

Annual Parking Report 2017/18



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Welcome to Warwickshire County Council's Annual Parking Report

Warwickshire is a county rich in history and heritage and attracts many thousands of visitors each year. At Warwickshire County Council we strive to play our part in making Warwickshire a place where people choose to live, businesses want to invest and people like to visit.

Since November 2014 Warwickshire County Council has been responsible for the management of on-street parking. The Council's objective is to encourage safe and sensible parking and to create a pleasant and safe environment for all road users in Warwickshire.

We do this, in part, by providing an efficient and effective parking enforcement service.

It's recognised that, with almost 40 million vehicles licensed for use on the UK's roads, demand for parking space will be high, especially in areas where shoppers, residents, tourists and visitors are all competing for the same on-street space.

Everyone benefits from the operation of a successful, open and transparent approach to civil parking enforcement:

- Householders benefit from residents parking schemes, allowing them to park on street at or close to their homes for a minimal daily charge
- Increased turnover of parking spaces in town centres boosts shopping, tourism and trade
- Congestion on our road network is reduced
- Action can be taken against illegally parked vehicles, reducing inconsiderate or dangerous parking
- Road safety is improved
- Better access for emergency services and for people with disabilities
- The public has increased confidence in the fairness of the parking enforcement process

Aims and objectives

The parking management service at Warwickshire County Council seeks to follow the statutory guidance issued by the Secretary of State for Transport, which draws on the aims of the Traffic Management Act 2004.

A good enforcement regime is one that uses quality-based standards that the public understands, and which are enforced openly, fairly, accurately and without undue delay. This is consistent with current national best practice. Our approach provides clarity, consistency and transparency within the enforcement process.

It is a common misconception that schemes such as Civil Parking Enforcement are a means of making money for the local authority, and that Civil Enforcement Officers (CEOs) work to targets. This is not the case. CEOs have no targets.

Any surplus revenue that arises from parking management has to be accounted for and spent on a range of transport and environmental improvement purposes which further benefit the local area (see Financial reporting section).

With regard to parking, the stated requirement of the Traffic Management Act is for 100% compliance with waiting restrictions. The fulfilment of this aim will eliminate the need for penalty charge notices (PCNs) and improve the road environment for all users. At Warwickshire, through a process of enforcement, education and engineering, we seek to achieve 100% compliance with the parking restrictions in place. In this way, many of the benefits listed above will be delivered.

To assess compliance, we carry out reviews of on-street parking. In early 2017 a compliance report was produced, based on surveys over previous years.

The headline figures of this report show that, overall in Warwickshire, compliance with the parking restrictions has risen from an already high value of 86.7% in 2014 to 87.9% in 2015 and the same figure in 2017.

This high degree of compliance shows a welcome indication that the vast majority of motorists park legally and sensibly. Successful parking management provides a service which aims to help town centres thrive and residents to park at or close to their homes. We believe that this is something most motorists recognise and park accordingly.

NSL Ltd and Civil Enforcement Officers

The year 2017-18 represented the third full year of the contract between WCC and NSL Ltd.

Our parking enforcement service provider, NSL, directly employs the CEOs who are easily recognisable on-street by their green uniforms. Before taking up their duties they all receive extensive training in the relevant legislation and enforcement procedures, achieving the recognised City and Guilds qualification.

CEOs are trained to be professional and polite and will offer advice and guidance on where to park safely when asked. We expect our officers to be treated with courtesy and respect and will not hesitate to follow up any reported incidents of abuse or threatening behaviour. CEOs have body-worn cameras to record any such incidents.

CEOs are not able to rescind or take back a penalty charge notice (PCN). Once a PCN has been issued, the appeals process should be followed by anyone wishing to challenge it.

The appeals process

A motorist in receipt of a PCN has the right to appeal it. There is information on the reverse of each PCN on how to do this.

WCC parking management team adheres strictly to the statutory process for dealing with PCN appeals. **All appeals must be in writing.** We cannot enter into any telephone discussions about appeals.

In summary, the appeals process contains a three-stage approach as follows:

Stage 1 – informal challenge – appraisal carried out by NSL Limited, overseen, if necessary, by WCC

Stage 2 – formal representation – appraisal carried out by WCC

Stage 3 – independent adjudication – Traffic Penalty Tribunal

A motorist, therefore, has three opportunities to appeal during the lifetime of the PCN. We urge anyone who wishes to challenge their PCN to engage fully with the process, following the guidance provided in correspondence at each stage.

Ignoring a PCN does not make it disappear. It costs the Council money to run an effective parking management service and we aim to recover debts owed to us.

The decision made by The Traffic Penalty Tribunal is final and binding.

Warwickshire Council is a member of The Joint Committee of England and Wales for Civil Enforcement of Parking and Traffic Regulations Outside London (PATROL) and a member of the British Parking Association. The PATROL website has lots of useful information on the enforcement process, contravention codes and appeals. Anyone wishing to find out more may visit www.patrol-uk.info

Reporting

Financial reporting

Annual income and expenditure April 2017 to March 2018

Income

Source	Amount (£)
Pay and Display and RingGo	2,385,705
PCNs	1,007,824
Permits, suspensions and dispensations	438,655
Other	10,481
Total	3,842,665

Expenditure

Outgoings	Amount (£)
Contract costs, staff costs, legal costs, TRO processing, signing and lining, maintenance, equipment	2,019,824

Parking budget

Item	Amount (£)
Income	3,842,665
Expenditure	2,019,824
Surplus	1,822,841

Warwickshire County Council is bound by the legislation which applies to civil parking enforcement (CPE) and on-street parking. In relation to the CPE budget, it is not the aim of the Council to generate income. The aspirations of CPE are, as stated above, to manage on-street parking to make Warwickshire a better place with particular regard to the matters mentioned in section 45(4) and section 122 of the Road Traffic Regulation Act 1984.

Within the framework of the relevant legislation, it is considered that civil parking enforcement should seek to be self-financing, as far as possible. However, it may be that the measures that are thought desirable to make Warwickshire a better place

generate an overall surplus beyond what is required to make CPE self-financing. That is permissible, provided any such surplus is then spent in certain ways described in section 55 of the 1984 Act. These ways include the ongoing administration of CPE itself, highways improvements, public transport schemes and environmental improvements.

Civil parking enforcement therefore provides a means by which an authority can effectively deliver wider transport strategies and objectives. Enforcement authorities should not view it in isolation or as a way of raising revenue. As shown in the figures above, WCC had a surplus in its parking account for the year of this report. That surplus was retained within Communities and Environmental Services budgets as is necessary to comply with section 55. All subsequent CPE surplus expenditure routes have directly benefited the people of Warwickshire.

Statistical Reporting

On-street Parking Contravention Codes

Contravention Code	Description On Street	Penalty Charge
01	Parked in a restricted area during described hours	£70
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£70
05	Parked after the expiry time paid for at a Pay and Display bay	£50
06	Parked without clearly displaying a valid pay and display ticket	£50
11	Parked without payment of the parking charge	£50
12	Parked in a residents or shared use parking place or zone without clearly displaying a permit, voucher pay and display ticket issued for that place	£70
16	Parked in a permit space without displaying a permit	£70
19	Parked in a residents or shared-use parking place or zone displaying an invalid permit invalid voucher, or and invalid Pay and Display ticket	£50
21	Parked in a suspended bay/space or part of bay/space	£70
22	Re-parked in the same parking place within an hour of leaving	£50
23	Parked in a parking place or area not designated for that class of vehicle	£70
24	Not parked correctly with in the markings of the bay space	£50
25	Parked in a loading place during restricted hours without loading	£70
26	Vehicle parked more than 50cm from the kerb and not within a designated parking space	£70
27	Parked adjacent to a dropped footway	£70
30	Parked for longer that permitted	£50
40	Parked in a designated disabled parking place without clearly displaying a valid disabled person's badge	£70
42	Parked in a parking place designated for police vehicles	£70
45	Parked on a taxi rank	£70
47	Parked on a restricted bus stop/stand	£70
48	Stopped in restricted area outside a school	£70
62	Parked on footway (urban road)	£70
99	Stopped on a pedestrian crossing and/or crossing area marked by a zigzag	£70

Numbers of on-street PCNs issued by contravention code

Code	Description	Total	Higher H £70 Lower L £50	% of on-street PCNs
1	Parked in a restricted street	5,645	H	18.93
2	Loading in restricted street	804	H	2.70
5	Parked after the expiry of paid for time	3,875	L	13.00
6	No Ticket	17	L	0.06
11	Parked without payment	4,717	L	15.82
12	No Permit Voucher or P&D Ticket	3,197	H	10.72
16	Parked without a valid permit	456	H	1.53
19	Parked in a bay with an invalid permit or P&D	4	L	0.01
21	Parked in a suspended bay or place	233	H	0.78
22	Re-parked in the same place	353	L	1.18
23	Wrong class of vehicle	4	H	0.01
24	Not parked correctly	547	L	1.83
25	Parked in a loading place during restricted hours	988	H	3.31
26	Double parking in a SEA	27	H	0.09
27	Dropped footway in a SEA	3	H	0.01
30	Parked longer than permitted	6,474	L	21.71
40	Disabled person's parking	1,695	H	5.68
42	Parked in a police only bay	5	H	0.02
45	Stopped on Taxi Rank	515	H	1.72
47	Restricted Bus Stop	189	H	0.63
48	Stopped in a Restricted area	21	H	0.07
62	Parked on footway (urban road)	1	H	0.00
99	Pedestrian crossing	48	H	0.16
	Totals Issued		Higher = 13,831 (46.38%) Lower = 15,987 (53.62%) Total = 29,818	

Although a relatively minor part of its parking management role, Warwickshire County Council also has responsibility for off-street civil parking enforcement at the park and ride site at Stratford-on-Avon.

Off-street Parking Contravention Codes and PCNs issued

Code	Description	2017/18	Higher H £70 Lower L £50	% of off-street PCNs
71	Parked in an electric vehicles parking place during restricted hours without charging	0	H	0.00
73	Parked without payment of the parking charge	133	L	61.29
80	Parked for longer than permitted	2	L	0.92
81	Restricted area	1	H	0.46
82	Parked after the expiry of paid for time	5	L	2.30
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	69	L	31.78
85	Parked in a permit bay without clearly displaying a valid permit	0	H	0.00
86	Not parked correctly within the markings of the bay or space	1	L	0.46
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	6	H	2.76
	Totals issued		Higher = 7 (3.23%) Lower = 210 (96.77%) Total = 217	

The total number of all PCNs issued by Warwickshire County Council parking management in 2017-18 was 30,035.

Penalty Charge Notices Issued by District or Borough

Location	PCNs issued	% of total
Warwick District	13,493	44.92
Stratford District	9,707	32.32
Rugby Borough	3,788	12.61
Nuneaton and Bedworth Borough	3,047	10.14
Total	30,035	

Penalty Charge Notice Payments

Penalty Charge Notices Paid	
Paid Pre Notice to Owner with Discount within 14 days	17,642
Paid in full after 14 days prior to Notice to Owner	2,947
Paid in full after Notice to Owner before Charge Certificate	2,330
Paid in full after Charge Certificate before debt Registration	563
Paid in full after debt Registration and before Warrant	421
Part Payments	0
Paid in full after Warrant	1,179
Total paid	25,082
Total paid %	83.51%

Appeals and Cancellations

Description of Action	No.	% of cancellations
Cancelled before Notice to Owner issued (Stage 1)	2,557	84.56
Cancelled after Notice to Owner issued (Stage 2)	298	9.85
Cancelled after Charge Certificate issued	75	2.48
Cancelled after debt registration issued	37	1.22
Cancelled after warrant issued	26	0.86
Cancelled at Independent Adjudicator (Stage 3)	31	1.03
Total cancelled	3,024	
Total written off	1,353	
Amount outstanding	27	0.09 (of all PCNs)

Useful Information

Our parking website (www.warwickshire.gov.uk/parking) contains a host of useful information and links, including

- blue badges
- parking for disabled motorists
- on-street parking locations
- parking permits, including country parks
- how to appeal a penalty charge notice

You can report illegally parked vehicles via our website (above) or through the dedicated enforcement number 03339 993322. **Please note that where there are no parking restrictions in place only the Police may take action on obstructive or dangerously parked vehicles.** Phone them on 101.

Our waiting restrictions are underpinned by legal orders called Traffic Regulation Orders (TROs).

These are available to view online at maps.warwickshire.gov.uk/tro/

Advertised variations to traffic regulation orders may be found online at: <https://www.warwickshire.gov.uk/proposed-improvements-roads>

General enquiries, **but not those dealing with PCNs**, may be made to our team email address: civilenforcement@warwickshire.gov.uk

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