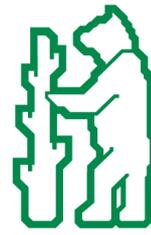


Annual Parking Report 2024/25



Warwickshire
County Council





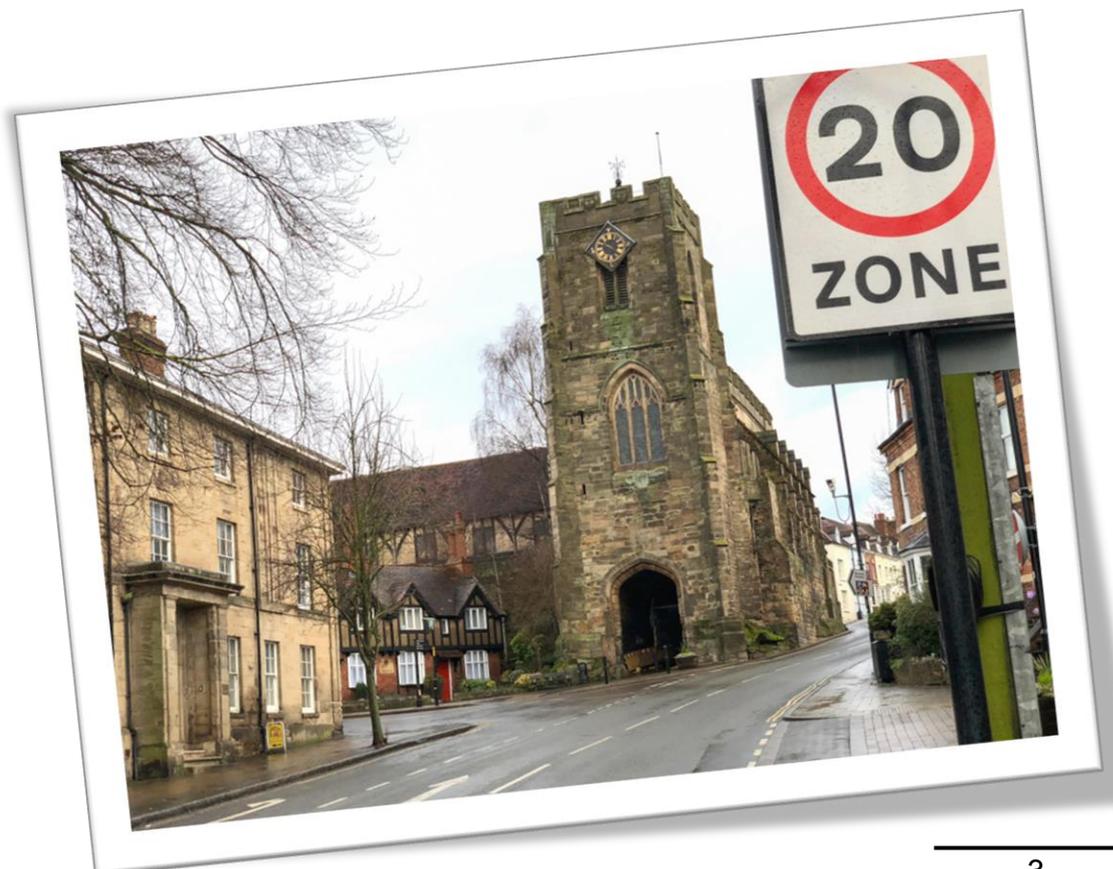
Contents

Contents	2
Welcome to Warwickshire County Council’s Annual Parking Report	3
NSL – Social Value update/activities	4
Aims and objectives	5
WCC, NSL Ltd and on-street parking management	6
Cashless Pay and Display parking	8
The Appeals process	10
Reporting	11
Financial reporting	11
Statistical Reporting	14
Traffic and parking	18
Traffic Regulation Orders	20
Useful Information	21

Welcome to Warwickshire County Council's Annual Parking Report

This report marks the tenth full year of civil parking enforcement under the management of Warwickshire County Council's Parking Management team. It is also the tenth annual report and a good opportunity to look back on over 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.





NSL – Social Value update/activities

NSL has continued to strengthen its commitment to social value across Warwickshire, further embedding community support, public engagement, and social responsibility into everyday service delivery. The organisation has maintained a strong focus on meaningful local impact, ensuring that its presence within communities extends well beyond statutory duties.

NSL teams have remained active contributors to charitable and community-focused initiatives. Staff have continued to participate in fundraising activities, awareness campaigns, and workplace-led efforts that support local and national causes. These contributions reflect the team's ongoing dedication to creating positive outcomes for residents and community groups.

In addition to organised activities, NSL officers have continued to demonstrate social value through their day-to-day interactions with the public. Officers consistently prioritise empathy, accessibility, and clear communication, helping to foster positive relationships and build trust within the communities they serve. Their approach emphasises providing reassurance, offering guidance where needed, and supporting individuals in situations that require patience and understanding.

Public safety has also remained a key focus throughout the year. Officers have continued to collaborate with partner agencies, including local police and community organisations, to support safer streets, promote responsible behaviour, and contribute to well-managed public spaces. Their presence has played an important role in supporting vulnerable individuals, contributing to safer travel routes, and enhancing the overall sense of security within town centres.

NSL has likewise sustained its support for local schools and community programmes, helping to promote safer environments and encourage responsible road use. Engagement with families, young people, and local stakeholders continues to be an important part of strengthening community relationships and ensuring the service positively contributes to daily life in Warwickshire.

Aims and objectives

Our overarching aim at WCC is to make Warwickshire a better place for all 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. Road safety, public access, encouraging trade, residents parking schemes and disabled motorist access 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 follows 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
2024-25	65,633	11	0
2023-24	62,304	10	1
2022-23	60,283	5	1
2021-22	40,296	6	2
2020-21	49,196	0	0
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	41,146	8	1

Our CEOs will also assist anyone requiring help, always with the mindset of providing and organising a safe place for traffic to continue.

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 monthly 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.

During 2021, WCC re-tendered the CPE contract as the existing contract was expiring in Nov 2021, as previously stated ethical concerns will play an increasingly important role in process. 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. NSL Ltd. have been successful and will continue their service with WCC, until the next re-tender is due. This is a positive step as we can build on the relationship we have already established.



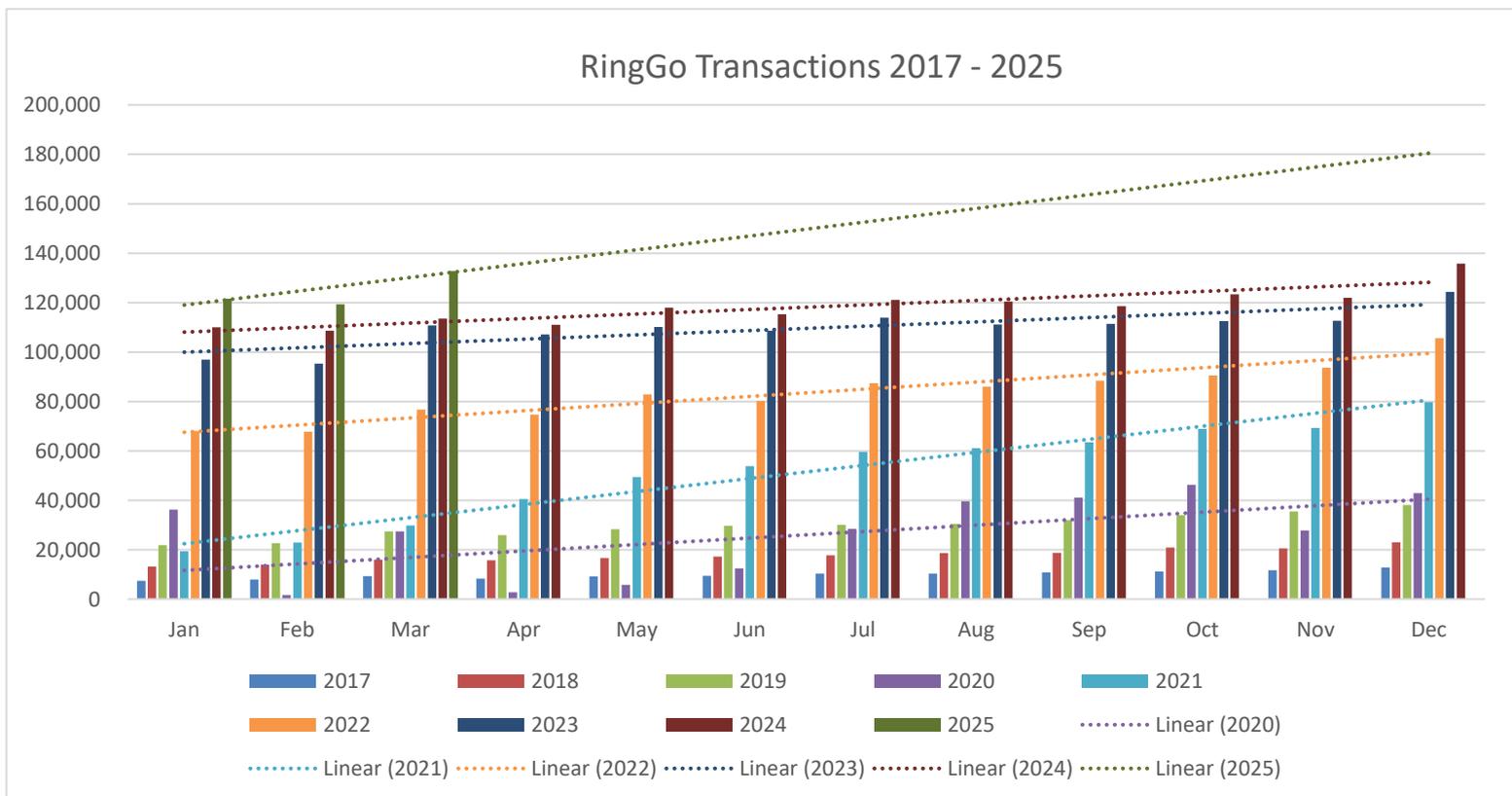
Cashless Pay and Display parking

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 few years, with increasing number of transactions, 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 has continued with a dramatic increase year on year. 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 continue 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 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, the time is approaching where more modern machines will be required. Where necessary, we have temporarily covered over individual machines when we have been unable to get them to an operational condition, however other machines remain in use that do take cash payments. As such we are experiencing an increasing number of complicated faults which do take time to diagnose and repair.

Each pay and display machine has a telephone number on the front of it for reporting machine faults at the time. This then enables our supervisors to check the machine and ensures you can park without risking being issued a Penalty Charge Notice, if advised. They will be able to advise further if there are any other machines that could be used.

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

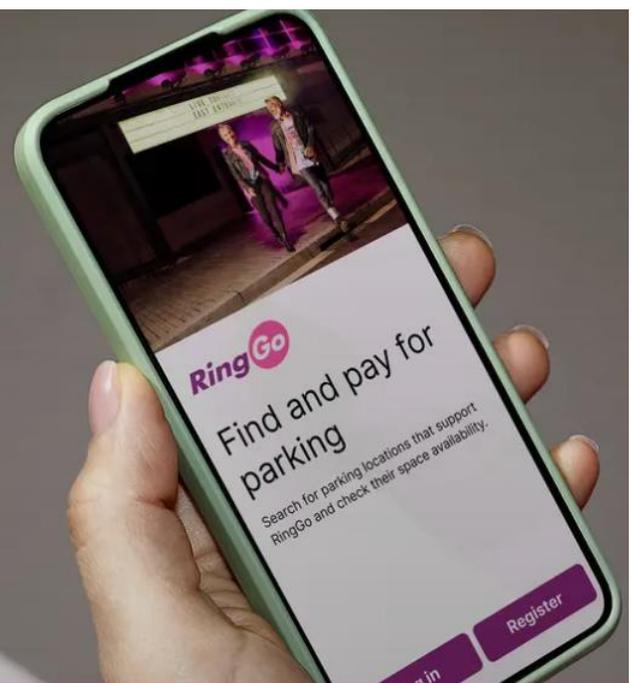


Get the RingGo app today!

Download the app and pay to park from your phone.
It's fast, reliable and will save you time every time you park.

Download app

How it works





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 2024 to March 2025

Income

Source	Amount (£)
Pay & Display / Meters	2,739,748
Permits, suspensions and dispensations	473,085
Other	0
PCNs	1,806,201
Total	5,019,034

Expenditure

Outgoings	Amount (£)
Employees	236,944
Operating Costs	166,572
Payments to Contractors	2,742,141
Total	3,145,657

Parking budget

Item	Amount (£)
Income	5,019,034
Expenditure	3,145,657
Surplus	1,873,377

Use of Surplus

Item	Amount (£)
Highways & Road Improvements*	1,873,377
Environmental Improvements	0
Total	1,873,377

*main areas of spend within "Highways & Road Improvements" include Verge Maintenance, Maintenance of Trees and Hedges (including grass cutting) and Street Lighting.



Previous income and expenditure

	2023/24 £	2022/23 £	2021/22 £	2020/21 £	2019/20 £
Income					
Pay & Display/Meters	-2,269,223.53	-2,155,770.63	-1,977,188.93	-1,038,188.03	-2,568,436.46
RPS Permits	-435,314.91	-449,035.97	-423,385.00	-385,097.44	-456,459.51
Other income	-5,827.43	-3,358.49	-44,843.11	-2,754.40	-18,216.33
PCN income	-1,694,362.65	-1,676,227.96	-1,252,214.16	-855,233.66	-1,344,971.17
Total Income	-4,404,728.52	-4,284,393.05	-3,697,631.20	-2,281,273.54	-4,388,083.48
Expenditure					
Employees	254,183.44	220,285.95	199,714.54	235,506.48	325,619.76
Operating Expenses	220,007.37	187,183.43	157,765.82	234,371.05	299,560.43
Payments to Contractors	2,635,348.03	2,412,109.19	1,867,050.20	1,694,552.54	1,643,712.02
Total Expenditure	3,109,538.84	2,819,578.57	2,224,530.56	2,164,430.07	2,268,892.21
(Surplus) / Deficit	-1,295,189.68	-1,464,814.48	-1,473,100.64	-116,843.47	-2,119,191.27
TOTAL ON & OFF STREET					
Income	-4,404,728.52	4,284,393.05	3,697,631.20	-2,281,273.54	-4,388,083.48
Expenditure	3,109,538.84	2,819,578.57	2,224,530.56	2,164,430.07	2,268,892.21
(Surplus) / Deficit	-1,295,189.68	-1,464,814.48	-1,473,100.64	-116,843.47	-2,119,191.27
Use of Surplus					
Highways & Road Improvements	1,295,189.68	1,464,814.48	1,473,100.64	116,843.47	1,610,300.86
Environmental Improvements	0.00	0.00	0.00	0.00	508,890.41
	1,295,189.68	1,464,814.48	1,473,100.64	116,843.47	2,119,191.27



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.



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
14	Parked in an electric vehicles' charging place during restricted hours without charging	£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 50com 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	10,030	H	16.95
2	Loading in restricted street	1,857	H	3.14
5	Parked after the expiry of paid for time	6,088	L	10.29
6	No Ticket	0	L	0.00
11	Parked without payment	14,062	L	23.76
12	No Permit Voucher or P&D Ticket	6,309	H	10.66
14	Parked in Electric Vehicle charging bay	6	L	0.01
16	Parked without a valid permit	733	H	1.24
19	Parked in a bay with an invalid permit or P&D	6	L	0.01
21	Parked in a suspended bay or place	628	H	1.06
22	Re-parked in the same place	542	L	0.92
23	Wrong class of vehicle	5	H	0.01
24	Not parked correctly	307	L	0.52
25	Parked in a loading place during restricted hours	2,767	H	4.67
26	Double parking in a SEA	84	H	0.14
27	Dropped footway in a SEA	616	H	1.04
30	Parked longer than permitted	10,555	L	17.83
40	Disabled person's parking	3,158	H	5.34
42	Parked in a police only bay	88	H	0.15
45	Stopped on Taxi Rank	727	H	1.23
47	Restricted Bus Stop	354	H	0.60
48	Stopped in a Restricted area	20	H	0.03
62	Parked on footway (urban road)	35	H	0.06
99	Pedestrian crossing	214	H	0.36
Totals Issued		Higher = 27,625 (46.67%) Lower = 31,566 (53.33%) Total = 59,191		

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	Total	Higher H £70 Lower L £50	% of off-street PCNs
71	Parked in an electric vehicles parking place during restricted hours without charging	2	H	0.43
73	Parked without payment of the parking charge	431	L	93.09
80	Parked for longer than permitted	0	L	0.00
81	Restricted area	1	H	0.22
82	Parked after the expiry of paid for time	0	L	0.00
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	4	L	0.86
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	2	L	0.43
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	23	H	4.97
91	Parked in area not for that class of vehicle	0	H	0.00
	Totals issued		Higher = 26 (5.62%) Lower = 437 (94.38%) Total = 463	



The total number of all PCNs issued by Warwickshire County Council parking management in 2024-25 was 59,654.

Penalty Charge Notices Issued by District or Borough

Location	PCNs issued	% of total
Warwick District	27,151	45.51%
Stratford District	16,868	28.28%
Rugby Borough	7,348	12.32%
Nuneaton and Bedworth Borough	6,555	10.99%
North Warwickshire (Borough)	1,732	2.90%
Total	59,654	

Penalty Charge Notice Payments

Penalty Charge Notices Paid	2024-25
Paid Pre Notice to Owner with Discount within 14 days	35,459
Paid in full after 14 days prior to Notice to Owner	4,648
Paid in full after Notice to Owner before Charge Certificate	4,012
Paid in full after Charge Certificate before debt Registration	924
Paid in full after debt Registration and before Warrant	641
Part Payments	0
Paid in full after Warrant	1,842
Total paid	47,526
Total paid %	79.7

Appeals and Cancellations

Description of Action	No.	% of cancellations
Cancelled before Notice to Owner issued (Stage 1)	7,084	91.23%
Cancelled after Notice to Owner issued (Stage 2)	494	6.36%
Cancelled after Charge Certificate issued	79	1.02%
Cancelled after debt registration issued	48	0.62%
Cancelled after warrant issued	11	0.14%
Cancelled at Independent Adjudicator (Stage 3)	49	0.63%
Total cancelled	7,765	
Total written off	1,456	
Amount outstanding	2,907	4.87 of all PCNs



Traffic and parking

Most people are aware that vehicle numbers increase year on year. Generally, the only times traffic volumes decrease is during economic recessions or national emergencies, such as the previous 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 vehicles, 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)
2024	426.6	0.8
2023	423.3	1.3
2022	418.0	-0.1
2021	418.5	1.7
2020	411.6	0.2
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		1.57

Since 2011, the number of licensed vehicles on Warwickshire’s roads has increased by **22%**, over 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)
2024-25	59,654	11.96
2023-24	53,283	-3.44
2022-23	55,185	39.36
2021-22	39,600	48.21
2020-21	26,718	-36.16
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 (summers can be particularly warm and pleasant), new shopping or tourist destinations becoming available, familiarity or otherwise with waiting restrictions, availability, turnover and cost of parking. Including the impacts of Covid-19 as well as the effects of the lockdowns that were put in place.

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, 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