foreign vehicles)</b>	31 (0%)	69 (0%)	50 (0%)
<b>Number of PCNs cancelled</b>	3,497 (26%)	3,955 (25%)	5,833 (25%)



**PCN Challenges, Representations and Appeals**

A PCN may be contested at various stages in accordance with relevant primary legislation and regulations.

- An informal challenge can be made before the issue of an NtO.
- A formal representation can be made after the issue of the NtO but before the issue of a Charge Certificate
- An appeal to the Traffic Penalty Tribunal (TPT) can be made following the service of a Notice of Rejection of representation.

Challenges	2011/12	2012/13	2013/14
Number of PCNs resulting in informal challenge	4,039 (30% of all PCNs)	5,284 (33% of all PCNs)	6,939 (30% of all PCNs)
Of which resulted in cancellation of PCN	3,246 (80% of all challenges)	3,637 (69% of all challenges)	5,421 (78% of all challenges)
Of which resulted in rejection of challenge	793 (20% of all challenges)	1,647 (31% of all challenges)	1,518 (22% of all challenges)

Reasons for cancellation of PCN at challenge stage	2011/12	2012/13	2013/14
Cancelled see letter details	374 (5%)	522 (10%)	387 (7%)
Cancelled Processing Error	40 (1%)	34 (1%)	97 (2%)
Cancelled CEO Error	137 (3%)	149 (3%)	167 (3%)
Cancelled Machine Fault	8 (0%)	32 (1%)	7 (0%)
Cancelled Vehicle Broken Down	11 (0%)	27 (1%)	18 (0%)
Cancelled Valid Ticket Produced	656 (16%)	824 (16%)	1,110 (20%)
Cancelled Signs/Lines	156 (4%)	11 (0%)	34 (1%)
Cancelled Blue Badge Holder	1,193 (30%)	1,551 (30%)	2,748 (51%)
Cancelled DVLA No Trace	250 (6%)	247 (5%)	554 (10%)
Cancelled First Invalid Scratchcard	299 (7%)	110 (2%)	107 (2%)
Cancelled General Reason	11 (0%)	21 (0%)	56 (1%)
Cancelled Mitigating Circumstances	28 (1%)	8 (0%)	5 (0%)
Cancelled Resident Permit Produced	50 (1%)	49 (1%)	37 (1%)
Cancelled Spoiled Before Issue	33 (1%)	53 (1%)	94 (2%)

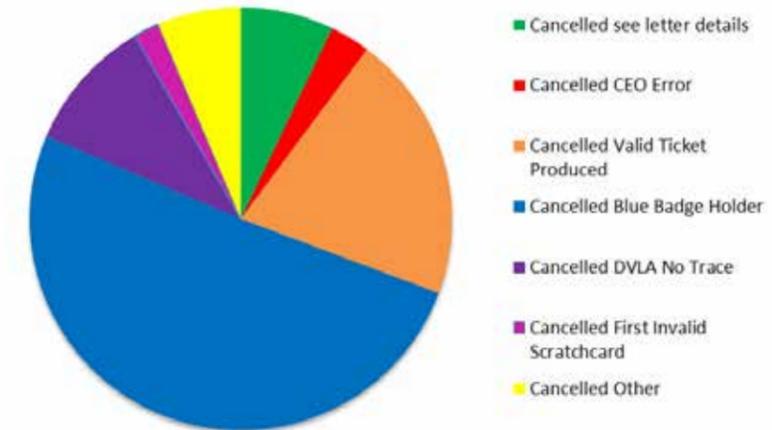


Fig. 3: Reasons for cancellation at challenge stage

Representations	2011/12	2012/13	2013/14
Number of PCNs resulting in a formal representation	472 (4% of all PCNs)	818 (5% of all PCNs)	1,044 (5% of all PCNs)
Of which resulted in cancellation of PCN	192 (41% of all representations)	318 (39% of all representations)	412 (39% of all representations)
Of which resulted in new NtO being issued (hire companies and changes in registered keepers)	191 (40% of all representations)	283 (35% of all representations)	373 (36% of all representations)
Of which resulted in Notice of Rejection	89 (19% of all representations)	217 (27% of all representations)	259 (25% of all representations)



Reasons for cancellation of PCN at representation stage	2011/12	2012/13	2013/14
1 <sup>st</sup> Invalid Scratchcard	4	6	2
56+ Days Elapsed	0	3	4
Accept Representation	76	164	110
Blue Badge Holder	45	69	124
Loading Exemption	0	1	45
Machine Fault	3	2	4
Mitigating Circumstances	1	1	19
P&D Ticket Produced	14	13	31
CEO Error	17	13	12
Processing Error	10	2	7
Resident Permit Produced	1	7	6
Vehicle Broken Down	7	4	9
Lines/Signs	14	33	36
Statutory Exemption	0	0	3

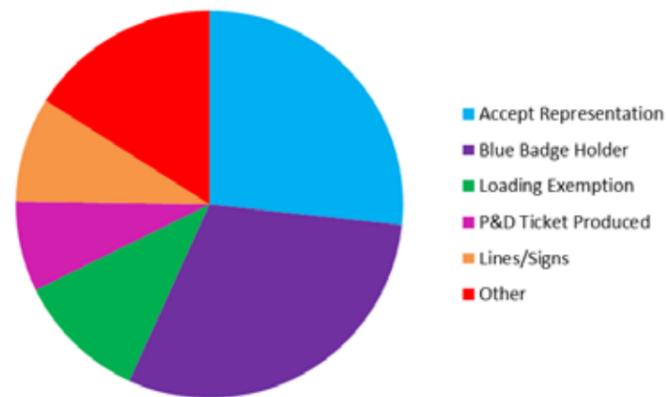


Fig. 4: Reasons for cancellation at representation stage

Appeals	2011/12	2012/13	2013/14
Number of Appeals at the Traffic Penalty Tribunal	13 (0.1% of all PCNs)	37 (0.2% of all PCNs)	33 (0.1% of all PCNs)
Of which resulted in cancellation of PCN	2 (15% of all appeals)	8 (22% of all appeals)	12 (36% of all appeals)

Figures 6 & 7 below show how we perform against the average of all councils with CPE powers, and how we perform against neighbouring authorities. Before mapping our performance against neighbouring authorities, it is important to compare the scale of each Parking Services operation and as such figure 5 details the number of PCNs issued in 2013/14 for all North East local authorities.

The results show that, on average, fewer PCNs issued by Durham County Council were appealed against at the TPT. Of those who appealed, a smaller percentage of PCNs were subsequently cancelled than the national average. This shows that we are fair and are making the right decisions.

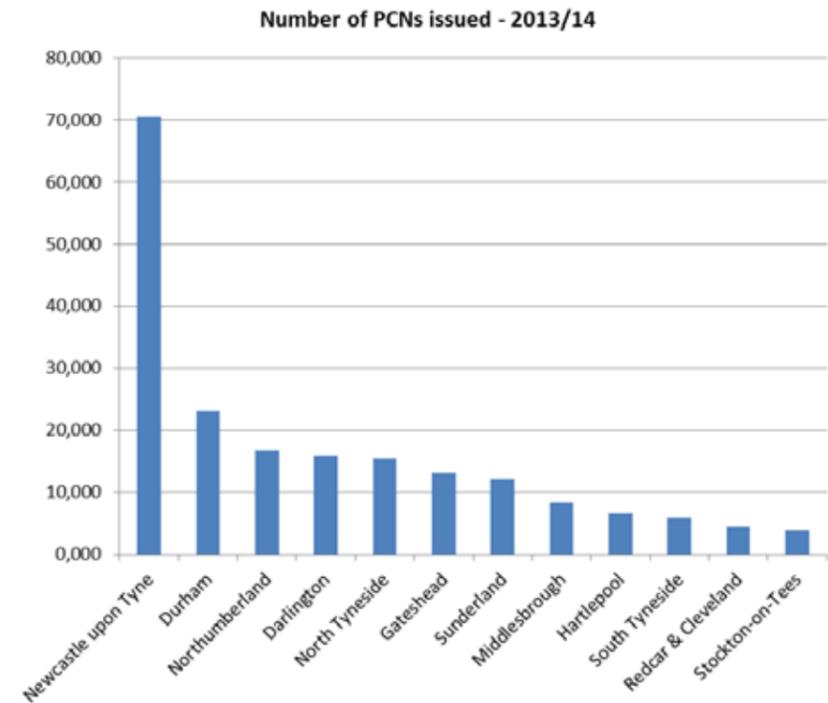


Fig. 5 – Durham County Council issues one of the highest numbers of PCNs in the North East

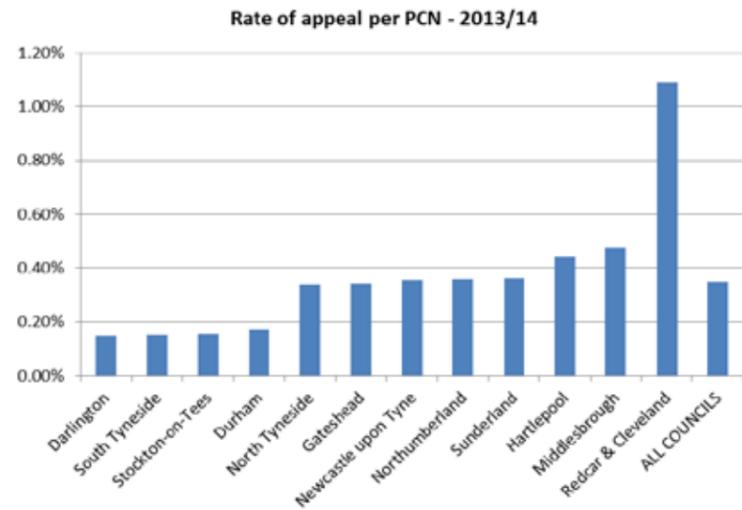


Fig. 6 – Durham County Council has a lower appeal rate than the national average, and is in the top third of North East Councils

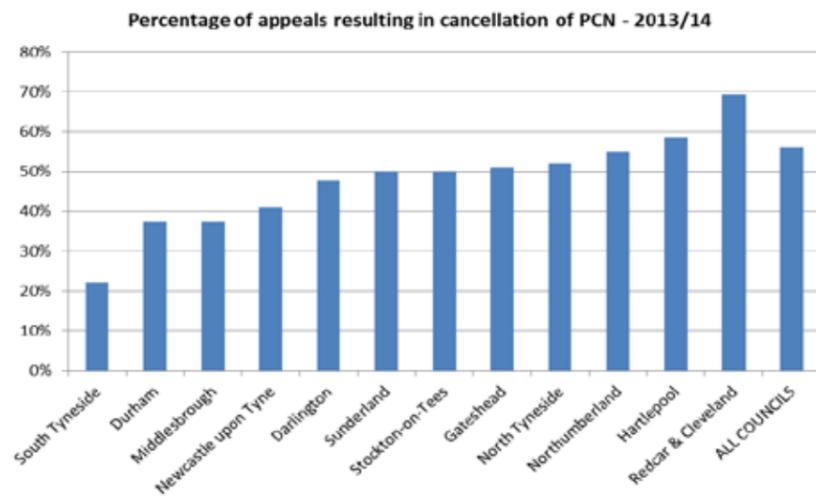


Fig. 7 – More appeals are found in Durham County Council's favour than the national average, and we are one of the most successful in the North East.



**Our Objectives Performance**

Our Parking Service objectives enable us to quantify our performance and confirm that the desired outcomes are being achieved. In addition, they help us to understand our customers' needs and identify ways of improving the quality of the services we deliver.

Detailed below are our objectives along with the appropriate performance measures. They clearly demonstrate how the day-to-day work of Parking Services and its partners, NSL Services and Arriva has once again successfully contributed to the achievement of our organisational aims.



Our objectives	Performance Measure	2011/12	2012/13	2013/14
1 - Improve road safety through the enforcement of School Keep Clear restrictions and areas marked by zigzags	Number of PCNs issued on School Keep Clear restrictions and pedestrian crossing zigzags (Contravention codes 48 and 99)	143	333	304
Comment	We consider road safety to be of paramount importance. Officers enforce restrictions outside of schools on a daily basis, and priority is given to those where we have received reports of dangerous parking.			
2 - Increase passenger journeys on the Durham Park and Ride service by continuing to provide a high quality accessible service	Number of passenger journeys on the Durham Park and Ride service	1,171,264	1,086,182	1,156,816
Comment	Park and Ride passenger numbers increased in 2013/14, attributed largely to the Lumiere Festival, which attracted almost 40,000 passengers over four days.			
3 - Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings and taxi ranks.	Number of PCNs issued on bus stop clearways and taxi rank restrictions (Contravention codes 45 and 47)	195	352	575
Comment	We are committed to enforcing bus stop clearways and taxi ranks. Figures show that abuse of these restrictions continues to be a problem throughout the County.			
4 - Improve road safety and the local environment by educating drivers about the implications of their actions	Number of challenges and representations rescinded on the first occasion (Includes blue badges, invalid scratch cards and valid P&D ticket produced only)	2,227	2,573	4,123
Comment	Parking Services and its partners are aware that the purpose of the penalty charge is to dissuade motorists from contravening parking restrictions, not to raise revenue. Therefore, where an undoubted contravention has occurred we may offer advice and guidance on the first occasion, but question the circumstances more closely if subsequent PCNs are issued. This performance measure reveals how increasingly we are choosing to educate drivers about their actions.			



Our objectives	Performance Measure	2011/12	2012/13	2013/14
5 - Support economic growth by assisting in the organisation of festivals and special events	Number of festivals and special events where Durham Park and Ride service was used.	8 Fathers Day bus rally, Miners Gala, Streets of Brass, Tour of Britain Cycling, Big Ride, Lumiere, Food Festival, Christmas Festival	8 Fathers Day bus rally, Miners Gala, Streets of Brass, Tour of Britain Cycling, Big Ride, Olympic Torch Relay, Food Festival, Christmas Festival	7 Miners Gala, Pearl Izumi Cycle Race, Lindisfarne Gospels, Lumiere, Big Ride, Food Festival, Christmas Festival
Comment	Once again we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders.			
6 - Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays	Number of PCNs issued in blue badge holder bays (Contravention code 40 & 87)	1,237	1,768	3,996
Comment	Abuse of disabled bays continues to be a problem throughout County Durham. It is predicted that this number will reduce over time when drivers become more educated and compliant with parking restrictions.			
7 - Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas.	Number of permits issued within controlled parking zones and areas	8,640	9,985	9,621
Comment	The introduction of new permit zones stabilised during 2013/14, however it is expected that further permit areas will be introduced in the south of the county in 2014/15.			
8 - Ensure the expeditious movement of traffic through the enforcement of waiting and loading restrictions	Number of PCNs issued on waiting and loading restrictions (Contravention codes 01 and 02)	2,387	3,415	4,666
Comment	Year on year we continue to address contraventions on waiting and loading restrictions. The issue of a PCN discourages motorists to contravene the restrictions in future, which in turn helps to keep traffic moving. The increase of PCNs during 2013/14 is attributed to the introduction of CPE in the south of the county.			



Our objectives	Performance Measure	2011/12	2012/13	2013/14
9 – Improve the accessibility of public transport by delivering improvements to transport infrastructure	Refurbishment of bus stations	N/A	Consett bus station refurbishment commenced	Consett bus station refurbishment complete
Comments	In 2013/14 the refurbishment of Consett bus station was completed. It is expected that a multi-million-pound redevelopment of Durham bus station will commence in 2014/15.			
10 – Support the local economy through the enforcement of limited waiting bays	Number of PCNs issued in limited waiting bays (contravention codes 22 & 30)	300	416	755
Comments	Limited waiting bays are introduced in commercial areas, providing convenient short stay parking for motorists to use the facilities on offer. Enforcement discourages motorists from parking in the bays all day, meaning that more space is available for customers. The increase in PCNs issued during 2013/14 demonstrates that we are committed to helping businesses, supporting the local economy.			
11 – Preserve the historic environment of Durham City through the enforcement of the 'Historic Core Zone'	Number of PCNs issued within the 'Historic Core Zone' (Market Place, Silver St, Framwellgate Bridge, Elvet Bridge, Saddler St, North Bailey, South Bailey, Owengate, Bow Lane, Dun Cow Lane)	399	362	404
Comments	Durham is home to the World Heritage site of Durham Cathedral and Castle. The Durham Road User Charge (RUC) and the Historic Core Zone (HCZ) aim to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. Whilst the RUC discourages access between 10am and 4pm, the HCZ restriction means that parking is only permitted in designated loading and disabled bays and reduces the requirement for yellow lines in the historic area.			



Chapter 15

## Glossary of terms

### Arriva

Arriva are Durham City Park and Ride bus service providers working under contract.

### Cancellations

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case or when there is an applicable exemption.

### Challenge

An objection made against a Penalty Charge Notice before a Notice to Owner is issued.

### Civil Enforcement Officer – CEO

This is the name given to officers who used to be known as Parking Attendants. They must be employed by the council or through a specialist contractor. In Durham City they are employed through NSL (formerly NCP).

### Civil Parking Enforcement – CPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.

### Contravention

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

### Controlled Parking Zone - CPZ

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

### Council Plan

The overarching plan that directs the planning of all services in the Council. It sets out how we will deliver our corporate priorities for improvement and the key actions we will take in support of delivering the longer-term goals.



**Department for Transport – DfT**

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.

**Differential Parking Penalties**

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.

**Excess Charge Notice - ECN**

This is issued to a vehicle that is believed to be parked in an off street car park in contravention of a local Traffic Regulation Order created under the Road Traffic Regulation Act 1984.

**Fixed Penalty Notice - FPN**

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

**Historic Core Zone – HCZ**

Located on Durham peninsula, the HCZ allows for a more flexible approach to the installation of traffic signs and lines to support traffic regulations. It allows us to reduce the visual intrusion created by signs and lines in this historically sensitive area. Signs and road markings are reduced to an absolute minimum, mainly at the entry to the Historic Core Zone and at designated loading and disabled bays. The concept being that there is to be no parking or loading on the peninsula **except** in those areas indicated.

**Local Transport Plan – LTP**

A comprehensive plan for the future of transport in County Durham, prepared in accordance with the Department for Transport (DfT) guidance.

**Notice to Owner – NtO**

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PCN). This will be served when a Penalty Charge Notice (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either;

- make a payment of the full charge
- make a representation (an appeal)

**NSL**

NSL is Durham County Council’s parking enforcement service provider working under contract.

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**Off-street parking**

These are car parking facilities provided on private land i.e. not on the public highway.

**On-street parking**

These are facilities provided on the kerbside such as pay and display or permit parking.

**Operational Guidance to Local Authorities: Parking Policy and Enforcement**

Sets out the policy framework within which the Government believes that we should be setting our parking policies. It also advises us of the procedures that we must follow, must have regard and recommends we follow when enforcing parking restrictions.

**Parking Strategy**

Sets out our strategy for parking as well as our policies.

**Park and Ride - P&R**

There are three Park and Ride sites located on the outskirts of Durham City that operate 7am – 7pm Monday to Saturday.

**PATROL**

The Joint Committee of England and Wales for the civil enforcement of Parking and Traffic Regulations Outside London.

**Penalty Charge Notice – PCN**

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

**Registered Keeper**

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA).

**Representation**

This is a challenge against the PCN after the Notice to Owner is issued.

**Road User Charge – RUC**

A £2 Road User Charge operates in Durham City centre from 10am to 4pm Monday to Saturday, restricting access to the historic peninsula area.

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**Special Parking Area - SPA**

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

**Traffic Enforcement Centre - TEC**

The Traffic Enforcement Centre (TEC) at Northampton County Court processes requests to register Charge Certificates.

**Traffic Management Act 2004 – TMA**

This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31 March 2008.

**Traffic Penalty Tribunal –TPT**

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London).

The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

**Traffic Regulation Order – TRO**

This is the statutory legal document necessary to support any enforceable traffic or highway measures.



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## Chapter 16

**References**

Department for Transport (2010) *Operational Guidance to Local Authorities: Parking Policy and Enforcement*, London: The Stationary Office

Durham County Council (2009) *Council Plan 2012 – 2016*, Available from: [www.durham.gov.uk](http://www.durham.gov.uk)

Durham County Council (2011) *Local Transport Plan 3*, Available from: [www.durham.gov.uk](http://www.durham.gov.uk)

Durham County Council (2013) *County Durham Plan*. Available from: <http://www.durham.gov.uk/pages/Service.aspx?ServiceId=856>

Durham County Council (2008) *Parking Strategy*, Available from: [www.durham.gov.uk](http://www.durham.gov.uk)



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## Appendices

Appendix A

### Summary of permitted, prohibited and restricted parking in County Durham

#### Prohibited and Restricted Parking

No Waiting restrictions

There are approximately 265m of waiting restrictions

No Loading restrictions

There are approximately 35km of no loading restrictions

Blue Badge Holder Bays

There are approximately 60 blue badge holder bays

Loading Bays

There are approximately 130 loading bays

Taxi Bays

There are approximately 90 taxi bays

Police Bays

There are approximately 8 police bays

Bus and Coach Bays

There are approximately 8 bus and coach bays

Bus Stop Clearway

There are approximately 1,880 Bus Stop Clearways

School Keep Clears

There are approximately 265 'School Keep Clears' covering a distance of 8 km

#### On Street Parking

Pay and Display Parking Bays

There are 1,713 on street pay and display bays

Permit Parking Areas

There are 84 permit holder only streets

Limited Waiting Bays

There are approximately 135 limited waiting bays



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**Off Street Parking**

**Pay and display car parks -**

Durham City Car Parks	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Sands	130	✓	At all times	✓	✓	✗	✓	✗	✓
Sidegate	110	✓	At all times	✗	✗	✗	✗	✗	✓
Providence Row	20	✓	Mon - Sat	✗	✗	✗	✗	✗	✓

Durham Park and Ride	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Belmont	533	✗	-	✓	✗	✗	✗	✓	-
Sniperley	294	✗	-	✓	✗	✗	✗	✓	-
Howlands	330	✗	-	✓	✗	✗	✓	✓	-

Chester-le-Street Car Parks	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Burns Green	46	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Civic Centre	35	✓	Mon - Fri	✓	✗	✗	✗	✗	✓
Cone Terrace	68	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Cricket Club	6	✗	-	✗	✗	✗	✗	✗	-
Foundry Lane	51	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Leisure Centre	18	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Low Chare	49	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Lucy Street	26	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Middle Chare	80	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
North Burns	50	✓	Mon - Sat	✗	✗	✓	✗	✗	✓
Osbourne Road	47	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
St Mary's	32	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Wilfred Street	42	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Youth Centre	18	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Riverside	472	✓	Mon - Sun	✓	✗	✗	✓	✗	✓

Barnard Castle Car Parks	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor home bays	Blue badge holders required to pay
Queen Street	65	✓	Mon - Sun	✓	✗	✗	✗	✗	✓ (First 2 hours free)
Galgate	175	✓	Mon - Sun	✓	✗	✗	✓	✗	✓ (First 2 hours free)

Bishop Auckland Car Parks	No. of spaces	Pay and Display	Charges Apply	Blue badge holder bays	M/cycle bays	Lorry bays	Coach bays	Motor Home bays	Blue badge holders required to pay
Kingsway/Castle Chare	23	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
South Terrace	21	✓	Mon - Fri	✓	✗	✗	✗	✗	✓
Tenters Street	35	✓	Mon - Sat	✗	✗	✗	✗	✗	✓
Kingsway/South Church Road	35	✗	Mon - Sat	✗	✗	✗	✗	✗	✓
Newgate Centre	300	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
North Bondgate	172	✓	Mon - Sat	✓	✗	✗	✗	✗	✓
Victoria Avenue	20	✓	Mon - Sat	✗	✗	✗	✗	✗	✓

**Free off street car parks**

Area	Location	Postcode	No. of spaces	Managed by
Chester-le-Street	Waldrige Fell	DH2 3RY	60	Countryside
Sacriston	John Street	DH7 6HJ	18	Neighbourhoods
Sacriston	Front Street	DH7 6LE	20	Neighbourhoods
Sacriston	Depot, Lingey Close	DH7 6AN	110	Neighbourhoods
Pelton	Community Centre, Ivyway	DH2 1DE	30	Neighbourhoods
Consett	Albert Road	DH8 5QU	150	Regeneration & Economic Development
Consett	Allensford (east)	DH8 9BA	97	Neighbourhoods
Consett	Allensford (west)	DH8 9BA	50	Neighbourhoods
Consett	Civic Centre	DH8 1SF	112	Neighbourhoods
Leadgate	Community Centre	DH8 7PP	30	Neighbourhoods



Blackhill	Derwent Street	DH8 8LP	22	Neighbourhoods
Consett	Derwent Walk, Queens Rd	DH8 5XD	15	Neighbourhoods
Consett	Edith Street	DH8 5DN	12	Regeneration & Economic Development
Consett	Green St/Gibson St	DH8 5LB	66	Regeneration & Economic Development
Consett	Sherburn Terrace	DH8 6ND	61	Regeneration & Economic Development
Shotley Bridge	Shotley Grove Road	DH8 8SF	16	Neighbourhoods
Shotley Bridge	Snows Green Road	DH8 0HA	3	Neighbourhoods
Consett	Sports Centre	DH8 6LZ	170	Neighbourhoods
Consett	Swimming Baths	DH8 6LL	84	Neighbourhoods
Blackhill	Valley Gardens	DH8 8RQ	19	Neighbourhoods
Lanchester	Cricket Field, Kitswell Road	DH7 0JP	16	Neighbourhoods
Lanchester	Kitswell Road	DH7 0JP	17	Neighbourhoods
Lanchester	Rear of Front Street	DH7 0ER	40	Neighbourhoods
Lanchester	Malton	DH7 0TX	20	Countryside
Stanhope	Park Head, Waskerley Way	DL13 2ES		Countryside
Edmundbyers	Pow Hill (Country Park, Derwent Reservoir)	DH8 9NU	40	Countryside
Stanley	Adj to WMC, near Ritson Street	DH9 0AD	30	Regeneration & Economic Development
Stanley	Causey Arch	NE16 5EJ	25	Countryside
Stanley (South Moor)	Arch Club, near Geoffrey Terrace	DH9 7LW	20	Neighbourhoods
Stanley	Civic Hall, near Beamish Street	DH9 0NA	25	Neighbourhoods
Stanley (Dipton)	Front Street, near Collierly School	DH9 9DA	50	Neighbourhoods
Stanley (Annfield Plain)	Granville Avenue	DH9 8JF	40	Neighbourhoods
Stanley	Near Harperley Hotel	DH9 9TY	100	Neighbourhoods
Stanley (Craghead)	Holmside Terrace	DH9 6ET	25	Neighbourhoods
Stanley	Mountsett Crematorium	DH9 9JP	55	Neighbourhoods
Stanley	Old Bus Station Site	DH9 0HU	180	Regeneration & Economic Development
Stanley	Old Swimming Baths Site, High Street	DH9 0DF	140	Neighbourhoods
Stanley (South Moor)	Park Road (East)	DH9 7AW	12	Neighbourhoods



Stanley (South Moor)	Park Road (West)	DH9 7QF	15	Neighbourhoods
Stanley (Craghead)	Railway Street	DH9 6EP	10	Neighbourhoods
Stanley	Rear of Council Offices (out of working hours)	DH9 0SU	25	Neighbourhoods
Stanley	Rear of Front Street/Scott Street	DH9 8AD	256	Regeneration & Economic Development
Stanley	Rear of library, High Street	DH9 0DJ	8	Neighbourhoods
Stanley	Royal Road (rear of Royal Hotel)	DH9 0JQ	21	Regeneration & Economic Development
Stanley (Catchgate)	Swan Street	DH9 8LJ	15	Neighbourhoods
Stanley (South Moor)	William Street	DH9 7BJ	15	Neighbourhoods
Shotley Bridge	Derwent Valley Walk	DH8 0NG	25	Countryside
Consett	Waskerley, Waskerley Way	DH8 9DZ	25	Countryside
Consett	Whitehall, Waskerley Way	DH8 9AN	20	Countryside
Brandon	Bishop Walk (Brancepeth Station)	DH7 8EN	30	Countryside
Broompark	Broompark Picnic Area	DH7 7RJ	50	Countryside
Durham City	Wharton Park	DH1 4RS	35	Neighbourhoods
Durham City	Sixth Form Centre	DH1 1RS	50	Neighbourhoods
Ferryhill	Church Lane	DL17 8LT	70	Neighbourhoods
Ferryhill	Eamont Road	DL17 8HN	15	Neighbourhoods
Newton Aycliffe	Greenwell Road	DL5 4DH	55	Neighbourhoods
Newton Aycliffe	Walcher Road	DL5 4LX	25	Neighbourhoods
Sedgefield	Sedgefield Library	TS21 3AT	50	Neighbourhoods
Sildon	Association Street	DL4 1DX	3	Neighbourhoods
Sildon	Dean Street	DL4 1EZ	80	Neighbourhoods
Sildon	Railway Terrace (East)	DL4 2JB	50	Neighbourhoods
Sildon	Railway Terrace (West)	DL4 2JB	60	Neighbourhoods
Sildon	Robson Street (North East)	DL4 2HP	5	Neighbourhoods
Sildon	Robson Street (North West)	DL4 2HP	40	Neighbourhoods
Sildon	Robson Street (South East)	DL4 1EB	5	Neighbourhoods
Sildon	Robson Street (South West)	DL4 1EB	5	Neighbourhoods
Spennymoor	Clarence Street	DL16 7SE	20	Neighbourhoods
Spennymoor	Dickens Street	DL16 6AS	25	Neighbourhoods
Spennymoor	Rosa Street	DL16 7NB	90	Neighbourhoods
Spennymoor	Silver Street	DL16 6DF	130	Neighbourhoods
West Cornforth	Reading Street	DL17 9LH	45	Neighbourhoods
Barnard Castle	Mickelton Station (Tees Railway)	DL12 0JN	25	Countryside
Consett	Baybridge (Picnic Area near Blanchland)	DH8 9UB	10	Countryside



Bishop Auckland	Bracks Road (Auckland Walk)	DL14 7GF	20	Countryside
Consett	Blanchland (Carricks Picnic Area on Derwent Reservoir Near Blanchland)	DH8 9PE	130	Countryside
Bishop Auckland	Batts Terrace	DL14 7QE	10	Neighbourhoods
Bishop Auckland	Dam Head	DL14 7PA	15	Neighbourhoods
Bishop Auckland	Gibbon Street	DL14 7DL	15	Neighbourhoods
Bishop Auckland	West Mills	DL14 7PA	40	Neighbourhoods
Bishop Auckland	Coundon Station (Auckland Walk)	DL14 8QD	15	Countryside
Bishop Auckland	Cowshill	DL13 1JF	6	Neighbourhoods
Crook	Arthur Street	DL15 9DT	30	Neighbourhoods
Crook	Church Hill	DL15 9DL	12	Neighbourhoods
Crook	Addison Street	DL15 9ES	65	Neighbourhoods
Crook	Council Offices	DL15 9ES	35	Neighbourhoods
Crook	Glenholme Drive	DL15 8PU	60	Neighbourhoods
Crook	Hope/Wesley Street	DL15 9HU	75	Neighbourhoods
Crook	Market Place	DL15 8QH	120	Neighbourhoods
Crook	Mill Street	DL15 9BE	20	Neighbourhoods
Crook	West Road	DL15 9PY	60	Neighbourhoods
Crook	Wilson Street	DL15 9EA	15	Neighbourhoods
Frosterley	Front Street	DL13 2QW	25	Neighbourhoods
Howden Le Wear	School Street	DL15 8HJ	20	Neighbourhoods
Bishop Auckland	Leasingthorne	DL14 8EJ	20	Neighbourhoods
Stanhope	Dales Centre	DL13 2FJ	60	Countryside
Bishop Auckland	Market Place, St Johns Chapel	DL13 1QF	30	Neighbourhoods
West Auckland	East Green	DL14 9HJ	30	Neighbourhoods
Spennymoor	Whitworth Road (Auckland Walk)	DL16 7QW	10	Countryside
Willington	Cambridge Avenue	DL15 0PN	10	Neighbourhoods
Willington	Commercial Street	DL15 0PG	6	Neighbourhoods
Willington	High Street	DL15 0PF	10	Neighbourhoods
Willington	Lido	DL15 0EQ	35	Neighbourhoods
Willington	North Terrace	DL15 0QP	3	Neighbourhoods
Willington	Park Top	DL15 0BQ	25	Neighbourhoods
Blackhall	Blackhall Rocks Picnic Area	TS27 4AT	40	Countryside
Blackhall	Middle Street	TS27 4ED	5	Neighbourhoods
Crimdon	Crimdon Parks	TS27 4BL	30	Neighbourhoods
Easington	Seaside Lane	SR8 3FB	30	Neighbourhoods
Easington Colliery	Off Ashton Street	SR8 3QQ	70	Neighbourhoods
Easington	Townfield Hill	SR8 3PF	60	Neighbourhoods
Horden	Blackhills Road (former colliery)	SR8 4LG	200	Neighbourhoods
Horden	Sunderland Road	SR8 4PF	25	Neighbourhoods
Murton	Woods Terrace (East)	SR7 9BD	45	Neighbourhoods

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Murton	Woods Terrace (West)	SR7 9BA	10	Neighbourhoods
Peterlee	Grampian Drive	SR8 2LR	60	Neighbourhoods
Peterlee	Hearts of Oak	SR8 1EX	15	Neighbourhoods
Peterlee	York Road	SR8 2DP	30	Neighbourhoods
Peterlee	St Cuthberts Way	SR8 1AF	100	Neighbourhoods
Seaham	Terrace Green (North Terrace)	SR7 7EU	51	Regeneration & Economic Development
Seaham	South Railway Street	SR7 7ES	25	Regeneration & Economic Development
Seaham	Princess Road (former theatre site)	SR7 7QT	12	Neighbourhoods
Seaham	Green Street	SR7 7ET	52	Regeneration & Economic Development
Seaham	Adj to Seaham Hall	SR7 7AG	55	Regeneration & Economic Development
Seaham	Adj to Seaham Hall	SR7 7AG	78	Regeneration & Economic Development
Seaham	Vane Tempest	SR7 7AF	65	Regeneration & Economic Development
Seaham	Marlbrough	SR7 7SA	24	Regeneration & Economic Development
Wheatley Hill	Ashmore Terrace/Front Street	DH6 3NP	8	Neighbourhoods
Wingate	Wingate Quarry	TS29 6NP	40	Countryside

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Appendix B

## Streets within the Durham City Controlled Parking Zone

### Zone A

*Pay & Display*

Elvet Hill Road  
Potters Bank  
Quarryheads Lane

### Zone B

*Pay & Display*

Anchorage Terrace  
Church Street  
Church Street Villas  
Gladstone Villas  
Hallgarth Street  
Hallgarth Street\Whinney Hill  
Link Road  
The Hallgarth  
Oswald Court  
Stockton Road  
Whinney Hill

*Permit Holder Area*

Boyd Street  
Hallgarth Cul de Sac  
Hallgarth View  
Highwood View  
The Hallgarth  
Mountjoy Crescent  
Oswald Court cul de sac  
Oswald Ct\Church Lane Flats

South Entrance to Durham

Johnstone School  
Whinney Hill cul de sac

### Zone C

*Pay & Display*

Elvet Waterside  
Green Lane  
New Elvet  
Old Elvet  
Prison Green

*Permit Holder Area*

Elvet Crescent

### Zone D

*Permit Holder Area*

Leazes Court

### Zone E

*Pay & Display*

Claypath  
Ellis Leazes  
Gilesgate  
Leazes Lane  
Renny Street

*Permit Holder Area*

Douglas Villas  
Hillcrest  
Kepier Terrace

Kepier Villas

Mayorswell Close  
Mayorswell Field  
Ravensworth Terrace

The Chains

Wear View

### Zone F

*Pay & Display*

Orchard Drive  
The Sands

*Permit Holder Area*

Ferens Close  
Ferens Park  
Orchard Drive cul de sac  
Wanless Terrace  
Wearside Drive

### Zone G

*Pay & Display*

Framwellgate Waterside  
Frankland Lane  
Sidegate

*Permit Holder Area*

Sidegate Cul De Sac

### Zone H

*Pay & Display*

Pelaw Leazes Lane

St Hild's Lane  
Station Lane

### Zone I

*Pay & Display*

Castle Chare  
Crossgate  
Grove Street  
Pimlico  
South Street

*Permit Holder Area*

Crossgate (North Side Cul De Sac)

Crossgate (South Side Cul De Sac)

Grape Lane  
Highgate  
Tenter Terrace

### Zone J

*Pay & Display*

Margery Lane

*Permit Holder Area*

Alexandria Crescent (rear)  
Back Nevilldale Tce  
Beech Crest  
Briardene  
Brierville  
Crossgate Peth (north west side)

Nevilldale Tce  
Summerville

### Zone K

*Pay & Display*

Flass Street  
John Street  
Mowbray Street  
Sutton Street  
Waddington Street

*Permit Holder Area*

Bridge Street Access  
Lambton Street

### Zone L

*Pay & Display*

Framwellgate Peth (Access Rd)  
North Road

*Permit Holder Area*

Princes street

### Zone M

*Permit Holder Area*

Back Western Hill  
Millbank Court  
Obelisk Lane  
Valeside  
Albert Street  
West Terrace

### Zone N

*Pay & Display*

Hawthorn Terrace  
Holly Street  
Laburnam Avenue  
Lawson Tce  
May Street  
Mistletoe Street  
The Avenue

### Zone O

*Pay & Display*

Atherton Street  
Allergate  
Allergate Terrace  
East Atherton Street  
Mitchell Street  
New Street  
Neville Street

### Zone P

*Pay & Display*

George Street  
Percy Tce  
St John's Road  
*Permit Holder Area*  
Farnley Hey Road  
Farnley Mount  
Farnley Ridge



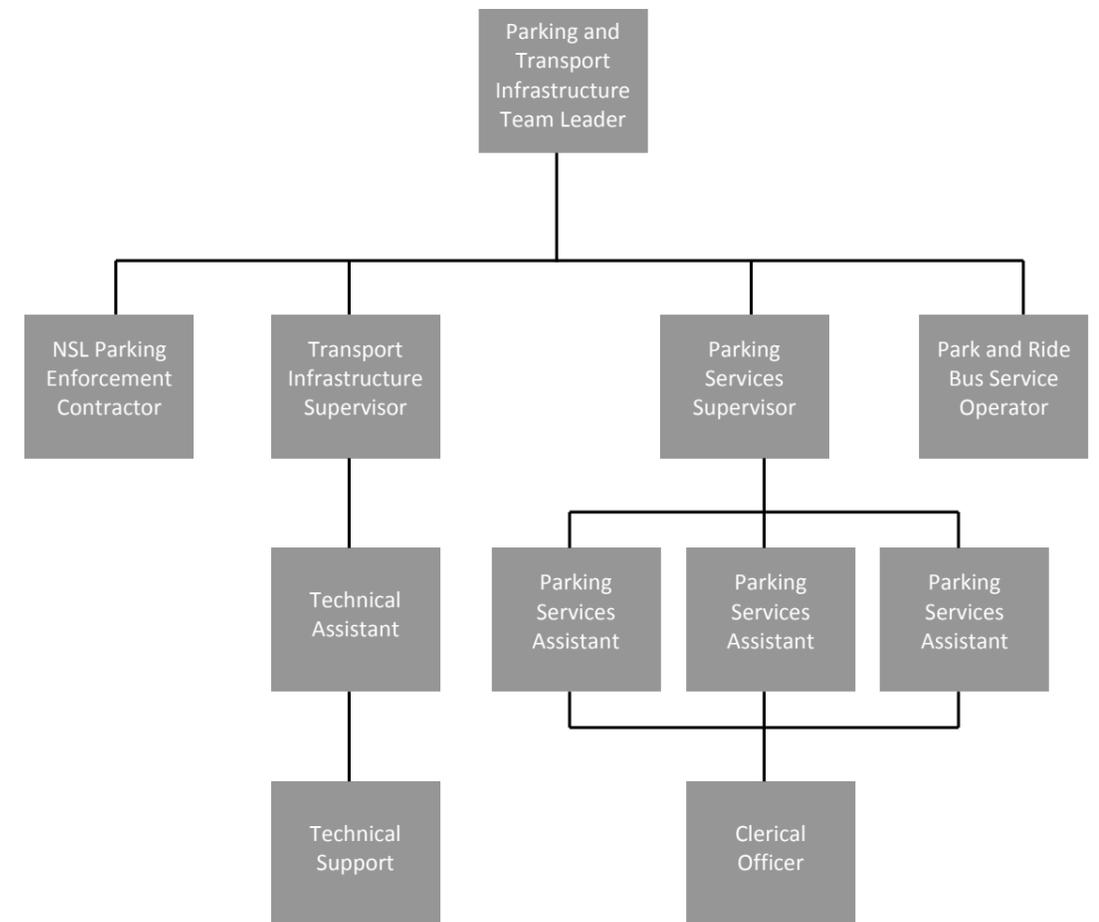
Notes

- Zone D resident permits can be used in Zone E
- Zone E resident permits can be used in Zone D
- Zone I resident permits can be used in Zone N
- Zone J resident permits can be used in Zone N
- Zone L resident permits can be used in Zone M
- Zone M resident permits can be used in Zone L
- Zone N resident permits can be used in Zone J
- Zone O resident permits can be used in Zone N

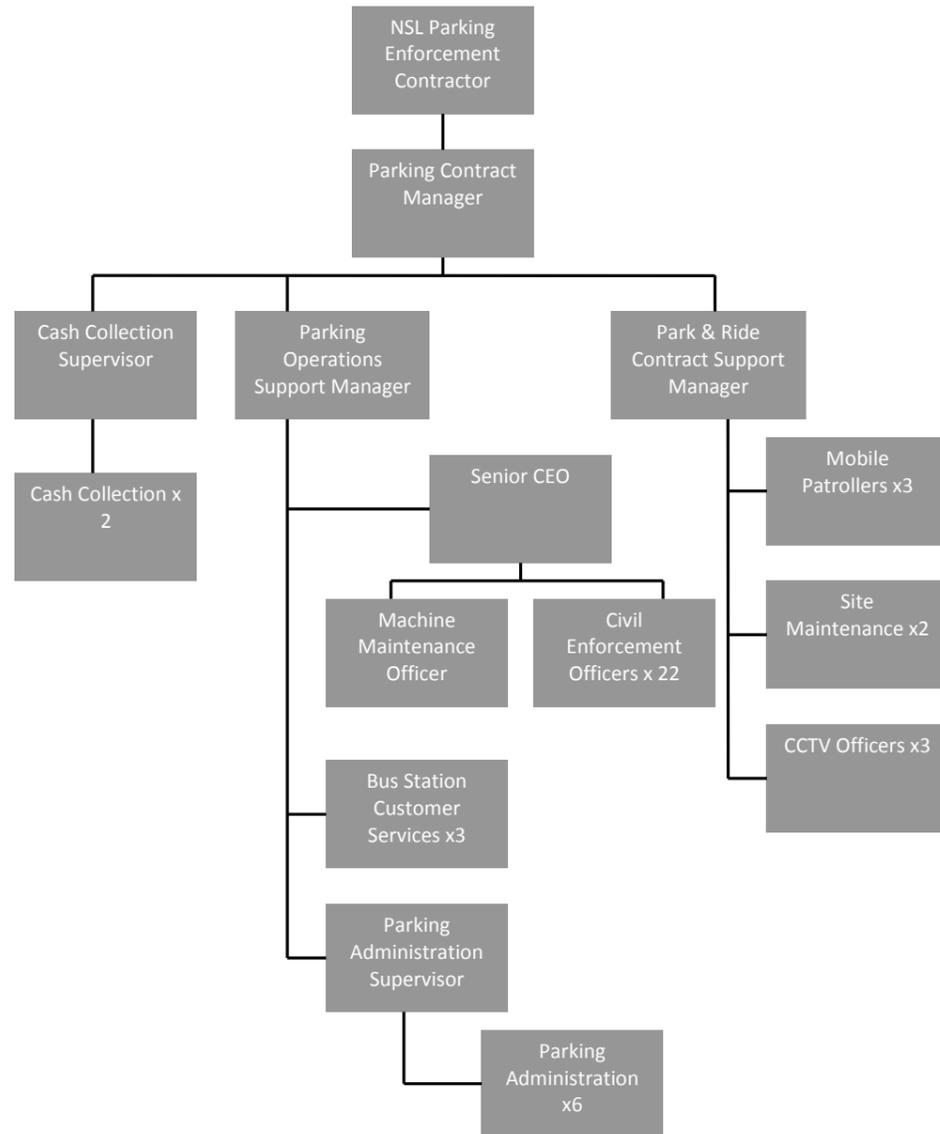
Every effort has been made to ensure the accuracy of the information contained on this page. As parking restrictions do change from time to time it is the responsibility of the driver to check signs on street. Where there appear to be differences between the information contained on this sheet and the signing on street, the signing on streets takes precedence.

Appendix C

**Staff Structure within the Parking Services and Transport Infrastructure team**



### Staff structure for NSL Services Group



Appendix D

### NSL Services Group training plan

Training Requirement	NSL SERVICES GROUP Provision
Career growth and fulfilling potential	NSL SERVICES GROUP Academy with development, training and certified qualifications at each level
Planned approach	L&D strategy with annual training plans Twice yearly L&D reviews Team Training Plans to meet individual and team needs delivered by managers and with L&D function delivery or support as required
C&G PA qualification	Learning delivered as part of Streets Ahead induction prior to working on street with exam at end of course. Individual support and re-sit option where appropriate. Thereafter all staff undertake guided on job development and regular performance review during the first three months to ensure competency in the role
Customer focus, conflict and tourist training	All employees undertake the Driving Customer Focus Certificated Programme as part of Induction Programme before undertaking their role. The programme covers customer service, conflict management and bespoke local and client requirement knowledge and practical activity Ongoing development within the first nine months includes all employees undertaking a further in depth certificated Conflict Management Course run by Maybo and an individually designed contract and local area/tourist 'Ambassador' Programme
Specific roles:	NSL SERVICES GROUP has developed a series of job role specific training programmes, and deliver SIA licensed training courses where appropriate to meet the needs of specific roles and where PA and other staff have additional responsibilities  <ul style="list-style-type: none"> <li>• Team leader/Manager</li> <li>• OBPA's</li> <li>• Radio Controller</li> <li>• Lines and Signs</li> </ul> Prior to commencement of induction a training and delivery plan is formulated to meet the job skills training needs for groups or individuals in addition to induction and Driving Customer training requirements and is delivered and monitored by the contract Training Officer and L&D Team.  Further group and individual training needs are identified and built into the annual team plan to ensure all requirements are met



Training Requirement	NSL SERVICES GROUP Provision
NVQ Level 2 Controlling Parking Areas or equivalent	NSL SERVICES GROUP Stage 2 Academy Award – Driving Excellence provides all staff with the opportunity to undertake a programme of training and development, assessment, external verification, certification and achievement award after 3 months of employment. Usually achieved within 9 months employees undertake a programme that uses NVQ/NVQ Lv 2 CPA as the minimum standard but which additionally includes further learning and development with an additional Team Work module  At 9-24 months employees are then able to progress to Stage 3 award by undertaking further development modules focused on multi skilling, advanced customer and client relations and team leader appreciation before being considered for promotion and progression through stage 4 and 5 team leader and manager development
Refresher training / briefings	Managers and Team Leaders are provided with trainer skills training, L&D coaching and resource support to enable them to fulfil their key responsibility of training the staff on a regular basis – in training sessions and at briefings. Activity is monitored regularly by the L&D Manager through performance reviews conducted by line managers and additional training delivery is provided by the contract Training Officer to ensure that all refresher and new skills/knowledge training is completed
Training support, evidence and achievement	All employees are provided with quality training materials, workbooks and personal / job skills development records. In addition NSL SERVICES GROUP operate a personnel and training record process where every training activity, development programme and certificated / accredited learning activity is recorded commencing at induction and updated throughout the individual's career. L&D Reviews and regular Training Officer & HR Manager visits ensure that all records are updated and maintained regularly. Copies of certificates are placed on the individual's files and can be provided as required



Training Requirement	NSL SERVICES GROUP Provision
Provision of training information / client liaison	NSL SERVICES GROUP Academy aim to build strong links and relationships with the client and to that end are able and happy to provide: <ul style="list-style-type: none"> <li>• Copies of training information and materials</li> <li>• Documentary evidence of training requirements met. Training and certification records</li> <li>• Opportunities for client personnel to attend any of the Academy training programmes including Streets Ahead Induction, technical skills courses, leadership and management programmes</li> <li>• Opportunities for client input into training courses or to identify further training and development requirements</li> <li>• Opportunities to meet and update to ensure client is fully briefed on the Academy learning and development provision and has opportunity to feedback on provision, content and results</li> </ul>



Appendix E

**Total number of PCNs for each on street contravention**

Code	Contravention (on street)	Observation Period	Penalty	PCNs issued 2011/12	PCNs issued 2012/13	PCNs issued 2013/14
01	Parked in a restricted street during prescribed hours	5 mins	£70	1,661	2,249	3,369
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	0 mins	£70	726	1,166	1,297
05	Parked after the expiry of paid for time	5 mins	£50	1,572	1,262	1,411
06	Parked without clearly displaying a valid pay & display ticket or voucher	5 mins	£50	2,762	2,298	2,281
16	Parked in a permit space without displaying a valid permit	5 mins	£70	1,046	1,103	1,257
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	7	2	0
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	5 mins	£50	481	248	327
21	Parked in a suspended bay or space or part of bay or space	0 mins	£70	12	17	94
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	0 mins	£50	1	7	5
23	Parked in a parking place or area not designated for that class of vehicle	0 mins	£70	16	25	47
24	Not parked correctly within the markings of the bay or space	0 mins	£50	75	50	35
25	Parked in a loading place during restricted hours without loading	Private car - 5 mins Commercial - 20 mins	£70	1,009	1,274	2,712
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	0 mins	£70	4	3	18



27	Parked in a special enforcement area adjacent to a dropped footway	0 mins	£70	12	6	12
30	Parked for longer than permitted	5 mins	£50	299	409	750
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	1,138	1,546	3,514
42	Parked in a parking place designated for police vehicles	0 mins	£70	47	18	15
45	Parked on a taxi rank	0 mins	£70	86	140	296
47	Stopped on a restricted bus stop or stand	0 mins	£70	109	212	279
48	Stopped in a restricted area outside a school when prohibited	0 mins	£70	143	206	137
49	Parked wholly or partly on a cycle track or lane	0 mins	£70	0	0	0
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	0 mins	£70	39	127	167
w01	Warning Notice - General on street	-	-	1,219	1,682	1,960
w40	Warning Notice - Blue Badge	-	-	45	60	123
<b>TOTAL</b>				<b>12,509</b>	<b>14,110</b>	<b>20,106</b>



Appendix F

### Total number of PCNs for each off street contravention

Code	Contravention (off street)	Observation period	Penalty	PCNs issued 2011/12	PCNs issued 2012/13	PCNs issued 2013/14
70	Loading restriction	0	£70	0	0	13
71	Vehicle not charging	0	£70	0	0	5
73	Parked without payment of the parking charge	5 mins	£50	53	0	0
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	0	0	0
80	Parked for longer than the maximum period permitted	5 mins	£50	0	0	10
81	Parked in a restricted area in a car park	0 mins	£70	11	37	26
82	Parked after the expiry of paid for time	5 mins	£50	445	755	936
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	5 mins	£50	948	1,870	3,125
86	Parked beyond the bay markings	0 mins	£50	123	113	96
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	99	222	482
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	0 mins	£70	0	0	0
91	Parked in a car park or area not designated for that class of vehicle	0 mins	£70	87	52	91
92	Parked causing an obstruction	0 mins	£70	1	1	1
93	Parked in car park when closed	0 mins	£50	176	128	161
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	5 mins	£50	217	230	202
w02	Warning Notice - General off street	-	-	165	442	627
w87	Warning Notice - Blue Badge off street	-	-	16	15	48
<b>TOTAL</b>				<b>2,341</b>	<b>3,865</b>	<b>5,823</b>

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Bath & North East  
Somerset Council

# Parking Services

## Annual Report 2013/2014



Bath and North East Somerset  
- The place to live, work and visit

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## Introduction

### Councillor Caroline Roberts – Executive Member for Transport



Welcome to the first Parking Services Annual Report. My role as Cabinet Member for Transport includes the responsibility for Parking Services, and therefore I know first-hand the positive contribution made by each team member to ensure that this important service provides a real and practical contribution in ensuring that parking is managed for the benefit of residents, visitors and businesses alike.

On a daily basis the Parking Services team face a number of challenges; however, its role is vital to the economic and social cohesion of the whole area. The service provides management of our road network to ensure that it is free of congestion, thus allowing residents, commuters, visitors and tradespersons within the Authority's urban areas to be able to find adequate parking whilst ensuring the continual rotation of available parking spaces in support of the local economy.

It will become evident on reading this report that Parking Services has changed considerably during the last few years. These changes were necessary to ensure that our service remains fit for purpose and can react swiftly in its delivery.

As with many other local authorities, we are facing challenging times with the overall Council budget, however the income from our Service does allow us to continue to fund transport schemes and try to encourage people to move towards sustainable travel where possible. All of the activities detailed in this plan help ensure that we deliver our local vision and objectives through effective and efficient Services for the benefit of our local communities.

**Cllr Caroline Roberts**  
October 2014

## Service Overview

### Chris Major Group Manager Transport and Parking



#### Introduction

It is the recommendation of the Department for Transport (DfT) that all Local Authorities engaged in parking enforcement under the Traffic Management Act 2004 produce an annual report.

This Report takes a similar approach to our Service Plan, it covers a number of similar themes but provides more detail. The Secretary of State for Transport's 'Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Regulations' suggests what a local authority's annual report might contain; this document endeavours to adhere to this guidance where possible.

What do you think of when you think of Parking Services? I imagine that for some of you, your first thoughts are those relating to a ticket stuck to the windscreen of your car when you have just stopped on a Double Yellow Line, or overstayed your time in a car park as a result of being delayed on return to your vehicle. This is certainly the view of many people to whom I speak. The truth is that the percentage of time spent dealing with Penalty Charge Notices (PCNs) equates to less than 10% of the total working day, every day, for our On-Street Civil Enforcement Officers (CEO). The majority of the time is spent talking to people, providing a uniformed and visible presence on-street representing both the Council and the area. Parking Services also provide many other services designed to prevent the public from receiving PCNs, such as the issue of parking permits, the provision of car parks and on street parking areas, and the administration of the Blue Badge scheme that enables members of the community who have mobility issues to park legitimately close to local amenities.

It is recognised that Parking Services may not be the most popular service provided by this Authority, with recent press coverage using the PCN enforcement element helping to generate cheap headlines without, in most cases, having looked further into the service that is provided and how we help the public, the community and the local economy. Yes, parking does cost or is restricted in many areas, but charging policies do help support transport strategies as well as supporting many services provided by the Council and without doubt contributes to the overall economic vibrancy and vitality of this area.

I give my assurance that we do not issue targets for the numbers of PCNs issued. All staff are directly employed by the Council, the emphasis on their deployment is to ensure that they are in the right place at the right time, acting at all times as a visible deterrent to illegal parking.

The delivery of parking services is a team effort with its different elements coming together to ensure that road users have an opportunity to move around Bath and North East Somerset safely, with as little delay as possible.

Over the last three years my Parking Services Team has worked tirelessly behind the scenes to improve many elements of the service. Specifically during the period of this report the service underwent a significant change program, this had little or no detrimental effect on the performance of staff or the output provided to the customer. We are committed to consolidating the improvements introduced this year so as to ensure that we are in a strong position for the future.

Do we get it right every time? Unfortunately not, but I can assure you of the commitment of the Parking Services Team who are working hard to improve this service. This is evidenced by the many improvements seen and highlighted below.

#### What this report provides

This report provides an opportunity for the Service to look back on what was committed for delivery and an opportunity to look forward to what is still left to do. Within this report you will find details on the improvements made and the statistics around those changes.

As a result of the government's current austerity measures it is challenging to find the resources to be able to continue to develop the Service, especially when significant investment is necessary. That is why I am particularly proud of the service improvements made year on year.

**Back Office Improvement**

New back office Information Technology (IT) applications have been introduced that increases the level of direct customer self-service and provides additional benefits such as virtual parking permits, online evidence viewing and appeals for PCN Representations. These applications, as well as delivering a financial saving in the region of £250k per annum when compared to the previous systems, have provided an accurate management information system that enables better decision making with regard to staff deployment and process change.

In particular, the introduction of virtual parking permits has led to a new way for residents and businesses to purchase and process their permits. The new application is designed to be more customer friendly providing a self-service capability. In addition, Pay & Stay customers are also able to activate parking via their mobile phone by text message at their standard message rate.

Our parking suspension process has been redesigned and re-launched to allow access to our congested streets for those who need them. The service has received significant praise from users and improved the ability for essential services like removals, building works and community events to proceed with ease.

**Events**

We applied for and were granted a parking suspension sign by the DfT that is now used for all suspension requirements and events. The Team is the first point of contact in the planning of significant events such as the Olympic Torch Relay and the annual Bath Half Marathon. Staff are provided on the ground to support the event organiser and provide the necessary vehicle lifting service, which is used as a last resort to ensure that events can take place successfully and safely. This change has been recognised both internally

with staff excellence awards, and externally with much improved working relationships with event organisers.

**Car Park Improvements**

All Pay & Display machines in our off street car parks have been renewed, removing technology that in some areas was nearly 30 years old and therefore, unreliable and unauditible. These new machines are connected to mobile networks allowing a greater understanding of the usage of each car park, together with improved machine security against vandalism.

Cashless parking has been introduced (payment by mobile phone SMS text message) in all car parks, as well as for our on street locations. This functionality is part of our permit and enforcement system that allows our customers to phone, go online, text or use a smartphone app to activate parking. Therefore increasing access, payment flexibility and convenience for our customers.



Electric vehicle charging points have also been installed within a number of our car parks. This has helped and supported the development of the wider national network of charging points, making the ownership and day to day use of such vehicles possible with the long term benefit of the reduction of CO2 levels in the environment.

**Enforcement Team Improvements**

The service provided by our Enforcement Team has been re-launched. The team has relocated to a new office base that provides fit for purpose accommodation and offices and includes a dedicated training facility. This improvement will enable us to continually develop the skills of all

our on street staff and maintain the professional standards of the team so as to ensure that the service we provide is of a standard we expect.

All staff have been issued with new uniforms with a new colour scheme. This new look is designed to increase CEOs visibility on street, reduce instances of illegal parking, and make them a point of contact for the public. Furthermore, to deter personal assault and to enhance the evidence capturing process, all CEOs now wear body worn cameras with audio facilities; officers have worn such equipment since January 2014.

To improve and expand the ambassadorial role of the on street team, we have worked with the Bath Business Improvement District in a number of joint training sessions. Further training is planned with our colleagues in Heritage Services to increase staff knowledge about the City of Bath.

During the year we purchased and used an Automatic Number Plate Recognition (ANPR) vehicle for use as a parking deterrent at high priority areas such as schools. The development of the service has also allowed us to use the technology to survey areas for consideration in the development of Residents Parking Areas, allowing such schemes to be designed based on accurate up to date information.

**Residents Parking Purpose and Guidance Documents**

New documents entitled 'The Purpose of Residents Parking Schemes' and 'Guidance on the Introduction of Residents Parking Schemes' have been published to provide further clarity to residents on the Council's approach to Residents Parking Schemes and how they will develop in future. We have previously been criticised for not providing such information and have often found ourselves defending both sides of an argument around such schemes.

These documents are published on our website and allow members of the public to see both the positives and the negatives associated with such schemes. They also provide guidance on how we assess and design such schemes and the criteria used to decide if a request will go forward, in an open and transparent way.

**Blue Badge Service Improvements**

Following the Blue Badge improvement service changes in January 2012, we have worked hard to improve the delivery of Blue Badge services. It is something that I am committed to personally, along with my team.

As an example, we have implemented Independent Mobility Assessments (IMA) ensuring that approximately 40% of all applications where appropriate, are reviewed by a trained Physiotherapist on a face to face basis. This is a significant improvement on previous years where no applicants were independently assessed, with all information taken at face value. This service is funded by a dedicated Blue Badge grant from the Department of Health.

A new appeals process has also been implemented to ensure that all applicants who have been refused a badge following an IMA have the opportunity to challenge the decision taken. This provides reassurance to all applicants that we are both rigorous in our decision making processes and are compliant with the guidance instructions.



From October 2013 we have introduced an enforcement process to ensure that Blue Badges are used in accordance with the scheme's "rights and responsibilities in England". This has resulted in 14 seized badges. Subsequent convictions outside the period of this report have resulted in fines and costs averaging over £600. Due to changes in the legislation we will be increasing the amount of time our Enforcement Team spend on patrol, this will enhance the number of checks we can perform. As always, as an Authority, we would prefer to have zero convictions with all badges

being used correctly; unfortunately, increasing evidence both nationally and locally suggests that this may not be the case. The view of this Council is that increased enforcement will help to ensure that those who need to access facilities with this concession are able to do so.

**Map Based Traffic Regulation Orders (TROs)**

Since the start of 2014 we have introduced a programme to move all of our TROs to a map based system to increase the ability of the general public to understand the relevant restrictions within their area. The information will be online so that by logging into the Council's Geographical Information System (GIS) all current TROs will be visible. As part of the process we have taken the opportunity to review the wording within all of our Orders and harmonise all articles.

**The Mystery Shopper**

As the enforcement of parking is often a subjective issue, we appointed Parking Associates to conduct a Mystery Shopper exercise to benchmark our service. This process removes any financial impacts around the issue of a PCN and allows a dispassionate look at how processes are followed, both on-street and within the back office, highlighting areas with improvement opportunities. The use of a "critical friend" ensures that we can be open and transparent about what can go wrong, allowing us to raise standards where necessary.

Overall the results were pleasing with positive praise for our on-street staff regarding their interactions with the public and the 'mystery shopper'. Highlights include praise on the standard of dress and professionalism displayed. Issues were raised regarding patrol areas, these concerns will feed into a review that will be undertaken in 2014/2015.

Contact with the Back Office Team was equally positive with a number of small points raised concerning the improvement of staff knowledge and ultimately the information given. I acknowledge that some responses to PCN challenges and representations were not up to the expected standard; this review has allowed us to implement a formal audit process to monitor closely the responses.

My intention is to employ the Mystery Shopper exercise again next year to provide a direct year on year comparison to ensure that the issues raised this year have not reoccurred.

**Looking Forward – 2014/2015**

Due to the significant change program we have undertaken over the last three years our plan for next year is to consolidate our achievements which will ensure a strong foundation for the future. Our intention is to further utilise the data we now hold to develop efficient ways of service provision to boost customer satisfaction levels.

**Staff Training**

All staff within the Parking Services back office are expected to pass the City and Guilds Award (Level 3) in Parking Notice Processing. This investment will continue despite reduced training budgets. Further customer service training will also be undertaken to ensure that customer contact becomes a point of excellence.

Staff who deal with Blue Badges are expected to undertake additional training regarding the issues faced by those members of the community who have disabilities; this will ensure such staff are able to empathise with customers by fully understanding the importance of a Blue Badge in maintaining independence.

Senior members of the Enforcement Team will be trained to provide formal certificated training to new recruits, additionally ensuring that the current training standards we apply are formally recognised.

I am also committed to existing staff development. A number of staff are currently performing roles at a higher level due to promotion opportunities; these staff continue to require support so as to ensure the long term future of the team is safe. Additionally my Management Team are committed to working towards higher level qualifications over the next 24 months to improve their skill sets.

**Blue Badge Enforcement**

I have already mentioned the investment we have made in the Blue Badge Service and this will continue. I expect to increase the amount of enforcement checks undertaken. Parking Services

staff will spend more time on the ground with the Enforcement Team increasing the patrol areas covered, and the times of day that checks are undertaken. At present I expect the number of seizures and prosecutions to remain broadly similar to this year, however the team is aware that the level of abuse is significant which re-enforces our determination to further reduce such abuses.

**Staff Deployment & Smarter Patrols**

Historically Enforcement Staff were deployed based on local knowledge and convenience, with a prime focus on the centre of Bath. Due to the increased data from our parking applications the team are now able to use staff resources more flexibly. As a consequence increasing coverage to those areas that in the past may not have received a sufficient number of patrols.

I would like to remind readers that there are no set targets for the issue of PCNs, but we do record staff deployment hours; without staff on the ground there may be network issues relating to Pay & Display machines or virtual permits which potentially could generate customer frustration. Similarly further deployment will lessen the abuse of parking spaces restricted for use by residents or shoppers. If we can help encourage the correct parking behaviours, I believe that this action will play some part in supporting the vitality and economic vibrancy of the area.

Further work with our ANPR vehicle will focus on resident's only areas; the vehicle will ensure a greater coverage across all residential parking zones with the ability to identify vehicles without permits quicker and easier.

We will review and update where necessary the discretionary cancellation policies for Bus Lane and Off/On Street PCNs ensuring that the public are able to understand how the Council undertakes enforcement.

**Special Event: Bath Christmas Market Coach Permits**

A new booking arrangement will be in place for 2014/2015, all permits will be virtual, with purchase made through an online booking portal. Visiting coaches will book their own slots for dropping

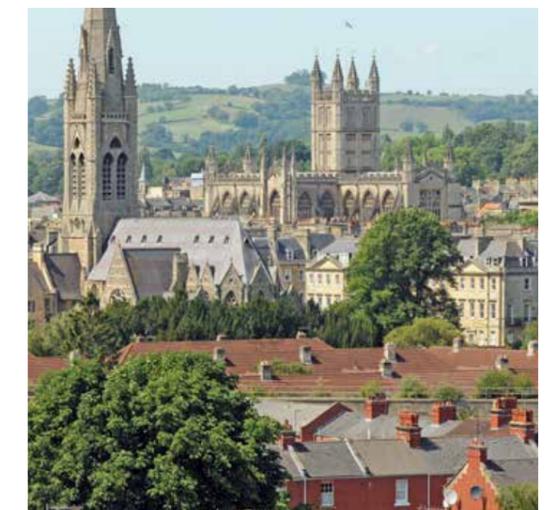
off and picking up passengers, thereby reducing administration overheads. A new layover area for coaches at Weston Island has been agreed with First Bus which will be used for the first time this year. This arrangement links to the longer term re-development strategy of the current coach park which is situated within Bath's Enterprise Zone. Future developments of the system will allow us to offer discounts for early booking and incentives for attending on the quieter days.

**Conclusion**

The Local Authority area of Bath and North East Somerset covers a diverse landscape, from the historic mining areas around Radstock to the rich rural area of the Chew Valley. However, a key area of attention for Parking Services is of course the multi-faceted World Heritage Site of Bath which by its very nature requires a significant share of the Authority's resources and as a consequence, warrants a major focus within this Annual Report.

I hope that you find this report of interest and informative. If you have any particular comments on any of its content, please email or write to the following address –

**email: [parking@bathnes.gov.uk](mailto:parking@bathnes.gov.uk)  
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# 1: Location & Service Summary

## Location

Bath is situated in the heart of the West Country and is recognised as a place of international cultural significance, being designated a UNESCO World Heritage Site. The city itself contains many aspects representing the history of England. Primary visitor attractions are the Roman Baths (including Celtic Presence), Bath Abbey where the first King of England (Edgar) was crowned in 973, the Royal Crescent, designed by John Wood the younger and built between 1767 and 1774, and the world famous Thermae Spa. These attractions alone ensure thousands of visitors each year.

Other major towns and areas within the Bath and North East Somerset Authority are Keynsham (an historic Market Town listed in the Domesday Book, believed to be named after Saint Keyne), Radstock (one of the best preserved coal-mining towns in England which is the basis of its conservation area status), Midsomer Norton (a Market Town, with close historic links with the local area's coal-mining heritage, characterised by the River Somer which runs the length of the town centre) and the Chew Valley Area (an area of rich arable and dairy farmland, located to the south-west of the Authority area, interspersed with a number of historic villages).

Total population of the Authority as recorded by the Office of National Statistics 2011 census was 176,015 (169,040 in 2001).

The City of Bath itself is situated on or close to major road and rail transport links and is 13 miles south-east from Bristol. Other major cities in the region include Gloucester, Salisbury, Wells, Bournemouth, Taunton, Exeter and Plymouth.

Given the City's population, together with increasing numbers of visitors, parking control is an integral part of the networked management duty requirements of this Authority. Parking Services comprises of a series of teams that work seamlessly

together to ensure that residents, visitors and other road users can move around freely with as little congestion as possible caused by inconsiderate or poor parking, and are able to access the services and attractions that Bath and North East Somerset holds. To do this and protect our local heritage, Parking Services makes use of all the necessary powers granted to the Authority that includes bus lane and bus gate enforcement, as well as other restrictions that reduces the impact of vehicles especially in Bath's city centre.

Interestingly the 2011 census reported that the number of cars and vans owned by Authority residents has increased by 6,958 since 2001 to 92,628; this means that there are now 125 cars and vans per 100 households. This is greater than the average figure of 116 cars and vans per 100 households for England.



## Civil Parking Enforcement in Bath & North East Somerset: Service Summary

The introduction of the Road Traffic Act of 1991 (RTA 1991) decriminalised parking restrictions, with the Police no longer enforcing parking restrictions and passing the responsibility to the Local Authority (the Enforcement Authority).

Following the creation of the unitary district authority of Bath & North East Somerset Council in 1996, the Authority looked to take up new civil enforcement powers introduced for parking that enabled the Council to become an Enforcement Authority. Following this approval the Parking Services Team was established (currently led by Andrew Dunn as Team Manager) and is responsible

for all enforcement. Overall the team is part of the combined Transport and Parking Group, within the Authority's Environmental Services division.

The team also undertakes management of the residents parking permit scheme, as well as the issue of other permits that allow parking in a controlled zone during restricted hours, these include Medical Permits, Hotel Permits and Trade Pay & Stay accounts. The team also administers the issue of Blue Badges. Parking Services is a multi-disciplined team incorporating CEOs and Supervisors who essentially patrol the streets, provide help to the public, and ensure traffic flow. Additionally, our front line patrol officers are supported by qualified maintenance staff. To facilitate the Authority's green parking and transport strategy Parking Services also has team members located at each of Bath's Park & Ride car parks.

Our back office team is organised into two separate but complimentary sections (Business Support and Business Performance & Projects). These staff deal with all correspondence and telephone enquiries relating to the issue of PCNs, as well as service requests for parking suspensions, the review of residents parking schemes and other projects in relation to the delivery and enhancement of the service. The service is dedicated to delivering an efficient and effective service to the residents of Bath & North East Somerset.

# 2: Parking Provision – On and Off-Street

## Residents Parking

As per the situation in many urban areas the majority of parking spaces, especially in Bath, is restricted for use by residents only. However, due to the compact nature of the city and the high density of the properties, capacity issues still exist (see Fig 1). For example, if all households entitled to a permit in both the Central Zone and Zone 1 were to request permits then significant parking issues would arise. Hopefully the fact that these residents are living in the centre of one of the most prestigious cities in the world, with many attractions and facilities that such a position offers, the necessity to own a car is negated by excellent public transport links.

Further work is to start shortly on a review of the existing parking arrangements in the Central Zone. The aim is to resolve a series of problems that have been brought to the attention of Parking Services by residents since the implementation of controlled parking in 2000.

Residents Parking - Total Permits x Spaces x Properties

Fig 1 - Provision of Residents and Business permits within each controlled parking zone and associated parking demand.

Zone	Total Spaces (Est - based on 5m kerb per space)	Residents Permits	2 <sup>nd</sup> Residents Permits	% Permit Holders with 2 <sup>nd</sup> Permit	Business Permits	Total	Parking Demand and Pressure (Permits issued / Spaces available)	Residential Properties	Commercial Properties	Total	% Res Properties with at least 1 Permit	% Res Properties with a 2 <sup>nd</sup> Permit
Central Zone	936	1189	0	0.00%	40	1229	131.30%	2912	2298	5210	40.83%	0.00%
Zone 1	629	517	110	21.28%	112	739	117.49%	1673	340	2013	30.90%	6.58%
Zone 2	470	224	54	24.11%	29	307	65.32%	537	56	593	41.71%	10.06%
Zone 3	564	220	57	25.91%	2	279	49.47%	556	109	665	39.57%	10.25%
Zone 4	234	102	22	21.57%	10	134	57.26%	297	39	336	34.34%	7.41%
Zone 5	584	219	48	21.92%	3	270	46.23%	631	164	795	34.71%	7.61%
Zone 6	338	237	42	17.72%	26	305	90.24%	700	125	825	33.86%	6.00%
Zone 7	695	449	116	25.84%	31	596	85.76%	853	152	1005	52.64%	13.60%
Zone 8	278	71	32	45.07%	23	126	45.32%	147	8	155	48.30%	21.77%
Zone 9	386	32	13	40.63%	0	45	11.66%	231	6	237	13.85%	5.63%
Zone 10	699	153	44	28.76%	4	201	28.76%	410	4	414	37.32%	10.73%
Zone 11	388	127	42	33.07%	2	171	44.07%	188	59	247	67.55%	22.34%
Zone 12	150	82	24	29.27%	8	114	76.00%	132	13	145	62.12%	18.18%
Zone 14	211	18	5	27.78%	0	23	10.90%	75	0	75	24.00%	6.67%
Zone 15	279	254	65	25.59%	0	319	114.34%	530	0	530	47.92%	12.26%
Zone 16	110	104	19	18.27%	0	123	111.82%	273	0	273	38.10%	6.96%
Zone A	115	27	5	18.52%	0	32	27.83%	81	0	81	33.33%	6.17%
Zone B	121	35	11	31.43%	0	46	38.02%	141	0	141	24.82%	7.80%
Zone C	80	38	5	13.16%	0	43	53.75%	112	9	121	33.93%	4.46%
Crown Hill	5	0	0	0.00%	2	2	40.00%	0	4	4	0.00%	0.00%

\*Data is based on bays only during controlled hours and does not factor in availability of Single Yellow Line parking after the controlled hours end.

A second review that focuses on the parking arrangements in the locality of Bath's Royal United Hospital is to be completed. As with any facility located primarily in a residential area there is limited parking available on site; as a consequence of high staff numbers and visitors, this inevitably leads to the overspill of vehicles into the surrounding streets, causing a number of issues for residents.

In Bath the standard annual charge for a first permit is £100 with a second permit costing £160. This price reflects the Authority's requirement to make all zones self-financing by reflecting the true cost of implementation and control. However, as a result of significant savings made this year in our administration software systems a decision was made not to increase our permit prices. Figure 2 details the true cost of maintaining controlled parking for residents with expenditure still exceeding permit income.

Item	Annual Cost (Est)	Total
Enforcement	£555,353.00	£555,353.00
System Cost	£0.00	£0.00
Activation of Permits	£30,000.00	£30,000.00
Permit holders	£500.00	£500.00
Permit Paper	£5,389.00	£5,389.00
Renewal letters	£5,417.00	£5,417.00
Maintenance	£44,218.00	£44,218.00
Admin	£20,000.00	£20,000.00
<b>Total Costs</b>	<b>£660,877.00</b>	
Permit Income	-£570,000.00	
<b>Shortfall</b>	<b>£90,877.00</b>	

Fig 2 - Income and expenditure for Residents Parking Schemes in Bath & North East Somerset, 2013/14.

**Permits**

In addition to resident permits, there are other permits that support local business, medical, and social care services within the Authority's area (see Fig 3) that allow parking within a controlled zone. Additionally, a pay and stay Trade Permit scheme is operated. These accounts again allow parking in a controlled zone by registered traders such as building contractors, plumbers, garden maintenance and estate agents.

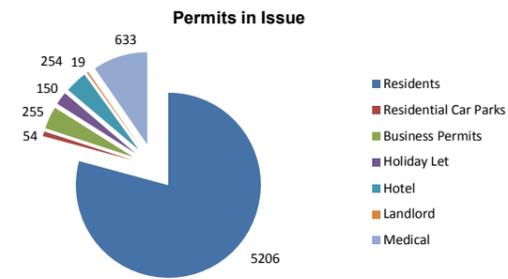


Fig 3 - Permits issued to allow parking within a controlled parking zone in Bath 2013/14.

**On-Street - Premium Charging and Behavioural Change**

As part of its February 2013 budget the Council increased the charges at 24 premium on street Pay and Display locations within Bath City Centre in January 2014, following a freeze in charges since 2010. This increase was aimed at establishing a behavioural change in motorists by ensuring the balance of charges across the city centre continued to support the charging hierarchy, and ultimately the Council's transportation policies. This policy encourages motorists to use the Park & Ride service and our off street car parks where prices are more attractive.

An "ultra-premium tariff" was introduced in a number of high profile locations within Bath City Centre where other parking options such as off street car parks, are readily available. This policy retains on street parking for those who wish to use it, but with a higher charge to match the location and its convenience. A secondary reason for its implementation is to discourage lengthy stays and promote space turnover so as to benefit the local economy. Example locations include Milsom Street and Laura Place; previously both were charged at the same rate as an outer zone location despite their highly desirable and convenient position close to the city centre. In addition this policy should deter excessive road use in and around such architecturally significant areas of central Bath, such as the Circus and the Royal Crescent.

Since implementation of the ultra-premium charges initial figures reveal that the number of transactions at these locations has fallen by an average of 25%

compared to the same period (January – March) 12 months ago; as a result income has fallen by 11%. The loss of these transactions has been offset by the consequential rise in income from off street parking; however, at present it is not possible to directly correlate this with the fall in on street usage. Although this action has confirmed the expectation of the increased availability of convenient spaces within the city centre for those willing to pay a premium charge for a short stay. In support of these changes, city centre footfall figures for the period in question did not reduce.

**Off Street - Charging Comparison**

During the year we conducted a short survey to see how Bath's parking charges compare to other similar sized cities across the country. It revealed that our charges compare favourably with the average tariff. National comparisons indicate that some local authorities have increased parking charges to balance budgets. In contrast, Bath & North East Somerset Council has focused on avoiding an increase in parking charges as such action has a direct impact on local businesses and its customers. The exception to this is the introduction of the "ultra-premium tariff".

Parking fees in urban centres are always a hot topic for discussion by businesses and residents. However, it is important to realise that charges must reflect the needs of the city. Bath has limited and narrow roads compounded by the fact that it is a major tourist centre; if parking charges are set too low, this results in extra congestion. The Council, under its environmental policy, has a responsibility to ensure that parking tariffs direct drivers towards sustainable habits. In that aim, Park & Ride services are actively promoted with attractive pricing; parking and a return bus fare starts from £2.60.

**Park and Ride**

The receipt of funds from central government to deliver the Bath Transport Package has enabled the creation of 800 extra parking spaces at the Lansdown and Odd Down sites. Our Park and Ride option continues to offer visitors and commuters the best value for money, with parking and travel to the city centre on low emission diesel/electric buses. Work continues to increase the number of spaces at Newbridge, with the completion of all work expected by November 2014. Our service runs 7 days a week.

**3: Parking Enforcement**

**Our Approach**

The approach to enforcement is simple; our outcomes are measured by deployment and not by the number of PCNs issued. Enforcement Officers on the ground encourage good behaviour by motorists to park in legitimate areas rather than in contravention; this helps prevent congestion and ultimately reduces the delay to other drivers. To educate and increase compliance from drivers, our on-street staff must be deployed in the right areas at the right time.

Obviously, we do issue PCNs to vehicles in contravention (Fig 4). However, this does not happen if a driver is with a vehicle and is reasonable to a request from a CEO to move the vehicle. To help with this visual deterrent, we have introduced a new CEO uniform to ensure our

Fig 4 - Breakdown of PCNs issued by location and by contravention level.

	Number of PCNs issued	% of PCNs	Number issued at the Higher Level	% of issued Higher PCNs	Number issued at the Lower Level	% of issued Lower PCNs
<b>Off-Street</b>	10818	13.3%	606	5.6%	10212	94.4%
<b>On-Street</b>	27309	33.6%	20139	73.7%	7170	26.3%
<b>Bus Lane</b>	43094	53.0%	43094	100.0%	0	0.0%
<b>Sub Total</b>	81221	99.9%	63839	78.6%	17382	21.4%
<b>ANPR vehicle</b>	108	0.1%	108	100.0%	0	0.0%
<b>Total</b>	81329	100.0%	63947	78.6%	17382	21.4%

officers are readily recognisable by the general public. Our full time officers work 7 days a week between 7am and 8pm and at other times as dictated by need or public request.



The issue of PCNs is approximately 10% of an individual Officers duty time each day, the remaining percentage of time is spent representing the Council by acting as front line Customer Service Agents. This time, which has been historically overlooked, can make a difference to the many visitors and tourists to the area, as officers provide an encyclopaedic knowledge of the many sites of interest in the locality. As an indicator, over 5 million visitors came to Bath in 2013, and the only representative of the Council that many will see are our CEOs.

The Mystery Shopper exercise has allowed us to gain a true understanding and reflection of the patrol service. Overall the report provided a positive stance and in particular praising our officers for the high standards of dress, professionalism and friendliness. Such reports allow us to counter, but not dismiss, negative perceptions and comments.

### Grace Periods

This Authority implements a common sense approach to enforcement and this is reflected by the grace periods we use. These are generally set within the software used on the handheld computer carried by enforcement staff as this removes the uncertainty of manual timing and therefore provides a consistent approach.

For Pay and Display bays and time limited parking the Council allows a minimum of 5 minutes grace after the expiry time. This allows the motorist the opportunity to return to the vehicle and remove it within a reasonable tolerance of the restriction. In reality the period after expiry on many occasions is far longer.

A minimum 5 minute observation period is also used for Double and Single Yellow Line contraventions (code O1). However, this period is used to allow the Enforcement Officer the opportunity to confirm whether or not a vehicle is exempt from the regulations (loading and unloading or other similar exemptions). Furthermore, this period is extended for commercial vehicles which are likely to be using a permitted exemption.

Of course, even with such observation periods it is possible that a vehicle is exempt, but once a PCN is issued it is required that the motorist follows the written appeals procedure. This prevents Enforcement Officers being pressured into removing or cancelling a PCN and is in accordance with guidance set by the Secretary of State for Transport.

### On-Street Enforcement Overview

As expected, two contraventions account for the majority of PCNs issued on street (see Fig 5):

- 01 - Parked in a restricted street during prescribed hours (commonly known as parking on Double or Single Yellow Lines) – 7,871 PCNs issued (29% of total on-street PCNs issued)
- 12 - Parked in a resident's or shared use parking place without clearly displaying either a permit or pay & display ticket – 8,283 PCNs issued (30% of total on-street PCNs issued)

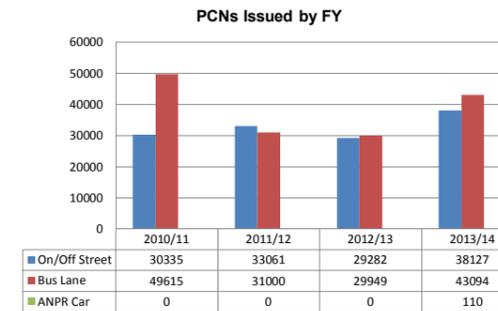


Fig 5 - PCN issue for across the last four years

In a city as congested as Bath, with the majority of the centre restricted to residents parking only or dual use bays, it is not a surprise that these contraventions are the most common (see Annex A), as drivers take the risk and park in contravention. With the limited resources available our Enforcement Staff cannot patrol all of our streets at the same time, however, enforcement is always about proportionality. Therefore, our approach is to endeavour to hit the right balance between the numbers of vehicles parking in contravention and the numbers of staff on patrol.

### Off-Street Enforcement Overview

There are no real surprises in the types of contraventions that account for the majority of PCNs issued within our car parks:-

- 83 - Parked without clear display of a valid pay & display ticket – 6,368 PCNs issued (59% of total off-street PCNs issued)
- 82 - Parked after payment expiry – 3,337 PCNs issued (31% of total off-street PCNs issued)

The number of people who do not display a ticket when parked is disappointing but when compared to the overall number of annual transactions (approximately 3 million) the level of motorists in contravention is low.

Parking after the expiry of paid time should be easy to avoid. However, there are numerous reasons for a delayed return to a vehicle. To combat this, the Council will continue to advertise and promote the use of our cashless parking service which allows the extension of a stay through mobile text

messaging in a quick and convenient way without returning to the vehicle.

### Challenges, Representations & Appeals

The Appeals process is designed to be accessible to all and does not require legal counsel. There are three fundamental stages of appeal that are open to the recipient of a PCN:-

**Informal Challenge** – these must be made within 28 days of the service of a PCN.

**Formal Representations** – if the Penalty Charge is not paid within 28 days a Notice to Owner (NTO) is sent out to the registered keeper of the vehicle. If the recipient then wishes to make a Representation, they must do so within 28 days of receipt of the NTO.

**Appeals** – if a Representation is rejected by the Authority and the appellant is unhappy with the decision of the Authority, they can appeal to the independent adjudication service – the Traffic Penalty Tribunal (TPT). This must be made within 28 days of the service of the rejection of the Representation by the Authority.

Each appeal is considered on its own merits and the Authority will always consider carefully the details provided by the appellant and relevant mitigating circumstances, in a sympathetic way. As reported at Annex D, of the 109 Appeals that were reviewed by TPT, 70 were upheld in the Authority's favour. This is particularly positive in light of the level of overall correspondence received by Parking Services over the year.

## 4: The Blue Badge Scheme

Bath & North East Somerset Council is committed to its policy of ensuring that people with mobility problems are supported to live full and active lives. The scheme allows a dispensation for badge holders to obtain free parking at certain on-street locations together with the exemption from time limits in some locations; time limited stays are also permissible on yellow lines.

In our car parks, it is the Council's policy to levy a charge displayed on the tariff board for all Blue Badge holders that use either a disabled or standard bay. Collectively across all of our car parks the Authority has 143 disabled parking spaces; this is equivalent to 1.9 spaces for every 100. It is recognised that this figure is below the best practice recommendation of 6%. However, the Authority closely monitors the need for adequate levels of disabled parking, and to this end the ratio between standard parking bays and disabled bays is higher than the 1.9 in 100 within some of our car parks. This reflects our determination to target car parks where the need for disabled parking is at its greatest.

Annex B shows the ratio of disabled spaces to standard bays across all our car parks as divided into our three key regions for enforcement purposes (Bath, Keynsham, and Rural).

Figure 6 highlights how the Authority has looked to target the areas of greatest need in terms of disabled parking spaces, when considering 10 of the Authority's largest car parks (see Fig 6).

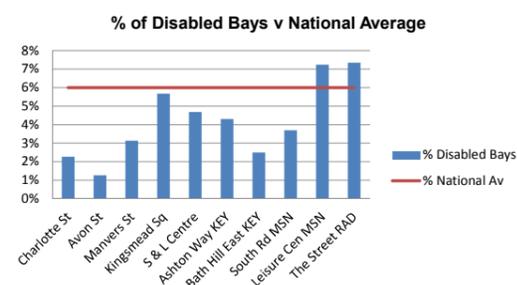


Fig 6 – Provision of disabled parking spaces, as a proportion of total spaces, within the Council's largest car parks

A Blue Badge in the majority of cases, is a lifeline for those with a disability and enables the holder to access services that may not be possible without a parking concession. During the period of this report Parking Services has continued to monitor and improve on its delivery of services to customers by –

**Introducing a new hosting application that is now used by all local authorities in England and Wales, that guarantees that all applications received are recorded immediately on receipt**

**Use of the Blue Badge Scheme Local Guidance for assessing all applications as best practice**

**The introduction of a new appeals process**

**Increasing the number of Independent Mobility Assessors to 3 to ensure that only those applications that meet the eligibility criteria are issued a badge**

**Continuously monitoring all applicable legislation, reacting to changes as quickly as practicable**

At present levels we continue to process almost 3,000 applications per year with an average timeline to issue of 6 weeks. The Authority now has a total of 6,000 of the new style badges on issue (see Fig 7).

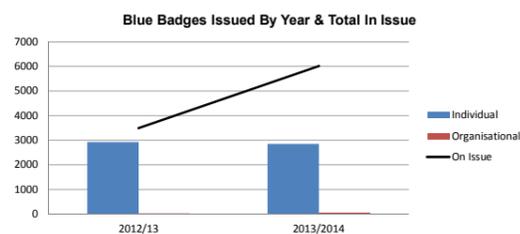


Fig 7 – Number of Blue badges issued and total in circulation

We have introduced Independent Mobility Assessments (IMA) for applications where appropriate, with 40% of all those received now reviewed by a physiotherapist on a face to face basis. Our new appeals process allows all applicants that have been refused a badge following the outcome of an IMA the right to challenge that decision.

From October 2013 the Authority introduced a rigorous on-street process of enforcement to ensure that all displayed badges are being used in accordance with the issue rights in England. During the short period before the end of this reporting year 14 badges were seized and each of these badge holders is now subject to prosecution. The Authority's position remains resolute in that it would prefer not to introduce such measures. However, there is increasing evidence from across the country that suggests that Blue Badge fraud is a continuing issue.

## 5: Why Parking Suspensions?

We provide a comprehensive parking suspension service across the area serving residents, businesses and contractors. Typical suspensions include those for house moves, utility works and special events (Figures 8 & 9). As a result of the Council's application to the DfT approval was given for use of a parking suspension sign which is now used for all requests that includes special events.

Parking Suspension % of Total Income By Activity

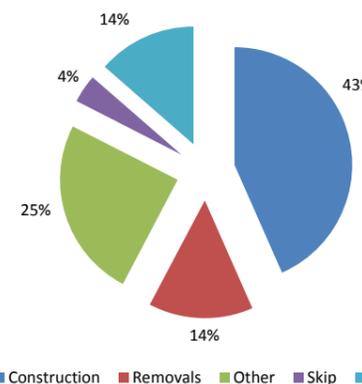


Fig 8 – Total parking suspension income by customer activity

Parking Suspension Requests By Reason

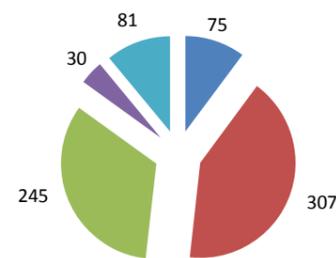


Fig 9 – Total number of suspensions by customer activity

This service was also re-designed and re-launched this year and allows greater access to already congested streets within Bath City Centre. This enhancement produced a strict order of customer booking, a clear pricing strategy and payment terms in accordance with our terms and conditions of service.

This service regularly receives praise from customers who are pleasantly surprised that such a service is offered by the Council at a reasonable price. We expect this service to grow given the challenging parking environment particularly in the city centre. Total Parking Suspension revenue this year was £142,655 (Fig 10). A full breakdown of the Annual Accounts is at Section 7 along with associated income & expenditure for Parking Services referenced in Annex C.



Fig 10 – Total income by month from parking suspensions

## 6: Forward Look – 2014/2015

### Blue Badge Improvements

The Authority is committed to further reducing the occurrence of Blue Badge fraud by adopting closer scrutiny and investigation methods which continues our policy of zero tolerance.

Improvements to our Blue Badge scheme will continue through improved staff training and further investing in our systems. Our goal is to allow for an increase in the current number of applications processed each year whilst improving on the average turnaround time of 6 weeks.

### Brown Bay Scheme

As a Council our focus on improving the mobility of local residents and visitors with access to easy parking close to local amenities continues. A recent advice note from the DfT reminded local authorities of its power to help meet the needs of people with severe temporary mobility issues (such as issues being outside of the Blue Badge Scheme). A working party has reviewed the possibility of introducing a disability parking permit and

“brown bays” close to key exit points or payment machines in our car parks. Its conclusions and recommendations are currently under review.

**CEO Body Worn Video Cameras**

From January 2014 all CEOs have been issued with body worn cameras that include an audio facility. This innovation will be subject to review after the first year of operation in terms of personnel safety and improved evidence gathering.

Initial indications suggest that the number of verbal and physical assaults has reduced significantly. The Council has a zero tolerance towards such abuse.

**Staff Training**

Parking Services is committed to the continuous improvement of its staff through training and seminars. As an example, it is now a requirement that all back office staff attain the City and Guilds Level 3 award in Parking Notice Processing.

The development of staff allows us to future proof our service and provides the assurance of our capability to produce the next generation of parking experts and managers, as well as driving up standards. Historically, the public perceived the industry as poor, driven by a mixture of closed decision making, a lack of customer service, and at times an attitude of “we know best”. This situation is changing and as a Council we wish to be at the forefront of driving improvement.

**Staff Deployment & Smarter Patrols**

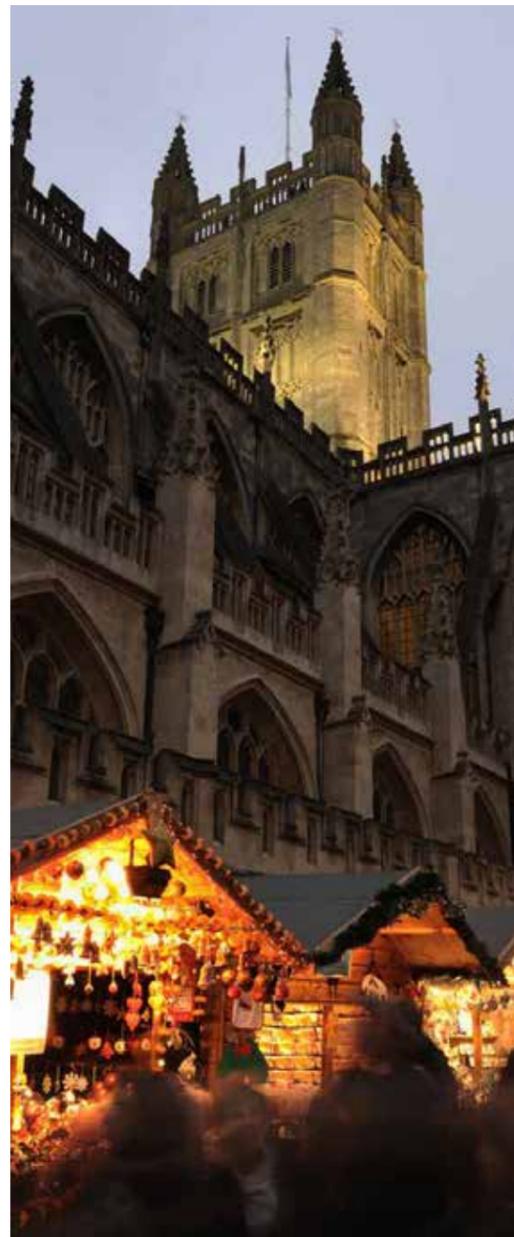
Experience and time dictates the effective deployment of staff. The Authority is committed to a review of existing patrol routes and the trial of new ones to increase efficiency. It may transpire that our Enforcement Officers are already patrolling in the most efficient manner; however, we propose to increase the visual deterrent to drivers on street to ensure vehicles are not parked in contravention and therefore improve the movement of through traffic.

**Christmas Market**

A new self-service virtual permits scheme for the 2014 event is to be implemented and will be administered by our virtual permit provider. This approach will streamline the process of managing

the sizeable influx of coaches into central Bath as well as introducing increased efficiency into the booking process.

In conjunction with the new permit scheme, the Authority has established a working relationship with local bus operator, First Bus, for use of their Western Island bus depot for overspill coach parking during this busy event.



# 7: Annual Accounts

**BATH AND NORTH EAST SOMERSET COUNCIL**

**PARKING ACCOUNT AS REQUIRED BY S.55 OF THE ROAD TRAFFIC REGULATIONS ACT OF 1984 (AS AMENDED)**

	2013/14	2012/13	2011/12
	£,000	£,000	£,000
<b>ON STREET</b>			
<b>Income</b>			
Pay & Display	1,132	837	897
Residents & Visitors Permits	746	423	343
Other Permits	36	432	515
Other non-PCN Income	124	87	29
PCN income	804	699	784
<b>Total income</b>	<b>2,841</b>	<b>2,478</b>	<b>2,567</b>
<b>Expenditure</b>			
Employees	809	722	806
Other	344	343	356
<b>Total Expenditure</b>	<b>1,153</b>	<b>1,066</b>	<b>1,162</b>
<b>Surplus/(Deficit)</b>	<b>1,688</b>	<b>1,412</b>	<b>1,405</b>
<b>OFF STREET</b>			
<b>Income</b>			
Pay & Display	5,444	4,947	5,043
Permits	473	659	615
Other non-PCN Income	13	26	2
PCN income	199	167	205
<b>Total income</b>	<b>6,129</b>	<b>5,800</b>	<b>5,866</b>
<b>Expenditure</b>			
Employees	449	432	384
Other	1,130	1,182	1,437
<b>Total Expenditure</b>	<b>1,578</b>	<b>1,614</b>	<b>1,821</b>
<b>Surplus/(Deficit)</b>	<b>4,551</b>	<b>4,185</b>	<b>4,045</b>
<b>BUS LANE ENFORCEMENT</b>			
PCN income	784	736	760
<b>Total income</b>	<b>784</b>	<b>736</b>	<b>760</b>
<b>Expenditure</b>			
Employees	285	221	300
Other	226	198	359
<b>Total Expenditure</b>	<b>512</b>	<b>419</b>	<b>659</b>
<b>Surplus/(Deficit)</b>	<b>273</b>	<b>317</b>	<b>101</b>
<b>TOTAL ON / OFF STREET &amp; BUS LANE</b>			
<b>Income</b>	<b>9,755</b>	<b>9,013</b>	<b>9,193</b>
<b>Expenditure</b>	<b>3,243</b>	<b>3,099</b>	<b>3,641</b>
<b>Surplus/(Deficit)</b>	<b>6,512</b>	<b>5,914</b>	<b>5,552</b>

# Annex A

## Penalty Charge Notices Issued By Contravention Code

### On Street

Code	Description	PCNs	% issued On Street	% issued all PCNs	Charge Level
1	Parked in a restricted street during prescribed hours	7871	28.8%	9.7%	Higher
2	Parked or loading/unloading in a restricted street where loading/unloading restrictions are in force	398	1.5%	0.5%	Higher
5	Parked after the expiry of paid time at a P&D bay	1959	7.2%	2.4%	Lower
6	Parked without clearly displaying a P&D ticket	1444	5.3%	1.8%	Lower
7	Parked with payment made to extend stay beyond initial time (meter feeding)	3	0.0%	0.0%	Lower
12	Parked in a resident's or shared use parking place without clearly displaying either a permit or pay & display ticket	8283	30.3%	10.2%	Higher
16	Parked in a permit space without displaying a valid permit	95	0.3%	0.1%	Higher
19	Parked in a resident's or shared use parking space displaying an invalid permit or pay & display ticket	1102	4.0%	1.4%	Lower
20	Parked in a loading gap marked by a double yellow line	1	0.0%	0.0%	Higher
21	Parked in a suspended bay or space	214	0.8%	0.3%	Higher
22	Re-parked in the same parking space within one hour (or other specified time) of leaving	31	0.1%	0.0%	Lower
23	Parked in a parking place or area not designated for that class of vehicle	1084	4.0%	1.3%	Higher
24	Not parked correctly within the markings of the bay or space	250	0.9%	0.3%	Lower
25	Parked in a loading place during restricted hours without loading	402	1.5%	0.5%	Higher
26	Double parked in a special enforcement area	34	0.1%	0.0%	Higher
27	Parked in a special enforcement area adjacent to a dropped footway	255	0.9%	0.3%	Higher
30	Parked for longer than permitted	2381	8.7%	2.9%	Lower
40	Parked in a designated person's place without clearly displaying a valid disabled badge	696	2.5%	0.9%	Higher
45	Parked in a taxi rank	304	1.1%	0.4%	Higher
46	Parked in a clearway	4	0.0%	0.0%	Higher
47	Parked in a restricted bus stop or stand	291	1.1%	0.4%	Higher
48	Parked in a restricted area outside a school	26	0.1%	0.0%	Higher
49	Parked wholly or partly on a cycle track	3	0.0%	0.0%	Higher
61	A heavy commercial vehicle parked wholly or partly on a footway, verge or between two carriageways	11	0.0%	0.0%	Higher
62	Parked wholly or partly on a footpath	2	0.0%	0.0%	Higher
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	165	0.6%	0.2%	Higher
<b>Total</b>		<b>27309</b>	<b>100%</b>	<b>33.6%</b>	
<b>Total</b>	<b>Off &amp; On Street</b>	<b>38127</b>		<b>46.9%</b>	

### Off Street

Code	Description	PCNs	% issued Off Street	% issued all PCNs	Charge Level
70	Parked in a loading bay	1	0.0%	0.0%	Higher
80	Parked longer than permitted	87	0.8%	0.1%	Lower
81	Parked in a restricted area	28	0.3%	0.0%	Higher
82	Parked after payment expiry	3337	30.8%	4.1%	Lower
83	Parked without clear display of a valid pay & display ticket	6368	58.9%	7.8%	Lower
84	Parked with additional payment made to extend the stay beyond time first purchased	5	0.0%	0.0%	Lower
85	Parked in a permit holders only bay	280	2.6%	0.3%	Higher
86	Parked beyond the bay markings	414	3.8%	0.5%	Lower
87	Parked in a disabled person's parking space	148	1.4%	0.2%	Higher
89	Vehicle parked exceeds max weight and or height permitted in the area	47	0.4%	0.1%	Higher
90	Re-parked in the same place within one hour (or other specified time) of leaving a bay or space in a car park	1	0.0%	0.0%	Lower
91	Parked in an area not designated for that class of vehicle	95	0.9%	0.1%	Higher
92	Parked causing an obstruction	7	0.1%	0.0%	Higher
<b>Total</b>		<b>10818</b>	<b>100%</b>	<b>13.3%</b>	

### Bus Gate/Lane

Description	PCNs	% issued Bus gate/lane	% issued all PCNs
<b>Total</b>	<b>43094</b>	<b>100%</b>	<b>53.0%</b>

### ANPR Camera Car

Description	PCNs	% issued Bus gate/lane	% issued all PCNs
<b>Total</b>	<b>PCNs issued for contraventions incurred whilst parked within a Restricted School Area, Restrictd Bus Stop or Stand, or Taxi Rank</b>	<b>108</b>	<b>100%</b>

<b>Total All Contraventions</b>	<b>81329</b>
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## Annex B

### Car Park Space Count

#### Car Park Overview By Area

##### Bath

Central Pay & Display	Total Spaces	Disabled Bays
	<b>2832</b>	<b>54</b>
Charlotte Street	1056	24
Avon Street	630	
- Multi storey	425	
- Open surface	205	8
Manvers Street	159	5
Kingsmead Square	88	5
Saw Close	24	2
Broad Street	51	3
Cattle Market/Walcot St	38	0
Claverton Street	11	1
Sports & Leisure Centre	128	6
Guildhall (Sat Only)	17	0

Park & Ride	Total Spaces	Disabled Bays
	<b>2650</b>	<b>45</b>
Lansdown	860	16
Odd Down	1320	26
Newbridge	470	3

Coach Parking	Total Spaces	Disabled Bays
	<b>43</b>	<b>0</b>
Riverside	43	0

Local Shoppers Free - Time Restricted	Total Spaces	Disabled Bays
	<b>128</b>	<b>3</b>
Caledonian Road	17	0
Church Road	9	0
Dafford Street	11	0
Dorset Street	8	0
Larkhall Square	18	2
Batheaston/London Rd	33	1
South View Road	20	0
Weymouth Street	12	0

Residential Permit Holders Only	Total Spaces	Disabled Bays
	<b>67</b>	<b>0</b>
Lorne Road	5	0
Bedford Street	12	0
James Street West	11	0
London Street	23	0
Brougham Hayes	16	0

##### Keynsham

Pay & Display	Total Spaces	Disabled Bays
	<b>683</b>	<b>18</b>
The Labbotts	68	1
Bath Hill East	160	4
Station Road	37	0
Fox & Hounds	26	0
Ashton Way	232	10
Ashton Way East	39	0
Civic Centre	121	3

Keynsham Free	Total Spaces	Disabled Bays
	<b>72</b>	<b>0</b>
Station Road Free	44	0
The Picnic Site	28	0

##### Rural

Free	Total Spaces	Disabled Bays
	<b>951</b>	<b>23</b>
<b>Midsomer Norton</b>		
South Rd/Excelsior Terrace	243	9
Leisure Centre	69	5
Pows Orchard	9	0
The Hollies	76	0

Radstock	Total Spaces	Disabled Bays
Victoria Hall	10	1
Victoria Square	46	2
Waterloo Road	190	0
The Street	68	5

Saltford	Total Spaces	Disabled Bays
Wedmore Road	29	0
The Shallows	41	0

Chew Magna - The Pelican	32	1
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Paulton - High Street	56	0
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Timsbury - High Street	12	0
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Peasedown - Greenlands	25	0
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Wellow - Station Road	45	0
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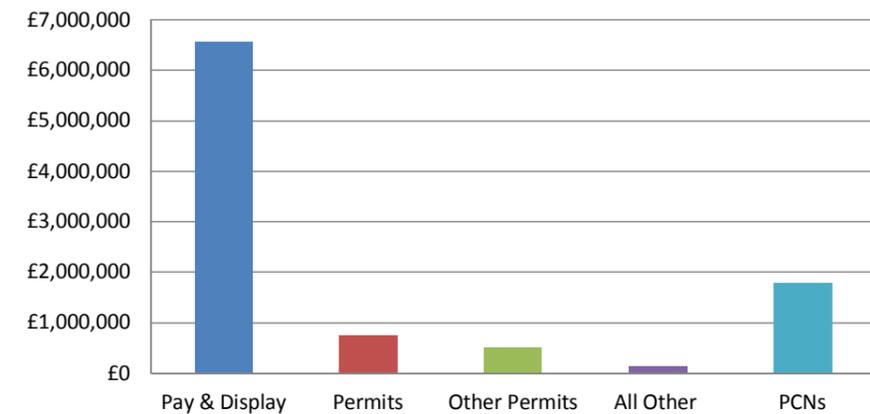
## Annex C

### Annual Accounts – Income & Expenditure

#### Income

Pay & Display	£6,575,587
Permits	£746,273
Other Permits	£508,572
All Other	£136,800
PCNs	£1,787,361
	£9,754,593

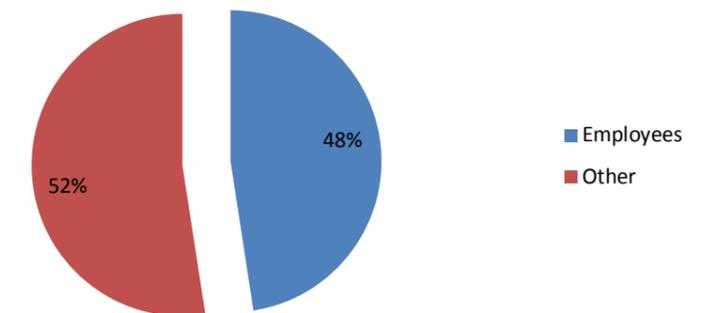
#### Income



#### Expenditure

Employees	£1,542,854
Other	£1,699,974

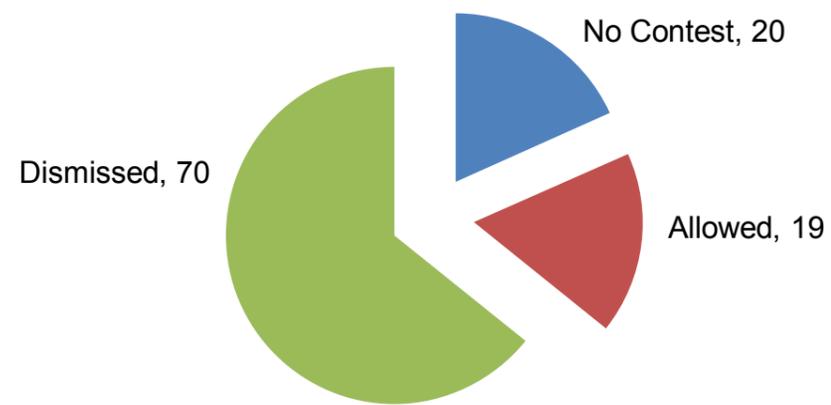
#### Expenditure



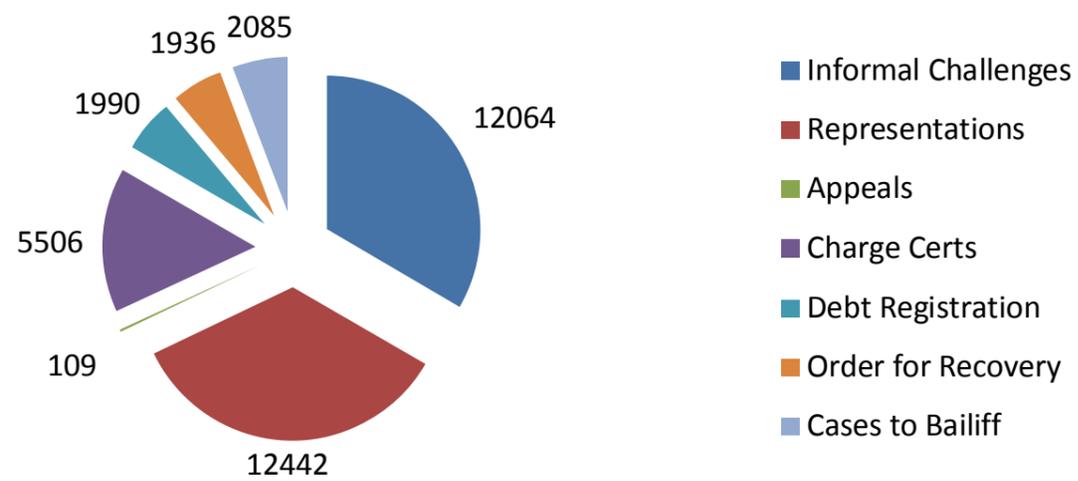
# Annex D

## Challenges, Representations & Appeals

### Appeals to the Traffic Penalty Tribunal



### PCN Correspondence



### Contacts and Further information

Parking Services, PO Box 122, Bristol BS31 9AE  
 Email [parking@bathnes.gov.uk](mailto:parking@bathnes.gov.uk) Telephone: 01225 477133/4

Produced by Bath & North East Somerset Council's Parking Services and published by Bath & North East Somerset Council's Print Services, Dartmouth Avenue, Oldfield Park, Bath BA2 1AS  
 DP 5637 10/14 JM

## > Shortlisted councils on why they produce an Annual Report

The Parking Annual Report supports the democratic scrutiny of the public services we provide.

It's also a useful reference guide for staff, councillors and the public, helping inform debate on the range of initiatives in place to address local parking issues. Better communication achieved through producing a report has proved to be a time saver in the long run and well worth the effort.

- Brighton & Hove City Council

Producing an annual report has allowed us to set the foundation against which we can create, monitor and measure our own success

whilst at the same time helping our stakeholders understand what we are doing, how we are doing it, and how it contributes to the achievement of real improvements for local communities and businesses.

- Durham County Council

The production of our annual parking report has been extremely useful and beneficial to Weymouth & Portland Borough Council

because the facts and figures contained in the report enables us to look at trends year on year and this assists us in planning for the future. It has also been very useful exercise that has allowed us to reflect on what we have achieved throughout the past year as well as highlighting areas where we need to give more focus and attention. We are delighted that our efforts to produce a quality public report have been recognised.

- Weymouth & Portland Borough Council

Producing our annual parking report allowed us to take a focused look at our aims and objectives as a parking authority

and to ensure that time and effort was directed at the appropriate places at the appropriate times. It also highlighted parts of our service that needed improving and we are pleased that this was successful year on year.

- Worcester City Council

Within Bath and North East Somerset Council the annual report has allowed us to clearly see the benefits of the progress made

both within the service and then how this has delivered real results for our local residents and the general public as a whole. It has given us a reason to celebrate our achievements whilst allowing us to set clear goals and targets for the future.

- Bath and North East Somerset Council

Our parking report is designed to give clear, concise and easy to understand information regarding the parking activities undertaken for the financial year.

We aim to have a report of no more than 15 -20 pages, providing information showing our priorities, achievements, parking permits and blue badges, shopmobility, enforcement activity, and penalty charge notice data. The report is displayed on our notice boards in our reception, which customers often stop to read and consider. The report assists the council in being open and transparent, having data readily available for customers to review. The team are able to refer to this data for reference and also acknowledge the work achieved by the team in the period.

- Stoke-on-Trent City Council



### Submission timeline

15th January 2016  
Deadline for 2014/15 submissions

31st March 2016  
Announcement of 2014/15 winners

31st October 2016  
Deadline for 2015/16 report submissions

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“Enforcement authorities should consider the full range of media available to them when communicating with the public.”

The Secretary of State’s Statutory Guidance

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## PATROL

Springfield House, Water Lane,  
Wilmslow, Cheshire SK9 5BG

[www.patrol-uk.info](http://www.patrol-uk.info)  
[info@patrol-uk.info](mailto:info@patrol-uk.info)  
01625 445 565

The Joint Committee of England and Wales  
for the Civil Enforcement of Parking and  
Traffic Regulations Outside London (PATROL)

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