



Annual Parking
Report 2019/20

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Welcome to Warwickshire County Council's Annual Parking Report

This report marks the fifth full year of civil parking enforcement under the management of Warwickshire County Council's Parking Management team. It is also the fifth annual report and a good opportunity to look back on half a decade of our contract with our service provider NSL Ltd.

With this in mind, in addition to the usual reporting suite covering penalty charge notices (PCNs) and financial data, we will be providing some extra facts and figures to demonstrate the changing face of parking demand and response since Warwickshire took over responsibility for on-street parking management in late 2014.

Public consultation on permitting changes

From July to September 2019, we carried out a wide-reaching public consultation on proposed changes to various aspects of on-street parking management.

Over 17,000 residents were contacted along with local BID companies, chambers of trade and commerce, and the district and borough councils.

In summary, the proposed changes were to:

- raise permit prices
- move to digital virtual permitting
- increase pay and display charges and harmonise these across Warwickshire
- reduce the misuse of visitors permits by limiting visitor parking
- harmonise the treatment of parking suspensions and dispensations

Details of the full proposals, as consulted upon, can still be found on our website at ask.warwickshire.gov.uk. Please note that the consultation is now closed and no further correspondence on this matter will be considered as part of the consultation response.

Following the closure of the consultation, the responses were analysed. A report was considered by our Overview and Scrutiny Committee (OSC) which recommended further amendments to the proposals.

Our Cabinet was due to consider the latest proposals, which took into account consultation feedback and the views of OSC, in March 2020. However, the impact of the Covid-19 outbreak further delayed this scrutiny.

Covid-19 outbreak and parking response

The UK saw a rapid rise in the number of novel coronavirus cases in early March. As a consequence, a nationwide lockdown was introduced on 23 March.

We recognised that the requirement to stay at home could place additional demand on on-street parking. We also wanted to play our part in helping key workers to continue to provide their valuable services.

As a result, our enforcement approach was amended. We concentrated solely on obstructive or dangerously parked vehicles and allowed key workers to park for free. In this way, access for emergency services and other critical care processes was maintained, while key workers had one less thing to worry about.

Our CEOs continued to patrol and offered advice and guidance on where to park safely, only taking enforcement action against cars which were in dangerous or obstructive locations.

The vast majority of the Warwickshire public responded well to these changes and we appreciated the co-operation that was shown at such a difficult time.

Also wishing to contribute, our service provider NSL took numerous steps nationwide to help with the fight against the virus. Here, in Warwickshire, NSL

- worked with Warwickshire Fire and Rescue to deliver over 120 food parcels a week to the homes of vulnerable individuals over 70
- delivered over 60 food parcels a week to key workers at George Eliot Hospital in Nuneaton
- issued over 70 parcels a week to those in financial difficulty



In addition, as lockdown restrictions were slowly eased, a number of CEOs were redeployed to other tasks such as staffing our waste disposal sites.



As Warwickshire and the rest of the country moved slowly out of the initial lockdown, we broadcast widely our changes to parking enforcement. This was a two-step process which allowed time for the public to recognise the upcoming return to normal parking and make any necessary changes to their routines.

The first step was a two-week period which involved the issuing of warning notices to cars parked in contravention. At the conclusion of this a further three weeks was allowed before live penalty charge notices (PCNs) were issued.

At the time of writing we continue to offer free on-street parking for NHS workers and associated care professions. NHS Trusts are providing the permits to enable this approach.

We believe this was a fair and proportionate way to return to a more normal parking enforcement approach. Enforcement is necessary to ensure road safety, public access and parking turnover in town centres, all of which contribute directly to local economic success.

Aims and objectives

Our overarching aim at WCC is to make Warwickshire a better place for all of its people.

We continue to review and amend our approach to strive for 100% compliance with the existing waiting restrictions and to ensure that we are consistent with the aims of the Traffic Management Act 2004 and current best practice.

These restrictions are introduced for a variety of reasons. Air quality, road safety, public access, encouraging trade, residents parking schemes, disabled motorist access and promoting the free flow of traffic are all valid reasons for improving our road network through parking management.

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. Our approach provides clarity, consistency and transparency throughout the enforcement process.

Broadening out the scope from enforcement, the Secretary of State has issued statutory guidance for local authorities wishing to undertake civil parking enforcement (CPE) in their areas. The parking management service at Warwickshire County Council seeks to follow this statutory guidance.

It is a common misconception that schemes such as CPE 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).

WCC, NSL Ltd and 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.

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.

CEO complaints

Year	Patrol hours (annual total)	Complaints	Upheld
2019-20	44,194	6	1
2018-19	43,317	8	0
2017-18	41,970	11	0
2016-17	40,970	4	0
2015-16	54,573	8	1

Our CEOs will also assist anyone requiring help. Earlier this year CEO Lisa helped a couple change a flat tyre on their car by providing a safe space, organising traffic to pass the vehicle and providing advice on how to remove the wheel. We were delighted when the couple wrote in to thank her for her actions and Lisa was recognised formally for her efforts.

WCC staff duties 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 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, for many years, 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.

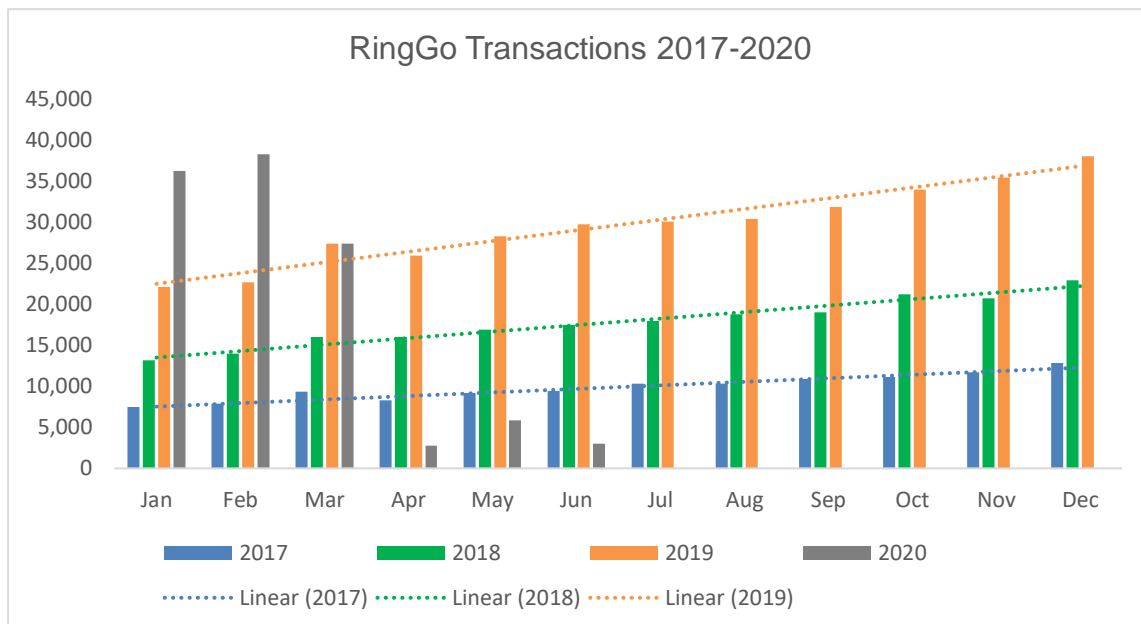
Cashless Pay and Display parking

Since introducing our cashless payment option in 2017, contracting the service provision out to RingGo, it has become evident that more and more people are using smartphones to pay for purchases.

The option for phone payment has been extremely popular over the last three years, as the chart below shows. It is a simple process to install the app which can then be used each time parking is required, eliminating the need to have change available.

In early 2020, it was noticeable that more people were switching to cashless payment types. This may have been in response to the Covid-19 outbreak and a desire to avoid the risk of cross-contamination from money and from touching pay and display machines.

To acknowledge this move, help with the fight against the virus and to encourage uptake still further, we decided to remove the small convenience fee (15p) which previously accompanied each RingGo transaction.



The success of the RingGo cashless payment system sits well with Warwickshire County Council's transformation agenda to be Digital by Default. We recognise the changing ways in which people obtain goods and services and we want to facilitate these methods wherever we can, especially if doing so results in savings for the Council and for Warwickshire's residents.

Our pay and display machines are becoming old and, while our service and maintenance regime keeps them functioning at well over 90% availability at all times, the time is approaching where more modern machines will be required.

In addition to the existing phone payment option, we will be looking into other forms of payment including contactless card and phone payment processes to make life easier still for those wishing to park on Warwickshire's streets.

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 2019 to March 2020

Income

Source	Amount (£)
Pay and Display and RingGo	2,568,436
PCNs	1,344,971
Permits, suspensions and dispensations	456,460
Other	18,216
Total	4,388,083

Expenditure

Outgoings	Amount (£)
Contract costs, staff costs, legal costs, TRO processing, signing and lining, maintenance, equipment	2,268,892

Parking budget

Item	Amount (£)
Income	4,388,083
Expenditure	2,268,892
Surplus	2,119,191

Last five years annual income and expenditure

Financial year	Income (£)					Expenditure total (£)	Surplus (£)
	PCNs	Permits	P&D	Other	Total		
2019/20	1,344,971	456,460	2,568,436	18,216	4,388,083	2,268,892	2,119,191
2018/19	1,089,558	415,933	2,567,721	31,311	4,104,523	2,181,841	1,922,682
2017/18	1,007,824	438,655	2,385,705	10,481	3,842,665	2,019,824	1,822,841
2016/17	997,444	352,913	2,375,389	52,399	3,778,144	2,105,239	1,672,905
2015/16	1,087,871	258,896	2,334,884	50,843	3,732,495	2,143,357	1,589,137

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.

For good governance, enforcement authorities need to forecast revenue in advance. The government also expects local authorities to be transparent about how they spend taxpayers' money and the services they deliver.

One of the central aims of the Traffic Management Act 2004 in relation to civil parking enforcement is to increase transparency of the process and, in doing so, raise public understanding and the accountability of the council. With this in mind, we will be taking action to change how we account for CPE surplus expenditure.

In the future, annual reports from 2020/21 onwards will seek to provide a breakdown of how any surplus has been spent by reference to the categories set out in section 55 and how we think that spending has 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	8,238	H	19.81
2	Loading in restricted street	1,317	H	3.17
5	Parked after the expiry of paid for time	5,518	L	13.27
6	No Ticket	0	L	0
11	Parked without payment	7,625	L	18.34
12	No Permit Voucher or P&D Ticket	4,511	H	10.85
16	Parked without a valid permit	431	H	1.04
19	Parked in a bay with an invalid permit or P&D	10	L	0.02
21	Parked in a suspended bay or place	443	H	1.07
22	Re-parked in the same place	556	L	1.34
23	Wrong class of vehicle	12	H	0.03
24	Not parked correctly	124	L	0.30
25	Parked in a loading place during restricted hours	2,003	H	4.82
26	Double parking in a SEA	33	H	0.08
27	Dropped footway in a SEA	84	H	0.20
30	Parked longer than permitted	7,482	L	18.00
40	Disabled person's parking	2,451	H	5.89
42	Parked in a police only bay	6	H	0.01
45	Stopped on Taxi Rank	406	H	0.98
47	Restricted Bus Stop	192	H	0.46
48	Stopped in a Restricted area	19	H	0.05
62	Parked on footway (urban road)	21	H	0.05
99	Pedestrian crossing	96	H	0.23
	Totals Issued		Higher = 20,263 (48.73%) Lower = 21,315 (51.27%) Total = 41,578	

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	2019/20	Higher H £70 Lower L £50	% of off-street PCNs
71	Parked in an electric vehicles parking place during restricted hours without charging	3	H	1.10
73	Parked without payment of the parking charge	244	L	89.34
80	Parked for longer than permitted	1	L	0.37
81	Restricted area	0	H	0
82	Parked after the expiry of paid for time	2	L	0.73
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	16	L	5.86
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	1	L	0.37
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	6	H	2.20
	Totals issued		Higher = 9 (3.30%) Lower = 264 (96.70%) Total = 273	

The total number of all PCNs issued by Warwickshire County Council parking management in 2019-20 was 41,851.

Penalty Charge Notices Issued by District or Borough

Location	PCNs issued	% of total
Warwick District	20,564	49.1
Stratford District	11,325	27.1
Rugby Borough	5,254	12.6
Nuneaton and Bedworth Borough	4,708	11.2
Total	41,851	

Penalty Charge Notice Payments

Penalty Charge Notices Paid	2019-20
Paid Pre Notice to Owner with Discount within 14 days	24,894
Paid in full after 14 days prior to Notice to Owner	3,571
Paid in full after Notice to Owner before Charge Certificate	2,996
Paid in full after Charge Certificate before debt Registration	842
Paid in full after debt Registration and before Warrant	519
Part Payments	2
Paid in full after Warrant	573
Total paid	33,397
Total paid %	79.8

Appeals and Cancellations

Description of Action	No.	% of cancellations
Cancelled before Notice to Owner issued (Stage 1)	3,806	88.61
Cancelled after Notice to Owner issued (Stage 2)	306	7.12
Cancelled after Charge Certificate issued	82	1.91
Cancelled after debt registration issued	49	1.14
Cancelled after warrant issued	9	0.21
Cancelled at Independent Adjudicator (Stage 3)	43	1.00
Total cancelled	4,295	
Total written off	1,248	
Amount outstanding	2,911	6.96 of all PCNs

Traffic and parking

Most people are aware that vehicle numbers increase year on year. Generally, the only times traffic volumes decrease are during economic recessions or national emergencies, such as this year's pandemic, which saw traffic fall away drastically as most people worked from home or were furloughed.

The Department for Transport collates annual statistics on vehicle usage, amongst other transport related data. These can be interrogated to provide information on types of vehicle, miles driven and regional data.

Over the last decade, the number of vehicles licensed for use on Warwickshire's roads has increased as shown in the table below:

Licensed vehicles in Warwickshire

Year	No. vehicles (000s)	% increase (year on year)
2019	410.7	1.6
2018	404.2	3.7
2017	389.8	2.3
2016	381.1	2.0
2015	373.8	2.3
2014	365.3	2.4
2013	356.8	1.2
2012	352.6	1.1
2011	348.7	0.7
Average annual increase		1.9

Since 2011, the number of licensed vehicles on Warwickshire's roads has increased by **17.8%**, almost one fifth more vehicles on local roads within the last decade.

By contrast, kerbside parking space does not increase at anything like the rate of parking demand, if at all. In many of our historic towns, whose road layouts hugely pre-date mass car ownership, it is not possible to provide additional on-street parking. This, together with our general network management duty, is one of the reasons why we seek to encourage off-street parking.

PCNs issued per year in Warwickshire

Year	No. PCNs issued	% increase (year on year)
2019-20	41,851	19.18
2018-19	35,115	16.91
2017-18	30,035	-1.03
2016-17	30,349	-10.51
2015-16	33,912	no data

The number of PCNs issued in Warwickshire is much more variable. There are numerous possible reasons for annual changes in the amount of PCNs being issued. These might include variations in weather (summer 2018 was particularly warm and pleasant), new shopping or tourist destinations becoming available, familiarity or otherwise with waiting restrictions, availability, turnover and cost of parking.

The rise in PCNs in 2019-20 reflects the improvement of the CEOs handheld devices, which are now able to scan vehicles more efficiently. This chimes with the Council's transformation towards digital by default – an approach which will be further enhanced by a switch from paper permits to a digital virtual format.

As a result of increasing volumes of traffic and an absence of additional kerbside space, we regularly receive complaints about vehicles parked in contravention. Warwickshire is a large county and our CEOs cannot patrol all streets at all times. Nor would we wish to adopt such an approach which would, understandably, be seen as somewhat draconian.

However, with the ever-increasing pressure on kerbside parking space, not least from new housing developments, we need to ensure, more than ever, that vehicles which take up space are parked legitimately. And, just as importantly, that action is taken against vehicles left in contravention. All of the moves to modernise our parking enforcement approach will allow us to take robust action against vehicles parked in contravention, ultimately freeing up kerbside space for residents and short stay parking.

Traffic Regulation Orders

Our on-street waiting restrictions (double yellow lines, residents parking schemes etc) are under-pinned by legal instruments called traffic regulation orders (TROs).

We have a small parking management team at Warwickshire County Council. The approach to varying or introducing new TROs in each district or borough is, therefore, to carry out one variation per district or borough per year. Note that each variation may contain dozens of individual locations within each district or borough.

Each variation will go through a process of public consultation, often comprising an initial informal consultation to gauge public opinion, followed by the statutory period of 21 days formal consultation.

We advertise the proposals in local newspapers, on-street, via our blog (see Useful Information section) and lodge copies of the proposals in the local library and at Warwick Shire Hall. Letter drops to residents may also take place.

Objections to the plans may be made, **in writing only**, giving the reasons for the objection. A report on the consultation, including the objections, is then considered by our Portfolio Holder for Transport, currently Cllr Jeff Clarke, with whom rests the ultimate decision on whether the proposals should go ahead.

The procedure for introducing and amending TRO is a statutory one which we are bound to follow. It can be seen that, from start to finish, the process is a lengthy one.

Requests for alterations to waiting restrictions including additional or reduced controls, residents' permit zones etc should be sent to the following email address: **countyhighwaysminorworks@warwickshire.gov.uk**

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 presented in map format 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

Requests for alterations to waiting restrictions should be sent to countyhighwaysminorworks@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