

# PATROL

Annual Report Toolkit

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## 2016-2017

"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 2014/2015

### 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, visitors 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?

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.

Excerpts from the winning 2014/15 reports are included for reference.

### PATROL Annual Report Awards 2014/15 Shortlisted Councils

The councils shortlisted for the Best Report Award are:

- Brighton & Hove City Council
- Sunderland City Council
- Worcester City Council

The councils shortlisted for the Concise Report Award are:

- Bath and North East Somerset Council
- Borough of Broxbourne
- Devon County Council

The councils shortlisted for best practice reporting are:

- Nottingham City Council – Customer Service
- Sunderland City Council – Presentation of Finance and Statistics
- Trafford Council – Innovation and New Services

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

- Submit your report by Monday 31st October 2016 to **info@patrol-uk.info**
- Any queries related to completing your report or the Awards can be directed to **parc@patrol-uk.info**





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

Foreword

Welcome to PATROL’s Annual Report Toolkit 2016/17 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 built upon the 2015 toolkit by providing practical hints and tips arising from the toolkit workshops held around England and Wales this year. This 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 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 PARC Awards.

We are encouraged that over one hundred officers have attended the Annual Report Toolkit Workshops in 2016 and we look forward to seeing the fruits of that engagement in next year’s reports.

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. PATROL aims to continue promoting transparency through the PARC Awards and supporting activities to continue to change 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)

PATROL Annual Report Toolkit Workshops 2016



“We are encouraged that over one hundred local authority officers have attended the Annual Report Toolkit Workshops in 2016 and we look forward to seeing the fruits of that engagement in the 2015/16 reports.”  
Councillor Jamie Macrae  
(Chair of PATROL)



Following the launch of the PATROL Annual Report Toolkit in 2015, a series of workshops were held around the country bringing Parking Managers together to focus on the building blocks of a successful annual report that engages with local communities.

Six workshops were held in Birmingham, Bristol, Llandrindod Wells, London, Manchester and York with representatives from over 60 councils attending. Parking and traffic enforcement can be a dry topic and to promote a fresh approach to public information, workshops were held in some iconic locations around England and Wales.

The overall aim of the workshops was to promote the production of reports which provide localised information and change perceptions of parking in the community.

**Feedback from toolkit workshops**  
“The event has certainly given me plenty of ideas for producing our annual reports in the years to come.”  
“It was good to bounce ideas off other authorities and interesting to see how others worked.”  
“The template and guidance has helped to simplify the process and removed some of the pressure.”  
“The opportunity to discuss issues with other parking managers was very worthwhile.”

# Starting from a blank sheet of paper – What you might already have to hand...

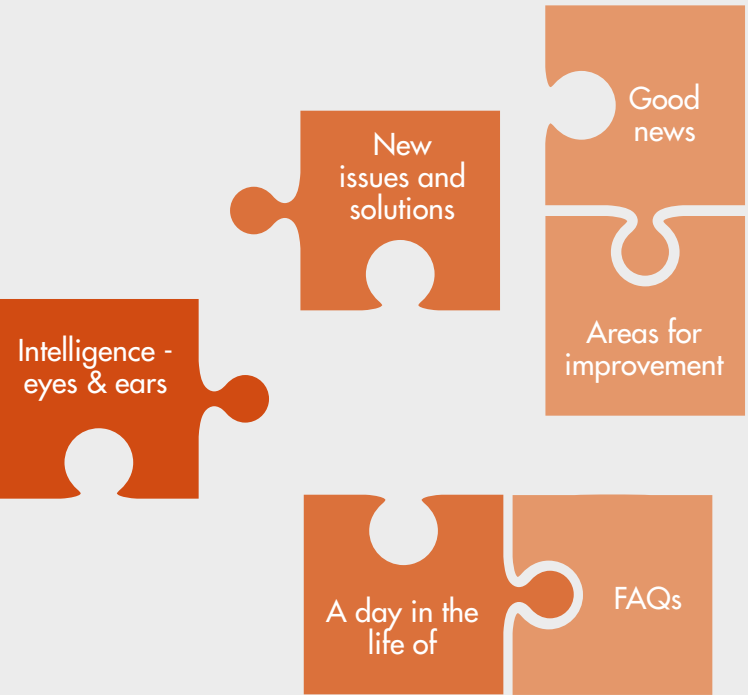
The task of writing your first annual report from scratch can seem rather daunting. A veritable mountain to climb solo, however, this is where it is important to remember that the report can be a collaborative effort with other departments in the council.

Identifying the different departments that feed directly into your parking department can provide an opportunity to collate work that already goes on over the year enabling you to create chapters and articles around this existing work.

Just some examples of other council departments that can feed into your report

- ▶ Communications
- ▶ Regeneration, Tourism and Events
- ▶ Customer Service
- ▶ Traffic, Public Transport & Road Safety

Asking colleagues within your department to provide 500 words on a subject or circumstances that have occurred over the last 12 months again provides an opportunity to highlight good practice and instances where staff go above and beyond their normal duties. Here you can also provide insight into the roles within the parking department, bringing them to life for residents and visitors alike. Here are just some of the ways that your team can contribute to the report:



## Facts v Myths

The Parking Annual Report is a perfect opportunity to dispel common myths that your department hears and focus on the relevant facts.

An exercise within the recent workshops, that could be carried over to staff within your department, is to identify recent myths. These myths provide opportunities to create articles covering the facts of these subjects in detail. And, should your department continue to hear similar misconceptions, you will be able to signpost those customers to the report online for the complete story.

### Some of the common myths reported at the workshops were:

- You can park for 10 minutes anywhere before a ticket is issued
- CEOs have targets they have to meet and they're on commission
- Ignore the PCN, it will go away
- You get 20 minutes for loading
- It's OK to drop your child off at the school gate
- I live here so I can park
- This street's a goldmine
- Yellow lines are OK on a Sunday
- I wasn't the driver so it's not my problem
- I can use the blue badge because I'm fetching their shopping

### Use your report to explain:

- Parking signs and lines
- Parking policy and CEO deployment
- The enforcement and adjudication process
- Where grace periods do and don't apply
- The importance of managing traffic at school
- Residential and other permit schemes
- PCN issue by location
- Blue badge use and misuse

## Freedom of Information requests

All departments receive Freedom of Information requests and it is recognised that parking is no different.

Writing a chapter on FOIs within your report provides an opportunity to collate the FOIs over a year, creating a library over time, saving time and resources.

At the workshops we identified common FOIs and found that they could all be included within the report. Here are some examples:

- PCNs by location
- PCNs by contravention code
- How many permits?
- Income and expenditure from parking
- Consultation – responses and outcomes
- What has the surplus been spent on?
- How many CEOs do you employ?

Delegates also stated that a large number of FOI requests come from commercial companies seeking to gather information on contractual arrangements and their respective expiry dates. Given the age of transparency, it may be easier to detail these arrangements.

Annual reports at a glance

SECTION	AN OPPORTUNITY TO EXPLAIN	EXAMPLE FEATURES	MESSAGES
LOCAL CONTEXT			
“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”	<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 have 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>	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
INNOVATION AND NEW INITIATIVES			
“The convenience of using the new phone parking service has certainly proved to be popular with residents and visitors alike”	<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>
CUSTOMER SERVICE			
“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”	<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 of 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 section</li></ul>
SERVICE STATISTICS			
“Our parking service objectives enable us to quantify our performance and confirm that the desired outcomes are being achieved”  <i>Transparency Code requirement</i> <i>Statutory Guidance</i>	<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>	Keeping traffic moving, removing congestion on the local network involves the maintenance and management of signs, lines as well as car parks
ENFORCEMENT STATISTICS			
“Our most recent report was praised in the local media editorial as a model of transparency”	<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>	The focus of enforcement geographically and by contravention, linking to any overall policy aims e.g. reducing blue badge fraud
PENALTIES ISSUED			
	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
PENALTIES PAID			
<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	<ul style="list-style-type: none"><li>• Reasons for cancellations</li></ul>	
	Number of PCNs written off	<ul style="list-style-type: none"><li>• Reasons why written off</li></ul>	
PENALTIES CHALLENGED			
<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		
APPEALS TO THE TRAFFIC PENALTY TRIBUNAL			
	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 closed by consent order		
	Number of appeals dismissed		
	Number of appeals not contested	<ul style="list-style-type: none"><li>• Reasons for not contesting</li></ul>	



FINANCIAL INFORMATION			
It is important that people understand that 95% of our surplus revenue is spent on providing free bus services	<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 55 income and expenditure and set out section 36 (bus lanes) income and expenditure when enforcing bus lanes, provide a year on year summary.</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
Transparency Code Requirement	<ul style="list-style-type: none"><li>• Income collected from on-street parking</li></ul>		
Transparency Code Requirement	<ul style="list-style-type: none"><li>• Income collected from on-street PCNs</li></ul>	<ul style="list-style-type: none"><li>• Other income can be usefully detailed e.g. from the range of permits</li></ul>	
Transparency Code Requirement	<ul style="list-style-type: none"><li>• Income collected from off-street parking</li></ul>		
Transparency Code Requirement	<ul style="list-style-type: none"><li>• Income collected from off-street PCNs</li></ul>		
Transparency Code Requirement	<ul style="list-style-type: none"><li>• On-street expenditure including: employees; premises; transport; supplies and services, other (detail)</li></ul>		
Potential inclusion in Transparency Code <sup>1</sup>	<ul style="list-style-type: none"><li>• Off-street expenditure including: employees; premises; transport; supplies and services, other (detail)</li></ul>		
Transparency Code Requirement	<ul style="list-style-type: none"><li>• Total surplus or deficit on the parking account</li></ul>	<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
Transparency Code Requirement	<ul style="list-style-type: none"><li>• Breakdown of how any surplus has been spent</li></ul>	<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

<sup>1</sup> The Department for Communities and Local Government at the time of writing are consulting on “Strengthening Local Government Transparency”

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



KELVIN REYNOLD  
Director of Policy and Public Affairs at the British Parking Association

Review group comments on the winning 2014/15 reports

Brighton & Hove City Council

Brighton & Hove Council have consistently produced an outstanding annual report for the past seven years. They were the outright winners when the PATROL Awards were first given in 2009 and they have been shortlisted every year. This year they have maintained their high standard – the report is attractive and easy to read with plenty of appropriate illustrations and it provides all the information that a resident or visitor needs to know about parking and related issues such as bus lanes and cycling.

The report links parking to accessibility and safety and focuses on blue badge abuse. It deals with service developments such as live parking availability and improvements to the pay by phone facility. Residents can easily see the situation with regard to existing and proposed controlled parking zones and information is provided for other types of permit users. A chapter on on-street parking shows how they and their contractor, NSL, work with local groups and deal with major events such as Party conferences, problems around schools and the police. An especially interesting new section covered a day in the life of a Civil Enforcement Officer.

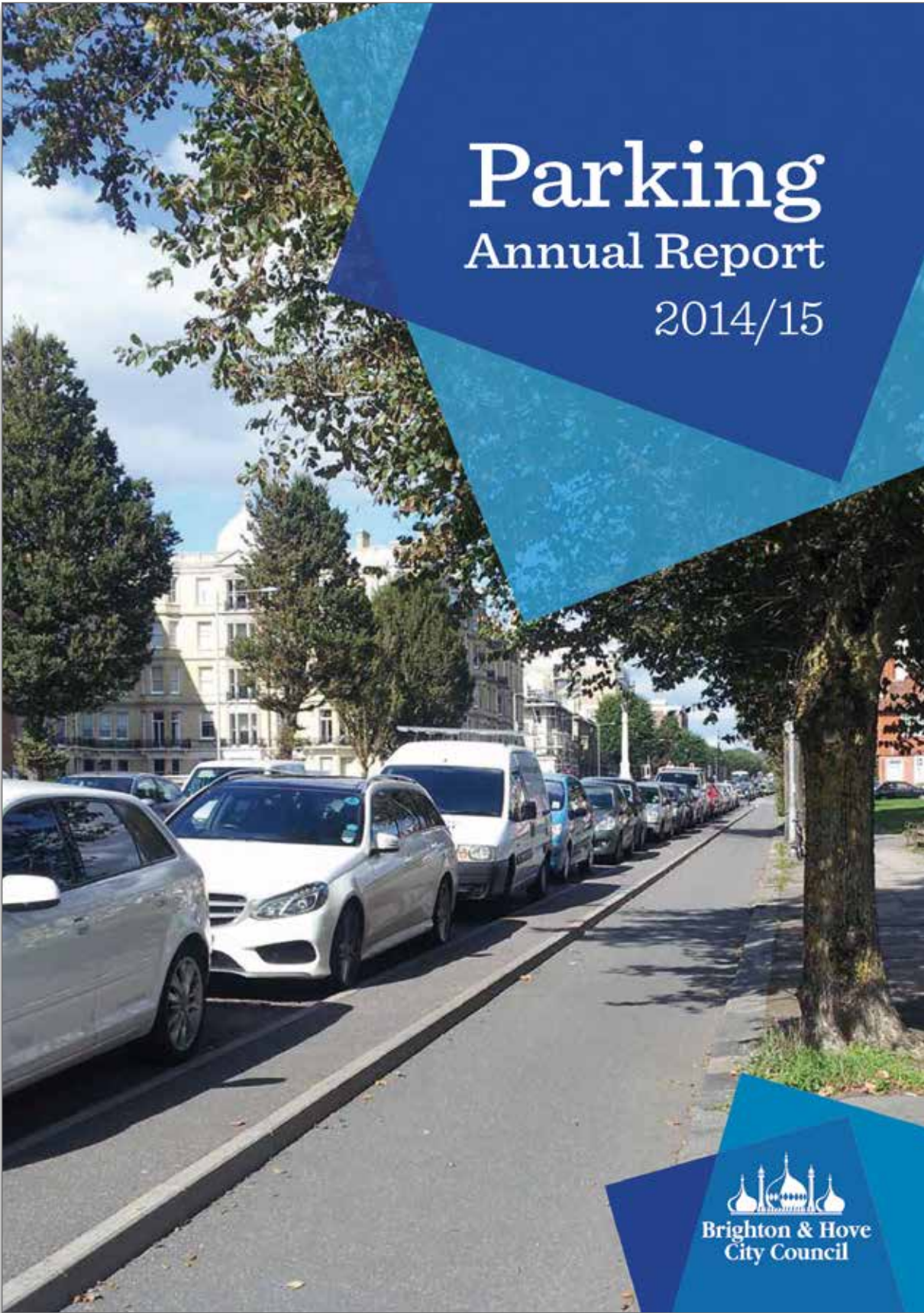
Brighton & Hove have an active parking website and actively employ social media which is promoted through the Annual Report and details are also given of Freedom of Information requests which have reduced in number, showing the value of the Annual Report in providing information that everyone can access. Full statistics are provided on appeals to the Traffic Penalty Tribunal but it would be helpful to have more information about the process for challenging and appealing. The statistics and financial information are comprehensive and easy to read and have historic data for comparison.

Borough of Broxbourne

Broxbourne has been producing an annual parking report for the past four years and it has been chosen as the best example in 2014-15 of a short report. Although it is only 13 pages long the report covers all the aspects of parking that a local resident would need to know. It describes the environment within which it operates its parking regime, its parking strategy of balancing supply and demand to maintain traffic flow safely and support its town centres for local businesses and shoppers/visitors. Details are given of local car parks and changes to on-street restrictions, how parking restrictions are enforced and how to deal with challenges and appeals. The statistics are comprehensive and clear and there is a full account of the finances and how the surplus from off-street parking was utilised.

The short report shows how a small district council can produce a clear, informative and well-illustrated report which communicates well in a compact format.





Chapter 2

**Key service developments**

In October 2011, the city Council made a commitment to review its parking schemes to ensure a fair balance between the needs of residents, business and visitors.

The purpose of the review was to improve the way we manage parking and to look at the future of residents parking schemes and whether to consult on new parking schemes or to extend existing schemes. The consultation for the review was carried out in two phases:

- A community engagement phase identifying issues and local concerns - over 40 community group meetings were held.
- A main consultation phase with detailed consultation with stakeholders including ward members and a sample postal consultation of 6000 households city wide to which 1,842 responses were received from residents.

An independent scrutiny panel also considered the draft report on the city wide parking

review and identified a number of issues to be prioritised. These were published in the final report on the review and a summary was included in last year's Parking Annual Report. An update on progress in key issues raised by the review can be found below.

**Permit specific Disabled Persons Parking Places**

Requests were made by individuals and disability groups for a facility for disabled bays reserved for specific blue badge holders. Disabled bays would have a sign plate with a specific permit number related to an individual resident. Other badge holders would be liable to a PCN if they parked in that bay. They could improve access for individual blue

Parking Annual Report 2014/15

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Chapter 6

Blue Badge Counter Fraud Initiative – A new approach to tackling blue badge misuse!

The Blue Badge scheme is a national initiative to help disabled people to park close to their destination either as a passenger or driver. There are around 13,000 blue badges issued in Brighton & Hove and the audit commission estimates that 20% of Blue Badges are misused. Nationally this costs £46 million per year.

The Cost of Fraud

The primary motivation for undertaking enforcement is to combat Blue Badge fraud and misuse. This prevents people in genuine need from accessing parking space where they most need it. Abuse of the scheme by those who are not entitled to its concessions can undermine the schemes credibility. This can impact on the mobility of disabled people, who have a genuine requirement and are unable to make use of parking spaces, which are being used illegally. Also, It is not uncommon for Blue Badge holders to be accused of fraud when their disability is not 'visible' this can cause further anguish and bring the scheme into further disrepute.

Types of Fraudulent Use

Fraudulent Blue Badge Parking can be categorised into two groups.

**Misuse of genuine badges** - This is when the badge is used when the holder is not present. Many people who fall into this category often believe that what they are doing is not fraudulent.

**Abuse of badges** - This includes using a counterfeit badge, using a lost or stolen badge and using the badge of a deceased person.



Life of a Civil Enforcement Officer  
Antony Weir

**How long have you been working as a Civil Enforcement Officer (CEO)?**  
I have worked in parking enforcement for 14 years now, and been a Senior Civil Enforcement officer for around 11 years.

**Describe what would be your typical working day.**  
I start the day with briefings, I will usually go on patrol with a CEO or go out deployed on a scooter to enforce and respond to incidents. I will generally patrol a set area, stopping to enforce parking restrictions along the way. I also get called to respond to complaints of illegal parking across the city. I have to respond to incidents where CEO's require a senior to deal with a public query or aggressive member of the public. I have to issue PCN to vehicles parked in contravention and also be there to support the CEO's.

**What is the most memorable thing that has happened to you since you have been at the job?**  
Way back in around 2003 I chased a man that had mugged an old lady in Palmeira Avenue Hove. Myself and another CEO followed the male stopping him from getting in taxis and buses and directing police to the scene. While this was happening a third CEO dealt with the victim who had received a broken arm and ankle. We were able to direct Police to the location of the lady's hand bag which the man had thrown away. The man received 8 years in prison as he was also convicted of another vicious mugging.



ANNUAL PARKING SERVICE REPORT

2014/15



Achievements 2014/15

(i) **Parking Management Strategy**

In February 2015, the Council approved a new Parking Management Strategy. It draws together a range of approaches to different aspects of parking provision developed since the Council took responsibility for parking in 2005. It outlines a significant change in the Council's approach to parking, with emphasis on the provision of permit parking in both town centres and residential areas.

This includes the provision of controlled parking zones in residential areas, particularly near to railway stations, as well as being more responsive to the parking needs of the workforce of local businesses. In addition, the Council has introduced a new procedure for dealing with and prioritising requests for parking controls.

A copy of the Parking Management Strategy is available to view on the Council's website.

**Key objectives of the Strategy:**

The Council's key objectives, in terms of meeting parking demand are:

- being able to park safely and conveniently, whilst ensuring the free flow of the highway;
- providing appropriate parking to support our town centres, balancing the needs of both local businesses and shoppers/visitors;
- seeking to minimise the impact of commuter parking on local residents; and
- encouraging local motorists to park safely and considerately.

A set of guiding principles about delivering these objectives are also detailed in the strategy.

**Developing a new approach**

The strategy sets out a range of future priorities, including both existing policies and several new suggestions. These include:

• **Residential controlled parking zone schemes**

The Council will look at the feasibility of establishing controlled parking zones, supported by a resident parking permit scheme, to help tackle the issues of commuter parking near the Borough's railway stations.

• **Business parking permits**

The Council will seek to respond to the needs of local businesses, particularly in town centre areas by providing discounted parking permits for staff working at local businesses.

• **'Special Parking Permits' and 'Parking Dispensation Permits'**

The Council will also provide for purchase both 'Special Parking Permits' in those situations where a resident needs regular visits by a health visitor, doctor, care worker and there are parking restrictions in force, and 'Parking Dispensation Permits' for those cases where a temporary exemption from parking restrictions is sought by a tradesman to carry out non-emergency works to residential or commercial premises.

• **Alternative payment options for on and off street parking**

With the increased emphasis on cashless payment arrangements, the Council will investigate the potential benefits of introducing alternative payment options.







Best Practice Reporting:  
Customer Service

Nottingham City Council

Enforcement of Parking Restrictions

The Council employs a small number of CEOs who patrol every day of the week to provide coverage of all parking restrictions throughout the Borough, although priority is given to those areas where the most parking problems are experienced such as town centres and outside schools. In addition, early morning and late evening patrols may be carried out to enforce commercial vehicle restrictions, double yellow lines and misuse of bus stops and taxi ranks.

CEOs use hand-held computers to record the details of all Penalty Charge Notices (PCNs) issued, and use digital cameras to provide supporting evidence of parking contraventions. This enables the Council to take an objective and consistent approach to the assessment of challenges against the issue of PCNs. Body cameras are also used by the CEOs. This is to deter aggressive behaviour towards them, to provide evidence of any criminal behaviour and to support penalty charges issued. The Council's enforcement policy also helps outline the criteria governing the issuing of Penalty Charge Notices (PCNs) and the challenge process and can be viewed on the Council's website.

Enforcement within the Borough of Broxbourne aims to:

- Maintain and, where possible, improve the flow of traffic.
- Take into account the need to improve safety and environmental conditions.
- Discourage indiscriminate parking causing obstruction and hindering the free flow of traffic, thereby ensuring a safe environment for highway users and maximum turnover of parking spaces.
- A greater focus on school patrols, resulting in an enforcement presence at one or more schools on three days out of every four and the implementation of broader initiatives to address issues at the most problematic schools.

Dropped kerb enforcement

- The Council are able to issue Penalty Charge Notices to drivers who park on the carriageway adjacent to a dropped kerb. A dropped kerb is defined as a kerb which has been lowered to assist pedestrians crossing the carriageway or vehicles entering or leaving the carriageway.
- This enforcement benefits those members of the public who have their driveways blocked and ensures that minimum inconvenience is caused to pedestrians, wheelchair and motability scooter users and those pushing prams and pushchairs on footways.
- The Council will only be able to take action and enforce against an offending vehicle if a vehicle is blocking a drive without the consent of the resident. Residents reporting the issue are required to give their name, address, contact number and a description of the vehicle and the registration number if possible.



On Line Case Management System

Since the introduction of bus lane enforcement there has been a clear objective to provide as much information to the citizen who has received a PCN as possible.

Through the On-Line Case Management System found at <http://www.nottinghamcity.gov.uk/article/23131/CCTV-bus-lane-and-camera-enforcement> the citizen can view all the information relating to the PCN they have received. This includes photographs and the moving footage associated with bus lane contraventions. It allows them to make an informed judgment whether to pay, challenge or make representation against the issuing of the PCN.

Permits /Blue Badge Applications

Year on year applications for permits has increased due the introduction of new residential parking schemes. During September there is an influx of applications from students in time for the new university year. Permits and blue badge applications are being issued within 5 working days.

Pay & Display Parking

In the City Centre, the Council operates one underground and three surface pay and display car parks. In addition within the city centre there are approximately 1430 on street spaces stretched across 234 streets. These are serviced by 190 solar powered pay and display machines, which are managed by the Parking Team

The Council has introduced the 'RingGo' mobile telephone payment system. The system allows the user to pay for their parking on their mobile phone using credit or debit card adding an extra convenience, and enhancing the citizen's experience with the Council.

For the citizen the benefits include;

- No more searching for change;
- Or dealing with tickets on windscreens;
- Or worrying about getting back to their vehicle in time;
- Providing more choice, as payment can either be by coin or credit/debit card;
- VAT receipts for expense claims.

Park and Ride Sites

There are nine park and ride sites; seven associated with NET line one and two tendered bus based sites. In total they provide almost 7,000 spaces and have been successful in attracting car users onto public transport for at least part of their journey, improving accessibility to the City Centre and reducing traffic volumes on key congested radial routes.

With the extension to the tram two additional park and ride sites at Toton Lane and Clifton South have been introduced. The Bus-based sites at Queen's Drive and the Racecourse remain in operation.





The council cancelled 1066 PCN's as a result of appeals being received. The most frequent reason for cancellations are shown on the table:

Reasons for Cancellation	Number Cancelled
Mitigating Circumstances	383
Blue Badge Holder	341
Valid Ticket/Permit Produced	211

The figures given below are estimates and will be finalised when the 2014/2015 accounts are closed. The current operational and financial statistics are as follows:


	On Street	Off Street	Parking Services/ CPE	Total
<b>Income</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Pay on Foot & Pay and Display	142,163	1,107,112		1,249,275
PCN's			273,810	273,810
Permits			216,170	216,170
Other Income			122,010	122,010
	142,163	1,107,112	489,981	1,861,266
<b>Direct Costs</b>				
Employees	241,453	521,124	294,331	1,056,908
Premises	16,150	742,555	0	758,705
Transport	0	0	1537	1,537
Supplies and Services	-80	180,034	69,521	249,475
	257,523	1,443,713	365,389	2,066,625
<b>(Deficit)/ Surplus</b>				(205,359)
<b>In Direct Costs</b>				
Support Services Charges				325,123

Please note: there is no surplus on the Parking account.



**Most Common Contraventions**

The most common contravention in Sunderland is code 01 for being parked on a restricted street during prescribed hours i.e. parking on a yellow line. Approximately 31% of PCN's were issued for this contravention. Other most repeated types of contravention for the last four years are shown below;



Contravention Code and Description	2014/2015
01 - Parked in a restricted street during prescribed hours	2801 (30%)
12 - parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	2654 (29%)
02 - parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	997 (11%)
48J - School Keep Clear	874 (10%)
25 - parked in a loading place during restricted hours	611 (7%)



Parking Services  
Annual report 2014 - 2015



PHONE AND PAY



Best Practice Reporting:  
Presentation of finance  
and statistics



Sunderland City Council

### Partnership Working

A school project has been introduced with the Road Safety team to encourage a small group of Year 5 pupils at Seymour Park junior school to be Junior Parking Wardens in the morning and patrol alongside a CEO. The small group of children are given a high visibility jacket, a pocketbook to record problem vehicles and some warning notices to issue to vehicles. This has been a very successful project in raising awareness with children of the road safety issues parents cause at schools with the children issue notices to advise drivers of the problems they cause. It has been the same CEO that attends this school for continuity and she has thoroughly enjoyed the positive reaction the children have had.



Other partnership working has included working with Police to tackle illegal parking issues on match days and also working to tackle illegal parking of private hire taxis on taxi ranks for hackney carriage vehicles only.



Civil Parking Enforcement  
Annual Report  
2014/15

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Louise Ellman MP and Chair of the Transport Select Committee with shortlisted councils in 2015.

Submission timeline





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“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.”

The Secretary of State’s Statutory Guidance

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## Why report?

- 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

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## PATROL

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

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