

An aerial photograph of a town, likely Warwick, showing a dense cluster of houses with red roofs and surrounding green trees. In the foreground, the dark, textured roof of a large building and the spire of a church are visible. The sky is clear and blue.

Annual Parking Report 2023/24



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Welcome to Warwickshire County Council's Annual Parking Report

This report marks the ninth full year of civil parking enforcement under the management of Warwickshire County Council's Parking Management team. It is also the ninth 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 demonstrate its commitment to the community support and public service in Warwickshire through a variety of meaningful initiatives and kind actions.

NSL staff engaged in charitable fundraising and personal challenges to support various causes.

Beyond fundraising, NSL officers made a significant impact through their day-to-day interactions with the public. One particularly touching moment occurred during a patrol, where an officer witnessed an elderly lady taking a fall; she was unable to get her hands out and unfortunately landed very hard onto her face. Clearly hurt and shaken from her fall, the officer was required to call for an ambulance. Whilst they waited for the ambulance the officer kept the lady calm, then due to the waiting time increasing, a member of the public offered to take the lady directly to the hospital. The lady wanted the officer to accompany them to the hospital. The member of public then dropped the officer back to continue their route.

Examples like this show willingness to help exemplify the proactive and compassionate approach NSL officers bring to their roles.

NSL officers also play a vital role in ensuring public safety. Previously assisting public who were frightened and being followed, escorting them safely to their college and coordinating with the police. Other instances include officers helping the public locate lost cars, escorting them back with care and respect.

The team continue to collaborate with local police on school enforcement efforts, which received positive feedback from both parents and the wider community. These efforts highlight NSL's broader role in supporting public safety, accessibility, and the smooth functioning of town centres.

Overall, NSL's activities this year reflect a strong commitment to community engagement, safety, and social responsibility—going well beyond the traditional scope of enforcement duties.



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 (CEO)s 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	Upheled
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.





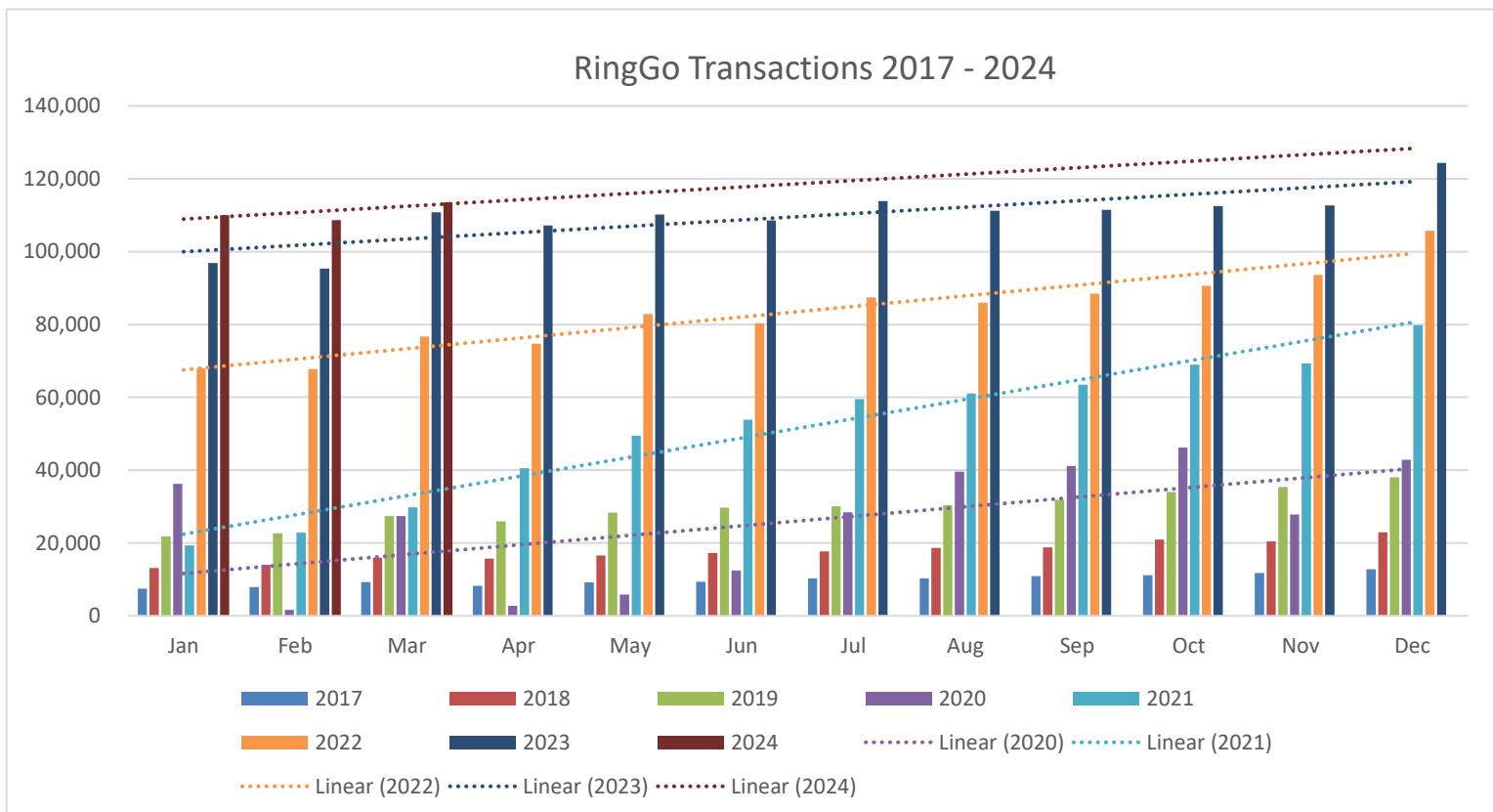
Cashless Pay and Display parking

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.



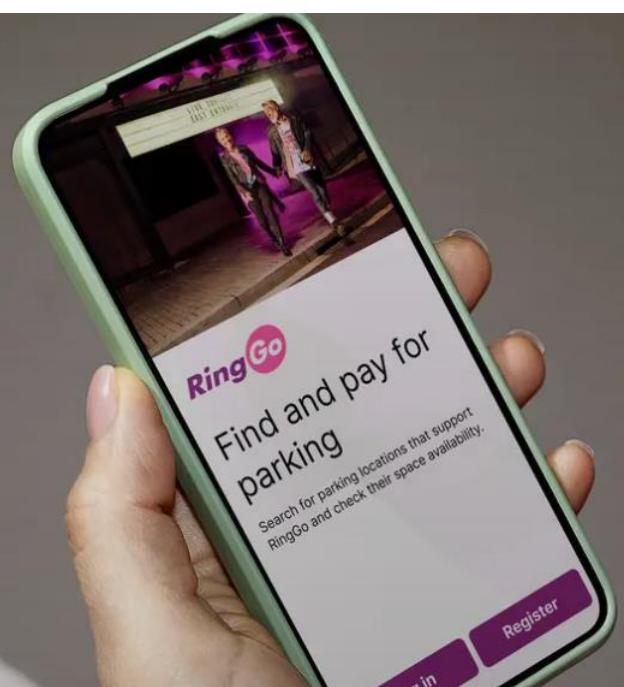
Get the RingGo app today!

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 2023 to March 2024

Income

Source	Amount (£)
Pay & Display / Meters	2,269,224
Permits, suspensions and dispensations	435,315
Other	5,827
PCNs	1,694,363
Total	4,404,729

Expenditure

Outgoings	Amount (£)
Employees	254,184
Operating Costs	220,007
Payments to Contractors	2,635,348
Total	3,109,539

Parking budget

Item	Amount (£)
Income	4,404,729
Expenditure	3,109,539
Surplus	1,295,190

Use of Surplus

Item	Amount (£)
Highways & Road Improvements*	1,295,190
Environmental Improvements	0
Total	1,295,190

*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**

	2022/23 £	2021/22 £	2020/21 £	2019/20 £	2018/19 £
Income					
Pay & Display/Meters	-2,155,770.63	-1,977,188.93	-1,038,188.03	-2,568,436.46	-2,567,720.96
RPS Permits	-449,035.97	-423,385.00	-385,097.44	-456,459.51	-415,933.00
Other income	-3,358.49	-44,843.11	-2,754.40	-18,216.33	-31,310.15
PCN income	-1,676,227.96	-1,252,214.16	-855,233.66	-1,344,971.17	-1,089,557.68
Total Income	-4,284,393.05	-3,697,631.20	-2,281,273.54	-4,388,083.48	-4,104,521.79
Expenditure					
Employees	220,285.95	199,714.54	235,506.48	325,619.76	356,554.00
Operating Expenses	187,183.43	157,765.82	234,371.05	299,560.43	246,054.65
Payments to Contractors	2,412,109.19	1,867,050.20	1,694,552.54	1,643,712.02	1,481,120.67
Total Expenditure	2,819,578.57	2,224,530.56	2,164,430.07	2,268,892.21	2,083,729.32
(Surplus) / Deficit	-1,464,814.48	-1,473,100.64	-116,843.47	-2,119,191.27	-2,020,792.47
TOTAL ON & OFF STREET					
Income	4,284,393.05	3,697,631.20	-2,281,273.54	-4,388,083.48	-4,104,521.79
Expenditure	2,819,578.57	2,224,530.56	2,164,430.07	2,268,892.21	2,083,729.32
(Surplus) / Deficit	-1,464,814.48	-1,473,100.64	-116,843.47	-2,119,191.27	-2,020,792.47
Use of Surplus					
Highways & Road Improvements	1,464,814.48	1,473,100.64	116,843.47	1,610,300.86	1,566,519.63
Environmental Improvements	0.00	0.00	0.00	508,890.41	454,272.84
	1,464,814.48	1,473,100.64	116,843.47	2,119,191.27	2,020,792.47



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 50cm from the kerb and not within a designated parking space	£70
27	Parked adjacent to a dropped footway	£70
30	Parked for longer than 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	8,120	H	25.08
2	Loading in restricted street	1,648	H	7.00
5	Parked after the expiry of paid for time	5,763	L	15.61
6	No Ticket	1	L	0.01
11	Parked without payment	13,216	L	33.72
12	No Permit Voucher or P&D Ticket	5,854	H	12.17
14	Parked in Electric Vehicle charging bay	1	L	0.00
16	Parked without a valid permit	456	H	1.08
19	Parked in a bay with an invalid permit or P&D	24	L	0.03
21	Parked in a suspended bay or place	820	H	1.98
22	Re-parked in the same place	491	L	1.40
23	Wrong class of vehicle	24	H	0.07
24	Not parked correctly	202	L	0.58
25	Parked in a loading place during restricted hours	2,181	H	5.96
26	Double parking in a SEA	130	H	0.34
27	Dropped footway in a SEA	433	H	1.41
30	Parked longer than permitted	9,668	L	20.77
40	Disabled person's parking	2,614	H	8.15
42	Parked in a police only bay	15	H	0.04
45	Stopped on Taxi Rank	693	H	1.61
47	Restricted Bus Stop	264	H	1.17
48	Stopped in a Restricted area	16	H	0.09
62	Parked on footway (urban road)	155	H	0.48
99	Pedestrian crossing	130	H	0.42
Totals Issued		Higher = 23,553 (44.51%) Lower = 29,366 (55.49%) Total = 52,919		



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	1	H	0.27
73	Parked without payment of the parking charge	336	L	92.31
80	Parked for longer than permitted	2	L	0.55
81	Restricted area	0	H	0.00
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	3	L	0.82
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	14	L	3.85
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	8	H	2.20
91	Parked in area not for that class of vehicle	0	H	0.00
Totals issued			Higher = 9 (2.47%) Lower = 355 (97.53%) Total = 364	



The total number of all PCNs issued by Warwickshire County Council parking management in 2023-24 was 53,283.

Penalty Charge Notices Issued by District or Borough

Location	PCNs issued	% of total
Warwick District	24,676	46.3%
Stratford District	15,251	28.6%
Rugby Borough	6,408	12.0%
Nuneaton and Bedworth Borough	5,254	9.9%
North Warwickshire (Borough)	1,694	3.2%
Total	53,283	

Penalty Charge Notice Payments

Penalty Charge Notices Paid	2023-24
Paid Pre Notice to Owner with Discount within 14 days	31,996
Paid in full after 14 days prior to Notice to Owner	4,349
Paid in full after Notice to Owner before Charge Certificate	3,685
Paid in full after Charge Certificate before debt Registration	852
Paid in full after debt Registration and before Warrant	545
Part Payments	2
Paid in full after Warrant	1,011
Total paid	42,440
Total paid %	79.7

Appeals and Cancellations

Description of Action	No.	% of cancellations
Cancelled before Notice to Owner issued (Stage 1)	6,092	90.17%
Cancelled after Notice to Owner issued (Stage 2)	485	7.18%
Cancelled after Charge Certificate issued	87	1.29%
Cancelled after debt registration issued	52	0.77%
Cancelled after warrant issued	3	0.04%
Cancelled at Independent Adjudicator (Stage 3)	37	0.55%
Total cancelled	6,756	
Total written off	1,459	
Amount outstanding	2,628	4.93 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)
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 **21%**, 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 predate 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)
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