

Annual Parking Report 2018/19



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Welcome to Warwickshire County Council's Annual Parking Report

This is the fourth annual parking report produced by Warwickshire County Council's Parking Management Team.

Civil Parking Enforcement (CPE) for on-street parking was taken over by Warwickshire County Council in November 2014. Four district and boroughs, namely Nuneaton and Bedworth, Rugby, Stratford and Warwick continue to be controlled by one centralised parking management team.

This approach, which has reduced the need for four separate parking teams, has seen significant savings for Warwickshire's residents over the last four years.

North Warwickshire Borough area is still enforced by the police. Initial discussions have taken place to investigate the possibility of bringing this part of Warwickshire under CPE and the prospect of having a unified on-street parking management structure remains attractive in terms of cost effectiveness and delivery.

The Council continues to strive to achieve the key outcomes of its Vision and Values. These are to support Warwickshire's communities and individuals to be safe, healthy and independent; and to ensure our local economy is vibrant and supported by the right jobs, training, skills and infrastructure.

Our role in parking management feeds into both these aspirations. 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 there is significant competition for the same on-street space from residents, visitors, tourists, shoppers, commuters and tradespeople.

Our aim is therefore to manage all of those competing demands in a balanced way. Successful parking management contributes directly both to road safety and to a thriving economy.

Aims and objectives

Civil parking enforcement is governed primarily through the requirements of the Traffic Management Act 2004.

Following on from this the Secretary of State has issued statutory guidance for local authorities wishing to undertake CPE in their areas.

The parking management service at Warwickshire County Council seeks to follow this statutory guidance.

Our approach at Warwickshire is to achieve 100% compliance with the parking restrictions in place – this is the aim of the Traffic Management Act. These restrictions are introduced for a variety of reasons. Air quality, road safety, public access, encouraging trade, residents parking, disabled motorist access and promoting the free flow of traffic are all valid reasons for improving our road network through parking management. We want to make Warwickshire a better place for all of its people.

In line with the current guidance, our enforcement processes follow quality-based standards that the public understands, and which are enforced openly, fairly, accurately and without undue delay. We routinely review our processes to make sure they are consistent with best practice. Our approach provides clarity, consistency and transparency throughout 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).

On-street parking management

Warwickshire County Council continues to contract out the parking enforcement service to NSL Ltd, whilst retaining in-house staff to oversee the successful operation of the contract.

In-house duties also include the variation of Traffic Regulation Orders (TROs), dealing with part of the appeals process around penalty charge notices (PCNs), organising signing and lining improvements and responding to queries.

Our parking enforcement service provider, NSL Ltd., 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.

WCC staff audit the delivery of the NSL contract on a monthly basis to ensure full delivery of the terms of the contract. Over and above this, we have regular meetings with NSL managers to discuss operations and any forthcoming changes to parking legislation.

Beyond the fulfilment of contract duties, we encourage our contractors to broaden their activities into environmental, social and ethical activities. In Warwickshire, NSL has been running a Food Drive foodbank collection project providing supplies for the people of Nuneaton. Following the success of this activity, staff suggested a central collection point for clothes, household items and toys to be donated locally within the county.

As we move forward towards the end of the existing CPE contract with re-tendering due in 2021, ethical concerns will play an increasingly important role in our re-tendering process. In particular, we wish to support the de-carbonisation of our environment in line with the government's desire to make the UK a carbon neutral country by 2050.

Cashless Pay and Display parking

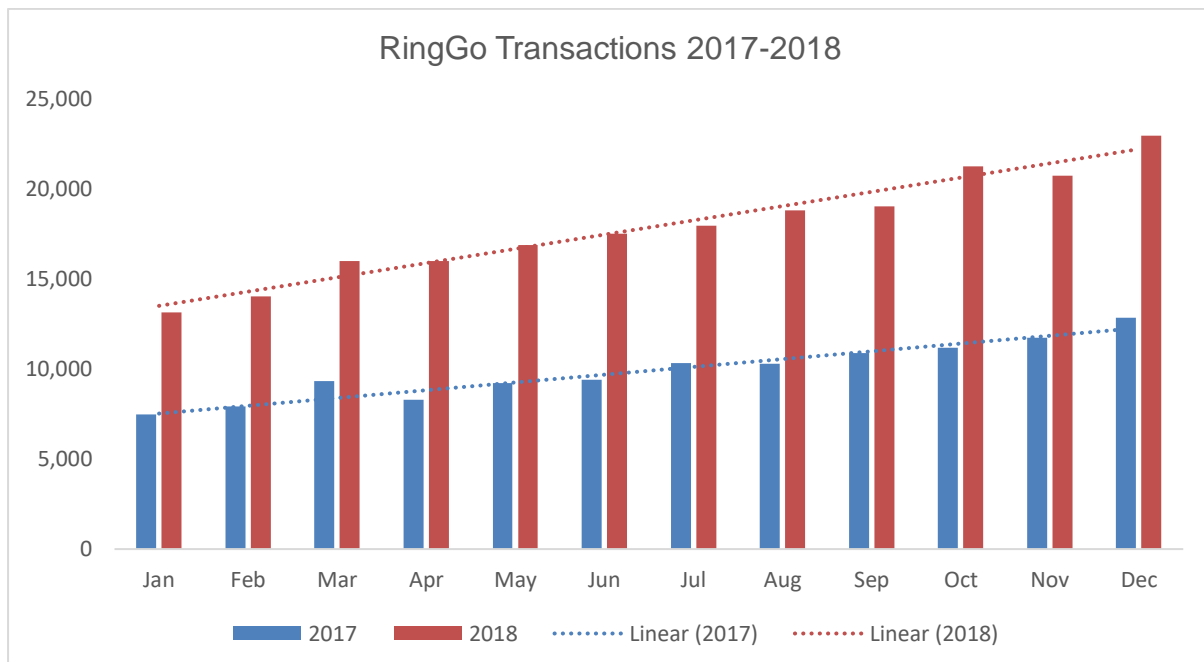
In 2017 we introduced a cashless payment system for pay and display parking across all 253 of our machines throughout Warwickshire.

Through a competitive tendering process the contract for provision of a phone payment service was awarded to RingGo. All of our machines now have RingGo contact information on them which allows the quick and easy payment of parking when change is hard to come by.

Since the introduction of cashless parking payment over two years ago, an appropriate time has now elapsed to evaluate more fully the success or otherwise of the service.

Whilst we recognise that demand for parking increases at a rate which cannot be matched by additional supply of on-street spaces, we wish to make parking as pleasant and easy an experience as possible. The provision of cashless payment has helped in this regard.

We constantly review our parking processes. Next steps will be to consider the potential to upgrade our existing pay and display machines to allow for other forms of payment such as contactless.



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.

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 statutory appeals process states that **all appeals must be in writing and follow the procedure shown on the reverse of the PCN.** WCC is similarly bound by this process and we cannot enter into any telephone or email discussions about appeals.

WCC parking management team adheres strictly to the statutory process for dealing with PCN 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 and 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 independent Traffic Penalty Tribunal is final and binding.

Reporting

Financial reporting

Annual income and expenditure April 2018 to March 2019

Income

Source	Amount (£)
Pay and Display and RingGo	2,567,721
PCNs	1,089,558
Permits, suspensions and dispensations	415,933
Other	31,311
Total	4,104,523

Expenditure

Outgoings	Amount (£)
Contract costs, staff costs, legal costs, TRO processing, signing and lining, maintenance, equipment	2,181,841

Parking budget

Item	Amount (£)
Income	4,104,523
Expenditure	2,181,841
Surplus	1,922,682

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 Environment 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	6,304	H	18.10
2	Loading in restricted street	973	H	2.79
5	Parked after the expiry of paid for time	4,822	L	13.84
6	No Ticket	17	L	0.05
11	Parked without payment	6,210	L	17.83
12	No Permit Voucher or P&D Ticket	4,017	H	11.53
16	Parked without a valid permit	633	H	1.82
19	Parked in a bay with an invalid permit or P&D	6	L	0.02
21	Parked in a suspended bay or place	291	H	0.84
22	Re-parked in the same place	377	L	1.08
23	Wrong class of vehicle	0	H	0
24	Not parked correctly	60	L	0.17
25	Parked in a loading place during restricted hours	1,475	H	4.23
26	Double parking in a SEA	23	H	0.07
27	Dropped footway in a SEA	37	H	0.11
30	Parked longer than permitted	6,876	L	19.74
40	Disabled person's parking	1,968	H	5.65
42	Parked in a police only bay	6	H	0.02
45	Stopped on Taxi Rank	473	H	1.36
47	Restricted Bus Stop	165	H	0.47
48	Stopped in a Restricted area	13	H	0.04
62	Parked on footway (urban road)	1	H	0.01
99	Pedestrian crossing	88	H	0.25
	Totals Issued		Higher = 16,467 (47.27%) Lower = 18,368 (52.73%) Total = 34,835	

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	2018/19	Higher H £70 Lower L £50	% of off-street PCNs
71	Parked in an electric vehicles parking place during restricted hours without charging	1	H	0.36
73	Parked without payment of the parking charge	256	L	91.43
80	Parked for longer than permitted	2	L	0.72
81	Restricted area	0	H	0
82	Parked after the expiry of paid for time	1	L	0.36
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	12	L	4.29
85	Parked in a permit bay without clearly displaying a valid permit	0	H	0
86	Not parked correctly within the markings of the bay or space	2	L	0.72
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	6	H	2.14
	Totals issued		Higher = 7 (2.5%) Lower = 273 (97.5%) Total = 280	

The total number of all PCNs issued by Warwickshire County Council parking management in 2018-19 was 35,115.

Penalty Charge Notices Issued by District or Borough

Location	PCNs issued	% of total
Warwick District	17,349	49.40
Stratford District	10,108	28.79
Rugby Borough	3,993	11.37
Nuneaton and Bedworth Borough	3,665	10.44
Total	35,115	

Penalty Charge Notice Payments

Penalty Charge Notices Paid	
Paid Pre Notice to Owner with Discount within 14 days	21,397
Paid in full after 14 days prior to Notice to Owner	3,143
Paid in full after Notice to Owner before Charge Certificate	2,534
Paid in full after Charge Certificate before debt Registration	615
Paid in full after debt Registration and before Warrant	417
Part Payments	2
Paid in full after Warrant	1,154
Total paid	29,262
Total paid %	83.33%

Appeals and Cancellations

Description of Action	No.	% of cancellations
Cancelled before Notice to Owner issued (Stage 1)	2,856	88.01
Cancelled after Notice to Owner issued (Stage 2)	220	6.78
Cancelled after Charge Certificate issued	75	2.31
Cancelled after debt registration issued	37	1.14
Cancelled after warrant issued	26	0.80
Cancelled at Independent Adjudicator (Stage 3)	31	0.96
Total cancelled	3,245	
Total written off	1,353	
Amount outstanding	27	0.08 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

Warwickshire County 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