

Online
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version



Parking Services

ANNUAL REPORT

2020/21

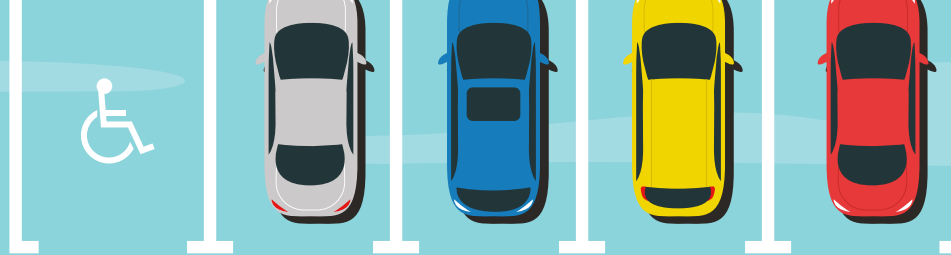
Newcastle
City Council 



At any time



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Newcastle City Council Parking Services – the what, why and how

Foreword

Welcome to the 2020/21 Parking Services Annual Report which sets out the role of Parking Services in the city. Whilst this report is set to be published in March 2022, it details the period 1 April 2020 to 31 March 2021. Activities that have occurred between 1 April 2021 to 31 March 2022 will be detailed in the Annual report we publish in March 2023.

As a local authority which operates Civil Parking Enforcement (CPE) the council is asked to produce an annual report in accordance with Part 6 of the Traffic Management Act 2004, and this report sets out an overview of all Parking Services and enforcement activity in Newcastle upon Tyne. This report highlights what we did in the financial year 2020/21 together with key performance statistics and financial figures.

This report is an important part of our ongoing commitment to be transparent and accountable to the many residents, businesses and visitors to the city who use our services and this year's Annual Report provides information about **what we do, why we do it and how we do it.**

We are always looking for ways to improve the service and we have introduced several initiatives that improve the way that we are able to help motorists in the city. The statistics within this report are only part of the story and we will always look to improve the city through investment to the benefit of businesses and residents alike.

2020/21 was significantly impacted by the Coronavirus. This report details the impact it had within parking, and the steps and actions staff within the service carried out to help fight against the virus. Naturally, there has been a huge decrease in footfall and income throughout the year due to the pandemic, and the finance section within this report details this further.

However, whilst we have sections within this report dedicated to our response to Covid-19, the service has continued to operate and this report details some of the new initiatives we've undertaken. We also now have a range of digital videos to help support those not sure on how to use the varying payment methods we provide. Please see section headed 'How to videos' for more information.

Through a sustainable permit allocation policy, we are able to allocate permits to residents across the city, including city centre locations, without any waiting lists and we are continuously looking to improve how we can improve the permit scheme to make it as user friendly and efficient to residents as possible.

The Parking Services team seeks to provide a service that, as far as possible, secures the expeditious, convenient and safe movement of traffic, in order to support businesses and the needs of residents across the city.

Thank you for taking the time to read our report. The Parking Services team welcomes any feedback on parking issues and if you have any queries or comments on this report of any aspect of the service please telephone the team on **0191 278 7878** and ask for parking services or email **parking@newcastle.gov.uk**

Cllr. Ged Bell
Cabinet member for Development,
Neighbourhoods and Transport



Introduction and Overview

The City of Newcastle upon Tyne is widely recognised as the “regional capital” for the North East of England with a population of 300,000. The City covers an area of 103 square kilometres and is host to 167,600 jobs, with more than 50% of people travelling from neighbouring authorities to work. A number of key development and civic renewal projects are being progressed in Newcastle, including the new HELIX site which will host a 550 space car park with space dedicated to disabled parking allocation and to electric vehicle charging bays which will further enhance the cities priority of promoting a sustainable approach to transport (due in early 2022) which will all influence transport patterns and should benefit accessibility and employment in peripheral parts of the city centre.

What is the purpose of Parking Services?

The role of Parking Services is to provide a regulated and safe environment for motorists, cyclists and pedestrians and reduces traffic congestion as much as possible across the city.

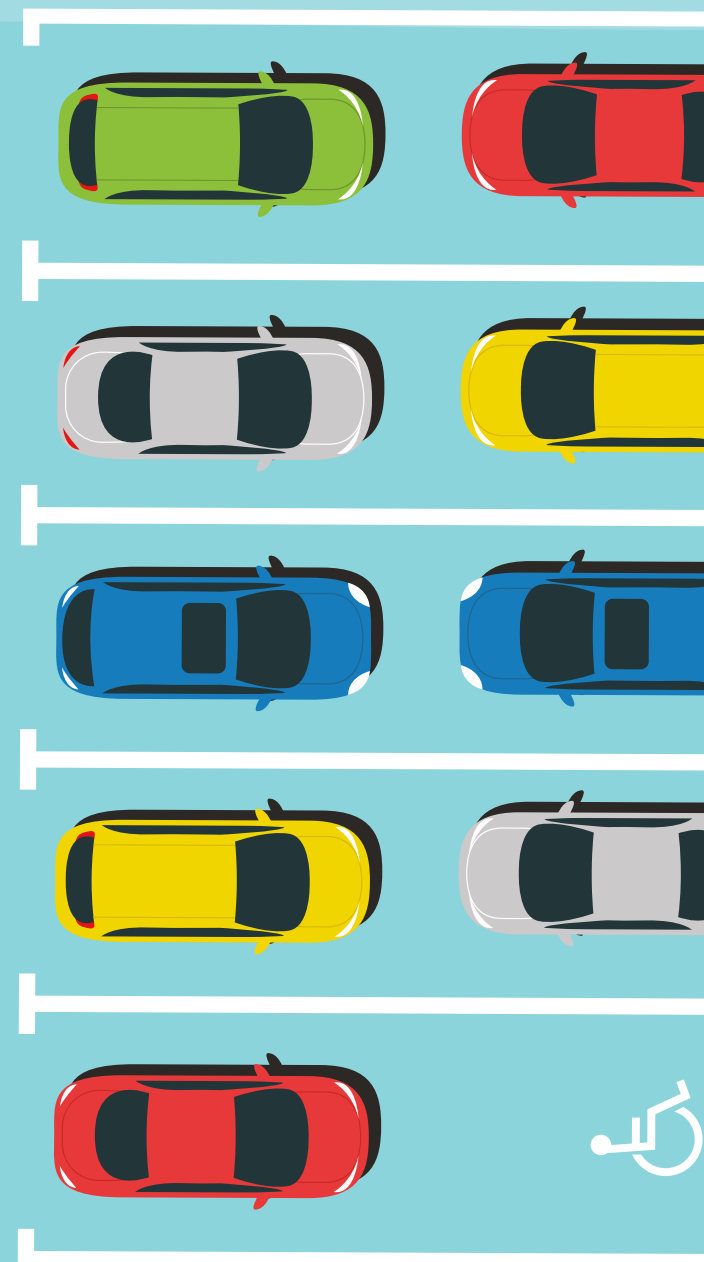
In addition to providing a range of available car parking spaces, Parking Services are also responsible for issuing penalty charge notices for a range of car parking contraventions such as parking without a valid ticket, parking on yellow lines and parking in a bus stop.

The purpose of enforcing parking regulations is to ensure that congestion across the city is reduced leading to safer roads and better air quality and to support motorists who need to park in the city.

This helps the city to become BUSIER:

- Businesses to benefit from more efficient deliveries due to the easier flow of traffic
- Utilise the latest technology to help motorists across the city.
- Sensible and safer parking encouraged
- Improve road safety
- Enhance Pedestrian routes, in particular for pedestrians with a visual impairment or mobility problems, by removing obstructions from pavements where there are adjacent yellow lines
- Reduce traffic congestion

For further detailed explaining of the role of Parking Services, why it’s required, what it entails, and the benefit enforcement brings to a city, please refer to our **19/20 report** which provides detailed information throughout all of chapter 1.

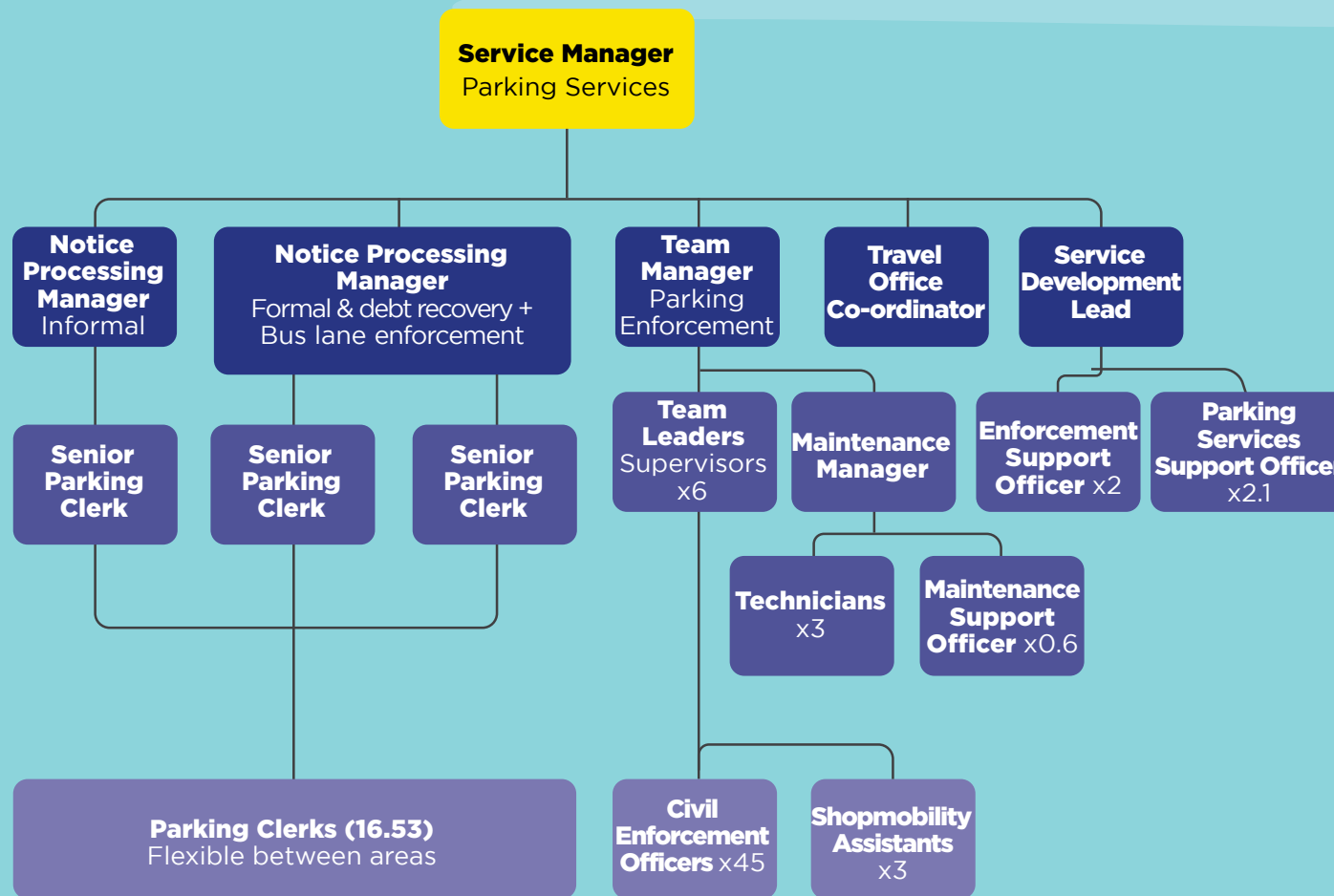


The Parking Services' Team

Whilst some Local Authorities may outsource some elements of parking enforcement, whether that's the Enforcement Officers, or the Notice Processing of representations (appeals), or ticket machine maintenance, Newcastle City Council's Parking Services is able to provide all of these services without outsourcing, leading to a much more joined up approach and improving customer service.

Aims and objectives of Parking Services

The Parking Services team aims to provide a parking service that as far as possible secures the safe, expeditious and convenient movement of traffic, in order to protect the commercial viability and public safety of the City Centre and surrounding areas.



Our objectives;

- Start to roll out CiCo to new locations, and reduce the overall number of ticket machines.
- Introduce a data integration app - coin, card and PBP all onto one system
- Manage air quality contraventions from the go live date, including all the systems, and recruitment beforehand.
- Introduce virtual permits
- Roll out PayByPhone to all remaining car parks
- Progress towards map based Traffic Regulation Orders - creating online orders for all of the city's Traffic Regulation Orders
- Continue to support Major Events, such as Sporting events (e.g Great North Run), concerts and other events (such as New Years Eve)
- To monitor the financial impact of Covid-19 and the recovery thereafter
- To support the economic recovery the city by promoting car parking solutions and offers – approvals in place for rolling out CICO and PBP. In December signage and CEOs helped manage the demand for car parks for the Christmas rush. We have also helped to facilitate pavement cafes.
- To continue to support and advocate the Council's Values of Proud, Fair and Ambitious
- To consult on and finalise the new legal order

Wider Objectives

- To support the efficient use of our road network and public transport system by reducing congestion caused by inconsiderate parking.
- To ensure that congestion is reduced as much as possible and therefore improve air quality
- To support the pursuit of providing a safe environment for citizens by the enforcement of restriction at schools, crossings, bus stops etc.
- To ensure that those persons with mobility problems have access to amenities through the popular Shopmobility Service, dealing with blue badge misuse and protecting disabled parking spaces for blue badge holders.
- Improve living conditions for residents through the administration and enforcement of resident parking schemes.
- Provide safe and secure car parking at affordable rates to help ensure Newcastle remains a working city.
- Working towards and supporting innovative solutions, such as car share options, electric vehicle reserved bays with charging facilities.

Our responsibilities:

2,188 on street car parking spaces

8 Multi Story Car Parks (MSCP) providing **3,269** car parking spaces

45 Surface car parks providing **2,363** car parking spaces

Issuing of residents parking permits (approx. **8,800** per annum)

Issuing of visitor parking permits (approx. **7,300** per annum)

Issuing and processing Penalty Charge Notices, issued in the event of non-compliance with parking regulations, approximately **79,000** Penalty Charge Notices issued per annum

Enforcement of bus lanes approx. **25,000** Penalty Charge Notices issued per annum.

A Shopmobility Service for **300** members

Maintenance of **351** payment machines

Bus Lanes

Please refer [here](#) to for details of bus lane enforcement including how to review footage if you have received a Penalty Charge Notice, how to appeal or pay.

A full up to date list of all bus lanes can be found on our [website](#).



How Parking helps contribute to the success of the city

Ordinarily we would be supporting a range of key areas such as the Great North run, but unfortunately this was cancelled due to Covid. However, our response to the pandemic is detailed below, which has helped ensure the city recovers from the pandemic as quickly as possible

Response to Covid-19



- Free parking for all members of the public for the first few months of the pandemic and for a lot longer for NHS staff
- For the first few weeks of the pandemic we carried out no enforcement including bus lanes, and issued no letters in the post for existing PCNs.
- Supported food deliveries

- Supported the reopening of household waste centres
- Remodelled streets – e.g. Grey Street, Queen Victoria Road, to ensure 1 way walking could be achieved at the expense of parking bays
- Pavement cafes – have supported the Council and NEIs approach to allowing businesses to open up pavement cafes outside of their properties using parking bays
- Centre for life vaccinations
- Banqueting Hall mass testing for staff with no symptoms
- Park and ride car park at the Great Park became mass testing site
- Embedded new technology for remote working for enforcement staff
- New policies and arrangements for staff starting work from home



- Risk assessments for our staff and for enforcement
- We worked proactively with debtors who were in arrears following the COVID restrictions for their permits. This work helped bring in income to support the service, whilst concurrently working with Businesses to ensure they retained permits to gain parking exemptions and support their operations.
- Parking Services have helped the City's recovery to the Covid-19 pandemic, contributing almost 9,000 hours of Civil Enforcement Officer time towards supporting areas such as the Household Waste Recycling Centre and the Grainger Market delivery service.



Parking demand

By managing the demands of the highway network with tariff charges and enforcement, this helps to keep the city moving, reduce congestion, promote public transport and sustainable travel, help ensure a turnover of bays at key locations, such as next to shops or hospitals.



Enforcement also helps keep pedestrians safe, helping people cross the road without having their view blocked by illegally parked vehicles, especially outside of school gates.

Enforcement policy

Statement of Purpose

The Council's approach to parking enforcement is fair yet firm. To underpin this objective and ensure we deliver the best possible service to motorists and customers, our policy of what customers can expect from us is;

Enforcement Objectives:

1. Fair

- We will explain and communicate the parking regulations clearly and concisely;
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the city;
- We will review Parking Services regularly to see how they can be improved.

2. Firm

- We will take consistent enforcement action to deter inconsiderate parking;
- We will pursue people who try to evade penalty charges and take steps to recover debts owed to the Council;
- We will work with the police to prevent crime and anti-social behaviour and to protect our enforcement staff against abuse and violence.

3. Best Possible Service

- We will reply quickly to representations against Penalty Charge Notices whilst fully investigating motorists' comments;
- We will issue Penalty Charge Notices in accordance with the relevant legislation using accurate hand held technology (wherever possible);
- We will develop on-line services to improve customer access to information;
- We will continue to develop our service to provide the best possible service in relation to blue badges and permits.

Our Civil Enforcement Officers (CEOs) are trained to have a fair and consistent approach to enforcement in order to encourage lawful and considerate parking. Our promise to customers is that, in carrying out our enforcement procedures, we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice and assistance on the appeals procedure.

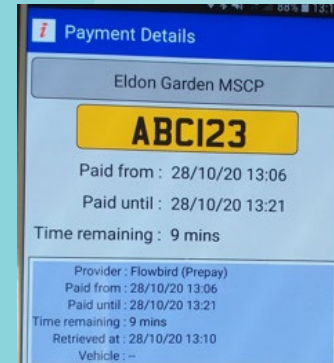
Successes and Challenges

Parking Services continue to have a number of successes and challenges each year. Below are some of the key successes and challenges that occurred during 2020/2021

Successes

- Our new off street order was approved in February 2021
- Over the last 12 months we have worked with our software supplier (Imperial) to configure their new virtual permit system to accommodate our vast range of parking permits with the aim to move over to the new system in 2021.
- We have installed some new digital screens in some of our multi-storey car parks – improving/modernising the look of the car parks and bringing in additional revenue.

- Data integration app live – all card, coin and PayByPhone payments now go through to the Enforcement Officers handheld device for our card enabled car parks

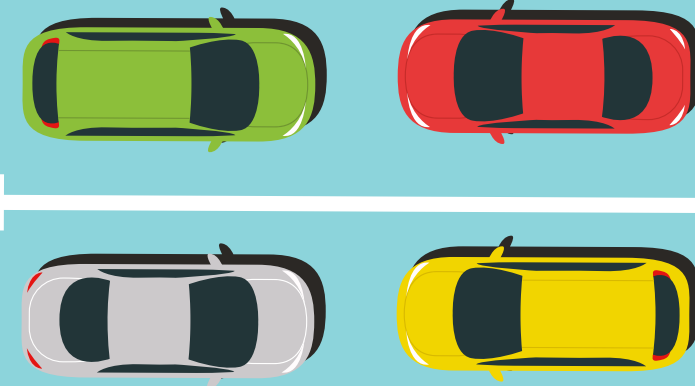


- We successfully planned and managed the significant post lockdown Christmas rush for our car parks.
- We worked hard to develop a Teams platform that would allow for staff to come together at the end of the day once a week in a virtual setting on Teams. This has proved to be a big success and feedback from staff has been positive.
- The Bus Lane team, working with colleagues in ICT, have helped ensure the process for issuing refunds to the John Dobson Street decision is as seamless as possible.
- Parking Services Annual Parking Report was once again crowned the best digital format – for the second year running.
- Our PCNs now feature QR codes making it easier than ever for customers to make a payment.
- We supported shopping in the city centre throughout the festive period by providing extended opening hours in the car parks.

- With the help of ICT, Parking Services have successfully updated their parking dispensation application form to a much more user friendly version which means the applicant can now apply & pay for their request online.

Challenges


- The Covid-19 pandemic arrived in March 2020 and had a significant impact in the whole of 2020/21, in terms of car parking usage, financial impact, and the work for Parking Services staff
- Our plans to start managing air quality contraventions were put on hold due to Covid.
- EV charging posts continue to have problems due to the age of the chargers and replacement parts largely being unavailable. Council officers are proactively working on a region wide approach to undertake a procurement exercise for the maintenance of charging posts going forward



Partnership working

The Council works with a range of external partners and stakeholders on a regular basis. This ranges from our enforcement software, to our ticket machines, to uniforms, and pay and display ticket rolls. Below are some of the external stakeholders we regularly work with:

- PayByPhone  – provide our cashless (payment by your mobile phone) solution.
- Flowbird Smart City UK – provide all our ticket machines (including the card enabled check in check out machines) as well as their back office Flowbird Web Office system which gives us powerful management information on car park usage 
- Imperial Civil Enforcement Solutions – provide our enforcement software – the app that enables our CEOs to issue a PCN, the back-office Notice Processing system for logging and responding to appeals and permit applications 

- Parking and Traffic Regulations Outside London (PATROL) – provide the independent adjudicator service for appeals
- Systems Engineering and Assessments LTD (SEA) – provide our bus lane cameras, our camera car and the software for reviewing the footage 
- British Parking Association - Latest guidance and advice as well as sharing best practice with regional and national local authorities 
- Other Local Authorities – for example, we met with staff from Cumbria County Council to discuss best practices for dealing with Blue Badge misuse
- Schools
- City Centre Businesses and NE1
- A whole host of maintenance related partners
- Residents

Sometimes our partnership work is sharing best practice, or simply using their products and having performance reviews and a mechanism for reporting and investigating any issues, but other times our partnership work is about problem solving or improving our service.

Example – data integration app

All PayByPhone transactions immediately appear on the Enforcement Officers handheld device. This means that when they input the vehicle registration plate into the device, it will either appear ‘green’ which means a valid PayByPhone session is in place or it will be red, which means no PayByPhone transaction in place. In these circumstances, Enforcement Officers would then be required to use another phone to check if a card transaction had taken place (for our card enabled car parks), and/or the vehicle dashboard for any coin ticket.

As the card enabled machines require a vehicle registration to be inputted when checking in, or using coin, Newcastle City Council proactively worked with both Flowbird (ticket machine manufacturer) and Imperial (Enforcement system / handheld device provider) to ensure that these records also go through to the same Enforcement app as PayByPhone.

As a result of successful collaboration between all three parties, all coin, card and PayByPhone entries now go through to the enforcement app. This means Enforcement Officers no longer have to carry multiple phones, check different payment systems and check dashboards for tickets. They simply input or scan the vehicle registration and it returns a green (any valid session is in place) or red no valid sessions are in place, making enforcement more efficient.

Car parking that we manage on behalf of others

We currently manage a number of car parks, and one on street location, on behalf of other landowners. This means we are responsible for:

- The terms and conditions
- The traffic regulation orders
- The ticket machines and payment methods
- Collecting and processing the income
- Enforcement
- Representations (appeals)

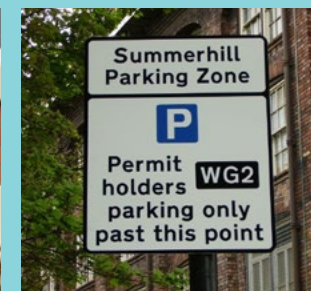
We currently manage the following locations

Location	Who we manage the parking on behalf of
Newcastle United stadium car park	Newcastle United Football Club
Leazes Park car park	Urban Green Newcastle
Paddy Freemans car park	Urban Green Newcastle
Castle Farm car park	Urban Green Newcastle
Red Walk	Urban Green Newcastle
College Street car park	Northumbria University

Permits

We offer a range of different parking permit requirements in the city, ranging from permit zones, to those wishing to benefit from long term savings from regular city centre parking in our car parks.

Permit parking schemes were introduced to address commuter parking problems, improve road safety and provide residents and businesses of eligible properties with some priority in parking their cars or cars for legitimate visitors, as close as possible to their properties. Permit schemes have been successful and well received by local residents to help address long standing parking problems. We continue to develop our application process to ensure all customers can easily obtain the permit they require.



What types of permits are available?

- Resident Permits
- Visitor Permits
- Landlord Permits
- Business Permits
- Charity Permits
- Public Sector Permits
- Car Park Season Tickets
- City Centre Resident Permits
- City Centre Business Pay and Display Permits
- Temporary Tradesman Permits

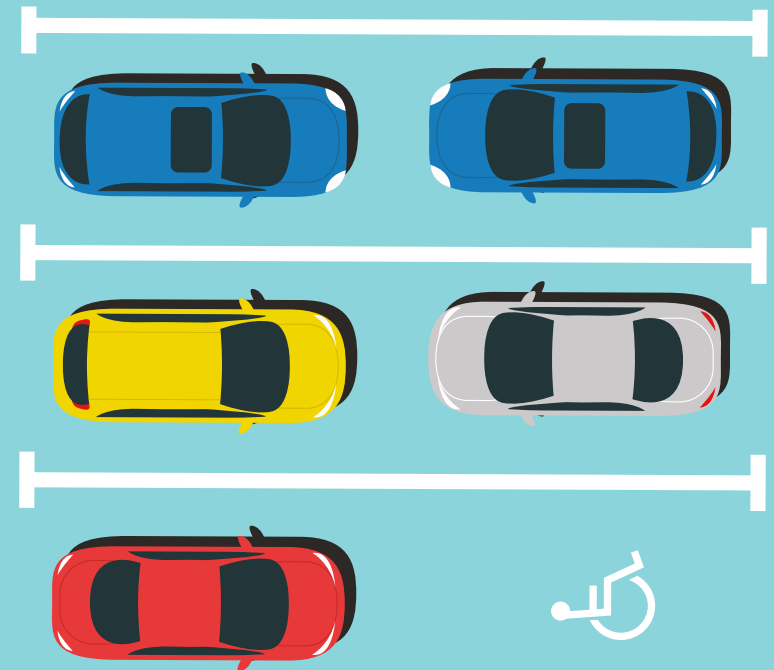
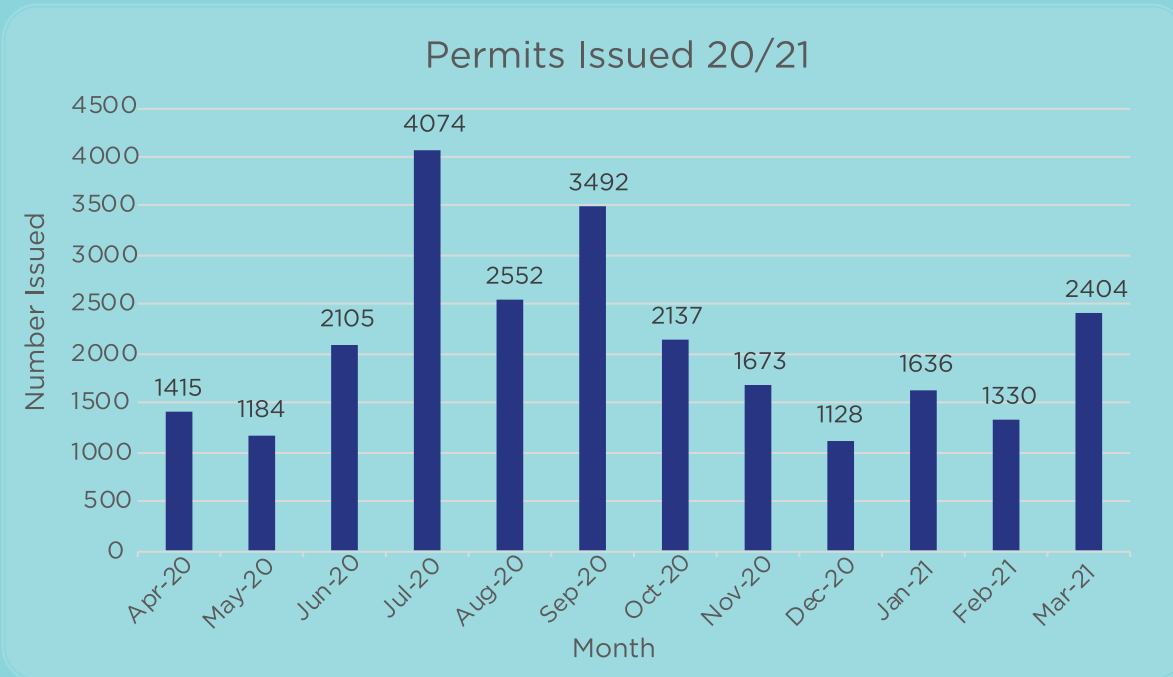
- Tradesman Annual Permits
- Supplementary Scratchcards - Residents
- Supplementary Scratchcards - Tradesmen
- Supplementary Scratchcards - Landlords
- Supplementary Scratchcards - Businesses

As a council, we encourage the use of low emission and electric vehicles. We offer a discount of up to 50% off the cost for a low emission vehicle for certain permits issued for use within permit zones and there is no charge for a permit for a fully electric vehicle for certain types of permits.

For full details on permits, please click [here](#).

Where to park

Within the City of Newcastle we have a total number of 45 car parks (not including multi storey car parks) with a total of 2,363 spaces. There are 8 multi storey car parks with a total of 3,269 spaces. Within some of these car parks we have designated bays for Disabled blue Badge Holders, Motorcycle stands, bicycle stands, city park permit bays, electric vehicle charging bays and shop mobility bays.



Off Street- top 10 biggest car parks in terms of bays

CAR PARK NAME	No of Spaces
CIVIC CENTRE	267
CLAREMONT ROAD	219
ST GEORGES	139
COACH LANE	122
ELLISON PLACE	119
MORDEN STREET	105
EAST END POOL & LIBRARY	99
KINGSTON PARK	95
COLLEGE STREET	73
SANDYFORD SQUARE	71



All Multi-storey car parks

	CAR PARK NAME	NO OF Spaces
1	NUFC STADIUM MSCP 8am-10pm Sunday 8am-6pm	545
2	QUAYSIDE MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	499
3	ELDON SQUARE MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	497
4	MANORS MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	486
5	ELDON GARDENS MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	445
6	GRAINGER TOWN MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	401
7	DEAN STREET MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	257
8	OXFORD MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	139



On Street – Top 10 locations based on number of bays

On Street Parking	No of Spaces
CLAREMONT ROAD (UPPER)	82
GREY STREET	80
JESMOND ROAD	76
CLAREMONT ROAD (LOWER)	69
RICHARDSON ROAD (UPPER)	56
CARLIOL SQUARE	55
LEAZES TERRACE	50
PARK TERRACE	50
GIBSON STREET	49
LAMBTON ROAD	46



For more information on car parks, such as car park tariffs, opening hours, charging times, pay by phone codes and post codes please see the following [link](#)

Lifecare plans

We strive to keep all our car parks in excellent condition, and our maintenance teams work hard to ensure all standards are met with daily and weekly routine maintenance at all our sites, including cleaning, rubbish collections and grounds maintenance keeping the green areas looking their best.



All of our Multi-Storey Car Parks have a principal inspection every 6 years which covers all structural and technical elements, and all our surface car parks undergo a 6 monthly maintenance inspection. These inspections ensure that all our car parks are maintained to the highest standards and are safe for public use. Investment in our properties have included lift upgrades, new handrails and stair nosing's to ensure we comply with the Disability Discrimination Act, along with ensuring signage and lighting is maintained to high standards.

Payment methods

Pay and display

We offer a pay and display method at all locations and over 4 million pay and display tickets are purchased for parking sessions each year. Newcastle City Council works with NE1 (The city centre business improvement district), to provide 'Alive After 5'. This provides free parking in all Newcastle City Council multi-storey car parks after 5pm.

Coin

All of our 421 machines across the city accept coin payments

Check in Check out

Since October 2016, two of our flagship city centre multi story car parks have enabled customers to pay by card in a scheme known as Check in and Check out. This function requires the drivers to enter their vehicle registration

number into the pay and display machine which links up with the Civil Enforcement Officer's Handheld device which makes enforcement easier and more efficient. For more information, please visit our [website](#).



The scheme provides:

- Far greater flexibility to the customer
- Reduces the number of Penalty Charge Notices (PCNs) as it's not possible to get a PCN for overstaying the expiry of a parking ticket
- Improved choice of payment options for customers, i.e. provides the option for those who wish to pay by card
- Means customers don't have to carry sufficient loose change with them
- Customers who return to their car earlier than anticipated have not overspent on the pay and display machine as they are charged when they return
- Customers are charged for the exact minutes they are checked in.

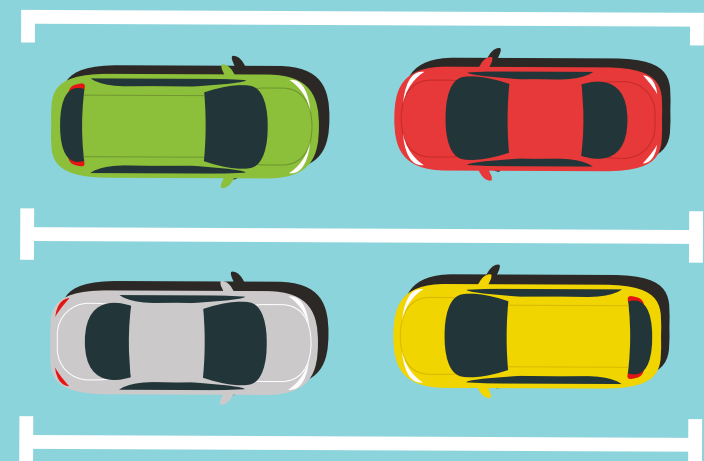
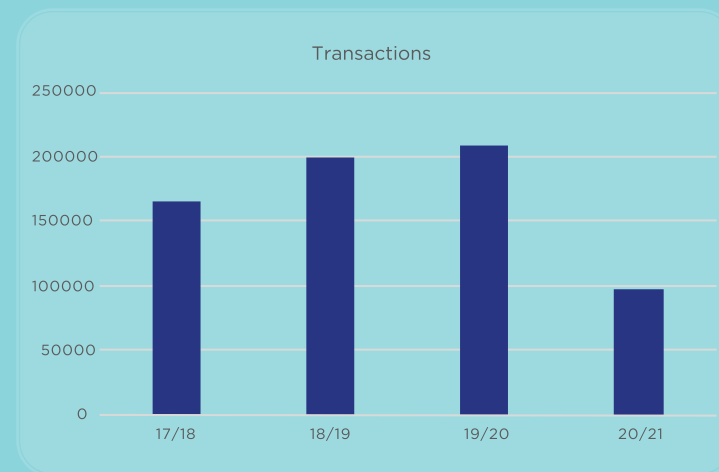
Check in Check out statistics

In 2020/21 there were 96,620 transactions.

Apr-20	13
May-20	404
Jun-20	5018
Jul-20	12596
Aug-20	16019
Sep-20	13992
Oct-20	15542
Nov-20	5642
Dec-20	20891
Jan-21	1696
Feb-21	2091
Mar-21	2716

This is a marked decrease on previous years due to the impact of Covid. Indeed as the below graph shows, transactions were down 53% compared to 19/20.

However, the % of customers using card over coin at a ticket machine continues to grow.



PayByPhone

PayByPhone are the cashless provider we have in the majority of our parking locations. It enables the motorist to pay for their parking coin free, and extend sessions remotely.

No Coins, No Problem

Add your preferred credit card, or park using Apple Pay or Google Pay.

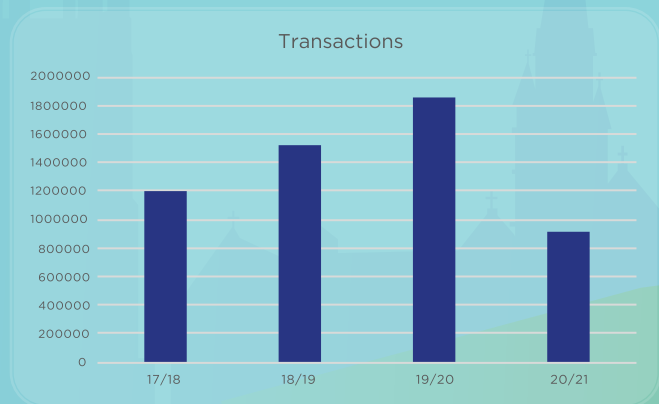
Avoid Parking Tickets

Receive text message reminders before your parking time expires.

Need More Time?

Extend from anywhere and save yourself a trip back to the Pay & Display Machine.

In 2020/21, there were 913,421 transactions (including remote extensions). This is a decrease of 51% to 2019/20

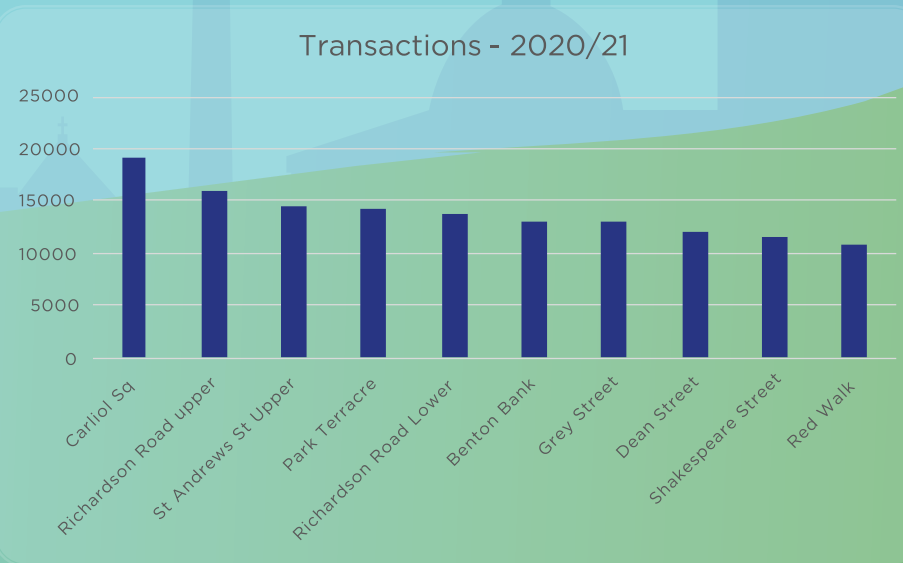


Again, despite the drop in transactions due to footfall reduction, the popularity of PayByPhone continues to be strong across the city and is the predominant payment method of choice in most locations.

Top 10 PayByPhone locations - off street (includes Multi-storey car parks)



Top 10 PayByPhone locations - on street



Disabled parking (blue badge)

The Blue Badge Scheme is a European wide scheme which provides a range of parking benefits for disabled and blind people who travel either as drivers or as passengers. Most multi-storey and off street car parks, as well as some on street locations have designated bays for the use of Disabled Blue Badge holders. Only people who are in possession of a valid Disabled Blue Badge can park in these bays. The badge must be clearly displayed within the vehicle at all times when parked in these spaces.



Disabled bay misuse

This is when vehicles park in a disabled bay, without a valid disabled blue badge on display. Parking in disabled bays – at all times – is only permitted in conjunction with a valid blue badge.

The Civil Enforcement Officers carry out regular checks of disabled bays to ensure that only vehicles displaying valid blue badges are parked.

During the financial year 2020/21, a total of 1,103 Penalty Charge Notices (PCNs) were issued to vehicles parked in both disabled bays in car parks and on-street, without a valid blue badge on display. Of those PCNs, 107 were cancelled following receipt of an appeal by a blue badge holder. The most common reasons that blue badge holders are issued with a PCN whilst parked in a disabled bay are as follows:

- Displaying an expired blue badge because the badge holder didn't realise it had expired or forgot to display their new badge.
- The blue badge was knocked on the floor so was not visible for the Civil Enforcement Officer to inspect.
- The blue badge was on the vehicle dashboard but details allowing us to verify the validity of the badge are covered by another object.
- The badge holder forgot to display their blue badge when exiting the vehicle.

Newcastle City Council are very understanding of blue badge holders who do not display their badge correctly and where this results in the issue of a PCN. If a PCN is issued but is subsequently appealed, the Council's cancellation policy allows three PCNs to be cancelled within a 12 month period provided that evidence is submitted which shows that the person is a valid blue badge holder, or they were transporting a blue badge

holder at the time the PCN was issued. Each cancellation letter issued highlights why a PCN was given to help educate the appellant about where and how the badge can be used to avoid repeat contraventions.

Whilst many cases of misuse of a blue badge occur when non-blue badge holders use a blue badge to park their vehicle in a disabled bay, misuse can also occur when a non-blue badge holder uses a badge to park their vehicle in a pay and display bay, parking permit zone or on yellow lines.

Blue badge misuse

Newcastle City Council is committed to protecting the Blue Badge scheme and genuine users.

A blue badge is only for the use and benefit of the person to whom it has been issued. A blue badge should only be displayed in a vehicle if the badge holder is travelling in the vehicle, or if the badge holder is being picked up or dropped off by a driver.

Misuse is the use of a badge by anyone other than the registered badge holder, for any purpose other than to pick up or drop off the badge holder from the place where the vehicle is parked

The blue badge scheme provides a series of concessions for people with disabilities or health conditions and helps ensure that they can park close to their destination. To help support this Parking Services have maintained a stringent campaign to stamp out abuse and misuse of blue badges. This has helped to build and reinforce

confidence in the blue badge system in Newcastle and maximise available parking for legitimate blue badge holders where they need it most.

Powers issued by the Department for Transport allow Civil Enforcement Officers to inspect a Blue Badge on display. This is to help ensure that Blue Badges are only being used by those that are entitled to do so and that the badge is being used properly.

We are taking action to prevent the misuse of the scheme:

- Enforcement Officers have been trained to spot counterfeit badges.
- Areas known to have high levels of abuse are being targeted in special operations.
- A poster campaign to raise awareness of the penalties and consequences associated with misuse.

A small team of officers are dedicated to investigating alleged incidents of blue badge misuse that have been reported by the public and by patrolling officers. Time is spent ensuring that as much evidence as possible is gathered. Where it is appropriate, the team will speak to the driver of the vehicle under caution to establish the full circumstances as to why the badge is being used. Misuse of a disabled badge impacts on both the service user and the integrity of the scheme itself and as such is something that is not tolerated. Newcastle City Council prosecuted five drivers in 2020/21 where we believed that they were misusing a blue

badge. Each of the drivers was found guilty of blue badge misuse and ordered to pay a fine by the Court.

For more information on disabled parking and the blue badge scheme, and to find out how to apply, please visit our [website](#)

Shopmobility

Newcastle Shopmobility is based in Eldon Gardens Shopping Centre on Percy Street, right in the heart of Newcastle.

Shopmobility, established in 1999, is a service that provides battery-powered scooters and wheelchairs for people with mobility difficulties.

Becoming a member of the Shopmobility scheme gives greater choice, freedom and independence to travel around the city centre. Standard or battery-powered wheelchairs and scooters can be booked in advance. Members can pre-book a parking space on Level 4 of Eldon Garden multi-storey car park when using Shopmobility equipment, and all members are given instructions on use when borrowing a battery powered scooter or wheelchair.

For further details, or to join, please contact Shopmobility direct on **0191 2616176** or pop into the store inside Eldon Gardens Shopping Centre.



Electric vehicles (EV)

Newcastle City Council is committed to improving and increasing the charging network and supporting the growth of electric vehicle use. Newcastle City Council currently has approx. 56 bays across the city dedicated for electric vehicles. These are predominately found within Eldon Garden, Grainger Town and the Quayside Multi-storey car parks.



All of our charging posts are managed by Charge Your Car (CYC) who provide access methods for EV drivers and gather the charging data for us. Find out more [here](#)

Park and Ride

Newcastle has a 500 space Park and Ride facility in operation, linking Newcastle Great Park, through Gosforth to the City Centre. The secure Park & Ride site is covered by CCTV and is conveniently located just off the A1 to the north of the City, with a less than 20 minutes journey to reach the centre of Newcastle



Cycle and motorbike parking

Newcastle Parking Services provide bays in both on-street parking areas and in off-street car parks for exclusive use for motorcycle parking. These bays are provided free of charge.

Details of on-street motorcycle parking provision can be found [here](#)



Whilst details of the bays for motorcycles in our car parks can be found [here](#)

If a motorcycle bay is not available, motorcycles can be parked in a pay and display bay, but payment of the parking charge would be required. It is advisable to pay for parking via PayByPhone, or Ci-Co (where available), as a pay & display ticket may be lost.

HGV and Coach parking

There is one HGV and coach park, located on Ord Street (NE4 7AD), near to the Utilita Arena. 13 bays are available on a first-come, first-served basis.

Further details, such as charging periods and parking tariff can be found [here](#)

Parking for motorhomes

Newcastle Parking Services make every effort to cater to requests for motorhomes to be parked within one of the Council run car parks.

So that your motorhome can be parked safely and legally and to avoid difficulties, please contact the Parking Enforcement Supervisors in the first instance on 0191 277 2739 to discuss the size of the vehicle to be parked and the area that you would like to park it in.

Details of height restrictions for multi-storey car parks can be found below. The HGV parking facility at Ord Street, NE4 7AD can also be used for parking a motorhome. Find out more [here](#)

Freedom of Information Requests

In 2020/21, 60 Freedom of Information requests were received by Parking Services. The Council are required to respond to FOI requests within 20 working days and Parking Services successfully responded to 100% of requests within this timescale. If you would like to submit a FOI request or need advice on making a FOI request, please send an email to the Information Governance Team at freedomofinformation@newcastle.gov.uk

How to videos

For information on how to use our payment machines please view our instructional videos below:

[Blue Badge Check In / Check Out](#) (colour)

[Pay by card](#) (colour)

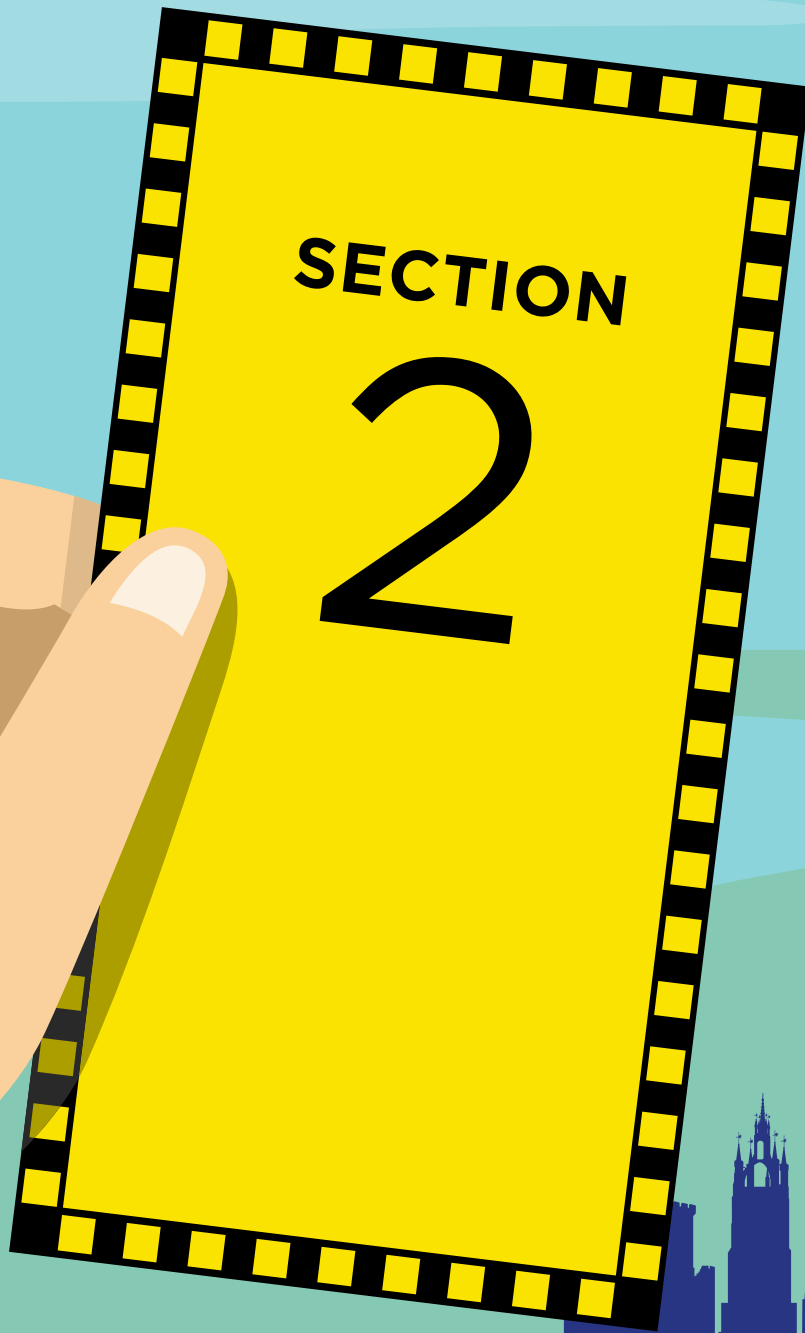
[Pay by coin](#) (colour)

[Blue badge check in/ check out](#) (black and white)

[Pay by card BNW](#) (black and white)

[Pay by coin BNW](#) (black and white)





Innovation and new developments

Problem solving

Parking Services often speak to other colleagues within the Council with regards to problem solving, such as Highways, Traffic Management and Legal Services, but also speak regularly with our neighbouring authorities.

We also work with external organisations such as the NHS and the Police in order to support the residents and businesses of Newcastle.

We will work to prioritise enforcement where specific concerns are identified and frequently work with local public transport managers to help ensure that public transport is able to flow as freely as possible across the city benefiting residents wishing to travel into or out of the city centre.

Example - reduction in ticket machines

Due to the overwhelming success of the card enabled machines and our check in check out service at the two Eldon car parks, we have long had aspirations to roll this out to further car parks. However, due to the number of ticket machines some of the remaining MSCPs have (for example Grainger Town had 21 machines) this would make it expensive to upgrade each ticket machine to have card doors.

Therefore in order to maximise the roll out to as many car parks as possible, to benefit thousands of our customers in our busiest car parks near to shops, hospitals and amenities, we are actively reducing the number of ticket

machines, but instead ensuring that there is at least 1 ticket machine at every pedestrian exit. This means we are also improving the customer experience as customers simply park, walk past a machine to make a payment (or use PayByPhone) and continue on their way out of the car park. There is no requirement to display a ticket. The reduction in ticket machines has been possible due to the data integration app and improvement in technology, but also because the cash boxes don't get as full when card is offered.

This solution has therefore given us the business case to roll out check in check out to 10 new car parks.

Improving the user experience

Parking Services regularly seeks to improve the user experience for both staff and customers.

- To ensure our two busiest and most popular car parks continue to have modern, state of the art ticket machines, we order new touch screen-colour machines for these 2 car parks to improve the customer experience. As well as being a better user interface, they are also more quicker.
- We have installed new digital advertising screens in 4 of our car parks to help give them a modern look.



- We continue to translate all of our written legal orders into map based documents that are easier for all customers to view and understand the restrictions on the ground at any location.
- We have given our tariff boards a new look, working with our staff forum and professional designs, to ensure the tariff board is a better design, with the key information easier to view and understand
- When issuing refunds for contraventions at John Dobson Street, we worked with ICT to ensure the process was as easy as possible for members of the public, as well as being automated for large parts



You Asked, We delivered

The public are able to report any parking concerns to ourselves both online and through telephone contact. We receive several requests every day for parking concerns affecting both residents and businesses and we look to respond appropriately to these requests.

Recently, we have looked to the appeals team to identify any common concerns that are reported to us and we have looked to increase or change signage to help make the prevailing restrictions clearer. This has proven to have had a positive impact and to help drivers to understand the prevailing restrictions. We have a program of continuous monitoring to help ensure that any concerns or complaints are identified quickly and investigated thoroughly to help ensure that where improvements can be made this is done in an efficient and effective way.

New payment methods

Whilst not a new payment method, Parking Services changed acquiring banks (the banking merchant that collects money from individuals for their parking transactions when using card or PayByPhone, resulting in financial savings for the Council.

New ways of keeping in touch (eg social media)

Ordinarily when consulting on new or amended parking restrictions and charges, we put a notice in the press, and then site notices at the effected parking locations – notably adjacent to ticket machines.

During 20/21 we consulted on some significant changes to our off street order. Due to this and because it was Covid, not only did we increase the number of site notices to include ones in every effected bay, we also put the details on our website and did a number of social media posts to direct people to the consultation.





Education, Enforcement and Appeals

Most common Contraventions

Details of the most common contraventions that a Parking Penalty Charge Notice (PCN) may be issued can be found [here](#)

A full list of the contravention codes can be found on the following [website](#)

Publicity campaigns

As part of the Council's decision to refund for John Dobson Street bus lane contraventions, the Council did a series of web page information, social media posts, and provided information to the local press

Introduction of parking restrictions - warning notices

Where new parking restrictions are introduced, we work hard to raise awareness of the scheme locally. We ensure that the scheme is publicised and once the restrictions are introduced, we issue warning notices to raise awareness with drivers who may frequently park in the area. The warning notices advise drivers of the new restrictions and look to promote compliance with the regulations in advance of formal enforcement action being taken.

How we work with partner agencies

We work to support all our partner agencies across the city. We meet frequently with

colleagues from community safety and discuss any concerns with regard to anti-social behaviour on car parks for example and this then helps colleagues to address concerns. We also share information with the Police and this helps raise awareness of local concerns as well as the Police being able to share with ourselves any concerns. We worked to support the NHS throughout the pandemic and continue to work with the NHS going forward to ensure that any concerns are addressed.

Process of a Parking Penalty Charge Notice

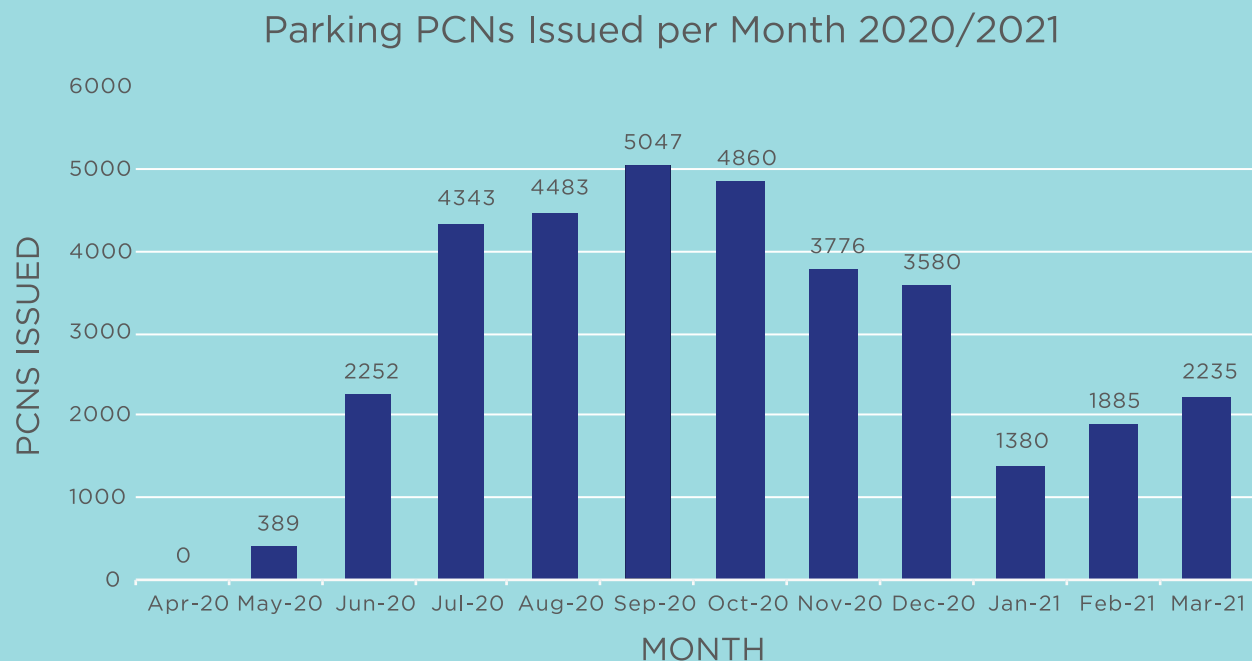
Appealing / paying a PCN

To pay or appeal a PCN please click [here](#)

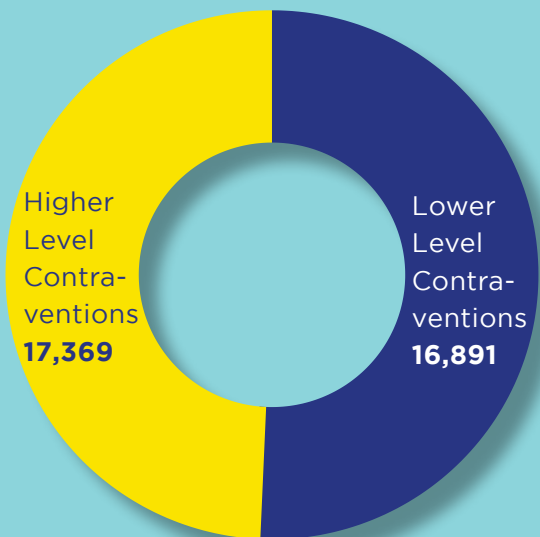
Alternatively, you can pay over the telephone by calling 0191 2787878 and quoting "Payments" when prompted, or you can pay in cash using the barcode on the PCN at any Post Office or retailer that provides the Paypoint service.

Parking PCN statistics

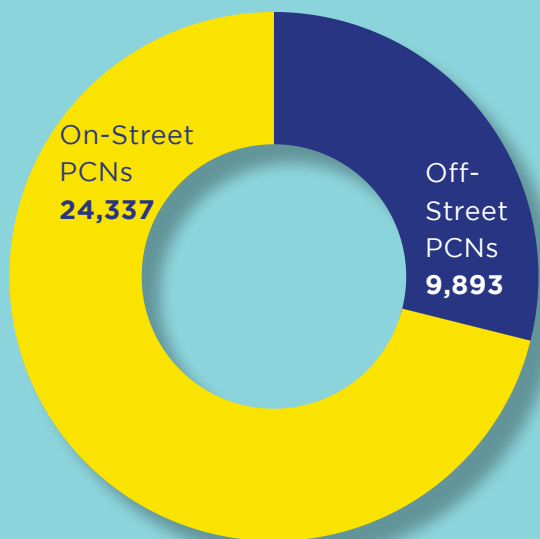
In 2020/2021 we issued 34,230 Parking PCNs.



Parking PCNs issued by Contravention Band 2020/2021



Parking PCNs issued 2020/2021



Parking PCNs by contravention type 2020/2021

01 - No waiting	3,950	40 - Parked in a disabled bay without valid badge	882
02 - Loading ban	249	45 - Parked on a taxi rank	670
05 - Parked after the expiry of paid time	2,191	46 - Stopped where prohibited (red route/clearway)	16
06 - No ticket	5,907	47 - Stopped on a restricted bus stop / stand	611
10 - Parked without displaying multiple pay and display tickets	8	48 - Stopped in a restricted area outside a school	93
12 - No permit (or pay & display ticket in shared use bay)	5,926	49 - Parked on a cycle track	1
16 - In a reserved car club bay without a permit	30	62 - Parked on footway where signs restrict it	9
18 - Offering goods for sale when prohibited	1	80 - Parked for longer than permitted	41
19 - Expired / invalid permit (or expired pay and display ticket)	838	81 - Restricted area	7
21 - Parked in a suspended bay or space	50	82 - Parked after the expiry of paid time	1,227
22 - Re-parked within specified time	54	83 - No payment made for parking	5,432
23 - Parked in bay not designated for vehicle	1,192	85 - Parked without valid permit	2,819
24 - Not parked correctly within bay	99	86 - Not parked within bay / space	119
25 - Parked in a loading bay during restricted hrs	322	87 - Parked in disabled bay without a valid badge	143
26 - Vehicle parked more than 50cm from the kerb	4	91 - Parked in area not for that class of vehicle	99
27 - Parked next to dropped kerb or raised road	278	95 - Using parking place for the wrong purpose	6
30 - Parked for longer than permitted	939	99 - Stopped on a pedestrian crossing	17

Challenges/ Representations Received as of 12th October 2021	Number
Number of informal challenges received for parking PCNs issued 2020/2021	7,640
Number of formal representations received for parking PCNs issued 2020/2021	1,914
Number of Informal rejection letters issued for parking PCNs issued 2020/2021	1,868
Number of formal rejection letters issued for parking PCNs issued 2020/2021	693
Number of PCNs cancelled in respect of parking PCNs issued 2020/2021	7,486
Number of Parking PCNs issued in 2020/2021 which have been paid	24,384

Top 25 locations by PCNs issued 2020/2021	3,950
Claremont Road Car Park	1,041
Morden Street Car Park	954
Richardson Road - Lower and Upper	671
Westgate Road	661
St Andrews Street - Lower and Upper	653
Dean Street Multi Storey Car Park	636
Grainger Town Multi Storey Car Park	573
Leazes Park Road Car Park	569
Shakespeare Street	552
Clayton Street	475
Waterloo Street	469
Hexham Road Bus Stop	465
Eldon Garden Multi Storey Car Park	450
Eldon Square Multi Storey Car Park	440
Leazes Park Car Park	416
Stadium Multi Storey Car Park	410
Quayside Multi Storey Car Park	404
Northumberland Road	401
Nun Street	398
Grainger Street	387
Carliol Square	380
College Street Car Park	376
Skinnerburn Road	312
Dean Street	306
Grey Street	301

Process of a bus lane PCN

Please see Appendix B for a flowchart of the process of a bus lane PCN

Bus lane statistics

PCNs issued in 20/21, we issued 11,111 bus lane PCNs, plus 10,954 warning notices for John Dobson Street Northbound.

	Brunton Lane	Great North Road	High Level Bridge	Tyne Bridge Slip	Netherwitton Way	John Dobson Street Northbound	North West Radial
Apr-20	0	0	0	0	0	0	0
May-20	0	16	35	248	35	0	10
Jun-20	0	39	94	449	85	0	11
Jul-20	116	33	171	651	98	0	16
Aug-20	261	48	250	843	71	0	26
Sep-20	220	22	219	826	60	0	47
Oct-20	227	62	190	769	71	0	42
Nov-20	181	51	97	464	88	0	35
Dec-20	164	58	125	644	95	0	34
Jan-21	142	30	69	433	59	0	12
Feb-21	100	35	95	519	44	0	12
Mar-21	143	22	112	469	61	0	16



Traffic Regulation Orders

Traffic Regulation Orders (TROs) are drafted and processed by Parking Services on behalf of the Council's Traffic Management section. These can be for permanent Orders, Experimental Orders or Temporary Orders.

Permanent Orders cover both restrictions which the Council enforce such as waiting restrictions, parking places and bus lanes, and also those the Police enforce such as speed limits and moving traffic restrictions. Alongside these Orders, Parking Services also draft and process pedestrian crossing and road hump notices which are required before they can be installed and work with the Council's Footpaths Officer to process footpath stopping up and diversion orders.

There are various Regulations governing the processing of TROs which include, amongst other procedures, guidance on consultation in respect of TROs. The Council undertake their formal consultations on TROs by way of advertising in the local newspaper and putting up notices on site. Consultations on permanent Orders are also included on Let's Talk Newcastle which enables comments to be posted about proposals.

Without a TRO it would be difficult for Parking Services staff and the Police to enforce restrictions and to provide evidence of restrictions to the Traffic Penalty Tribunal.

Education and Enforcement

Parking Enforcement is an important aspect of the Councils Parking Services provision, but it is important to see why and where it fits in to the overall structure.

Parking Enforcement is important to ensure road safety and the availability of parking resources for local businesses, delivery companies and members of the public. Without enforcement, areas of the city would quickly become congested causing delays, and access to the resources in the city would become difficult as car parking spaces and specialist bays, including bays for disabled blue badge holders and loading bays, would quickly become full.

In order to enforce restrictions in an area, the first priority must be to ensure that the signs and lines clearly communicate the restriction to the motorist. By correctly informing the motorist you increase the likelihood of compliance with the restrictions in place.

Even with good signage, and markings on the road, there will always be vehicles that contravene the restrictions in place either deliberately or accidentally. Therefore, enforcement is important to act as a deterrent to those who deliberately contravene and to alert those that accidentally contravene. The issue of the Penalty Charge Notice (PCN) alerts the driver to the fact that they have contravened in the location they have parked.

The issue of the PCN itself can therefore be seen to be educational to the driver.

If the driver appeals though, we can also use the appeal as an opportunity to further educate the driver, through our response, as to why their vehicle contravened the restrictions hopefully leading to a better understanding of the restrictions.

A driver's appeal is also an opportunity for us to review a particular location and check that we do have the correct signage and road markings in place. On occasion this highlights to the Council areas where lines may have become worn or signage is damaged or missing. This information can then be fed back to our Traffic Management section to allocate resources in order to rectify the issue.

The Council has a comprehensive cancellation guidance that allows for the fact that mistakes can be made by drivers when using the many parking bays within the city. The cancellation policy allows the Council the opportunity to accept that a mistake has been made and cancel the PCN but in doing so further explains to the driver, or owner, why the vehicle contravened the restrictions, hopefully preventing future transgressions. The councils parking PCN cancelation guidance can be found [here](#)

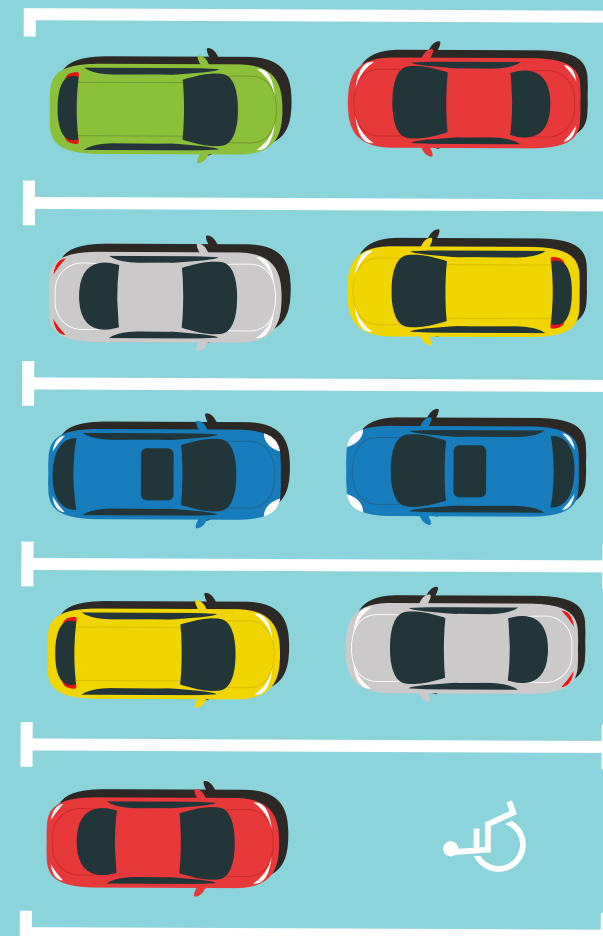
Traffic Penalty Tribunal

Where an owner of a vehicle disagrees with the Council’s Notice of Rejection of their formal representations, they have the opportunity to go to the Traffic Penalty Tribunal (TPT) to have the case reviewed. This is a simple process which can all be done online using the TPT’s own online platform, FOAM. Information provided in the Council’s Notice of Rejection provides the appellant with the details for this system, as well as an online code. Once the appellant has registered their case with the tribunal, they can upload information and further evidence that they would like the independent adjudicator to consider.

The Council is notified by TPT of the appellant’s appeal to them, through the FOAM system. The Council then has the opportunity to present their case to the tribunal as to why the PCN was issued and why they wish to pursue it, using the online FOAM system to upload the relevant information and evidence. The tribunal reviews this, and the appellants submissions, and provides a decision on the case. The appeal system to TPT provides a valuable opportunity in the appeals process for the case to be looked at by an independent representative. The feedback provided by the tribunal can be valuable to the Council as it helps the Council to identify areas where improvements could be made, whether in relation to the communication of a restriction or the specific circumstances of an appeal, which the tribunal may feel were not fully considered.

A good example of this cyclical process is in relation to the Councils off-street car park signage. Signage is located in all Council car parks clearly informing the motorist of the conditions of use, the tariff charges for the car park and the reasons why a PCN may be issued. Over time, the Council has received appeals stating that there is too much information on these signs, as well as appeals stating there is too little information. On the odd occasion, TPT have advised, in appeals submitted to them, that they feel that one or two aspects of the signage could be improved.

The Council took all of this on board and began a review of all car park signage in Council owned car parks. The design, layout and content of the signage has all been reviewed and revised to hopefully further improve the communication of tariffs and restrictions in force in the Councils car parks, which will hopefully lead to even more compliance with the restrictions in place and reduce the number of PCNs that need to be issued to enforce the restrictions.



Penalty Charge Notices appealed to the Traffic Penalty Tribunal 2020/2021

	Parking PCN	Bus Lane PCN
Penalty Charge Notices appealed to Traffic Penalty Tribunal	36	10
Appeals allowed by the Tribunal	8	1
Appeals not contested by the Local Authority	7	1

Life of a Parking Supervisor - Rob Sadler

What kind of tasks do you do as a supervisor?

I really enjoy the supervisor role. I am a member of a team of seven supervisors, and we assist the team manager to provide parking infrastructure and enforcement across the city. The service is operational from early in the morning through to very late at night, all days of the week and we work a rota to cover these times.

Each supervisor is responsible for a team of Civil Enforcement Officers and provides supervision support to them. Typically, this can involve one-to-one meetings and yearly appraisals, but it also includes daily informal conversations, issuing guidance and advice, and providing support on a whole spectrum of personal and professional issues that arise in the workplace. We are also responsible for delivering and arranging training for the enforcement team to ensure knowledge and guidance is shared and kept up to date. Parking enforcement staff work all days of the week and in all weathers and we need to ensure they have the appropriate uniform items so they can both look the part and remain protected from the elements.

The Supervisors co-ordinate resources daily, responding to and planning for events, complaints and any other concerns. We receive a variety of communications and instructions from a range of stakeholders and aim to maintain a balance of service levels for all interests

when responding to requests. We monitor service levels by leading and co-ordinating on compliance checks, surveys, maintenance and preparing reports for senior management. We manage the daily turnover of suspensions and dispensations across the city in support of residents and businesses to facilitate access for vehicles where and when it is needed. We also work in partnership with our maintenance staff to manage parking infrastructure across the six multi storey car parks and various other on-street and off-street locations around the city.

Another task we undertake is to plan, manage and operate the equipment and computer systems required for parking enforcement duties. We use a range of devices, examples of our equipment include smartphones, printers, bodycams, fleet vehicles, camera cars, and CCTV cameras in car parks. We manage and process parking enforcement data and ensure we are complaint with all data protection legislation.

Health and Safety is also an important concern for the supervisors and we need to ensure all staff are working in accordance with risk assessments to maintain safe working practices. For example, we have staff working in pairs in the evenings and during the winter months we monitor and respond to adverse weather conditions.

The supervisors are all able to engage in enforcement duties where necessary and if there are any complex or difficult enforcement tasks, it may be appropriate for a supervisor

to undertake them. Examples of these kinds of tasks are investigations into permit misuse or Blue Badge enforcement duties.

Within your day-to-day role as a Civil Enforcement Supervisor what type of complaints do you have to deal with and what is your general approach to dealing with them?

We receive daily complaints from a diverse range of sources, including counsellors, members of the public, local businesses, other council departments, and the police, to name a few. Complaints are mostly about problem parking and they cover the whole range of restrictions from yellow lines, to residents permits bays, to pay and display bays, loading bays, and many others. We can often respond straight away to most complaints. Complaints are actually quite useful, because they allow us to respond directly to a parking problem, which means it easy to see the effect of helping somebody.

We commonly get complaints about pavement parking and it is unfortunate that we can only take enforcement action in certain circumstances. Not all problem parking falls within our powers and this can be the most difficult message to deliver to someone who is rightly upset, concerned or frustrated about a parking issue. When dealing with this kind of complaint I try to remember that the average person is not necessarily well versed in parking legislation. I do not want to give them the impression that I do not care about the problem, even if there is nothing that I can do about it.

On occasion we get complaints about the conduct of Civil Enforcement Officers whilst they are issuing Penalty Charge Notices. We expect the highest standards from our enforcement officers and our enforcement policy states they will be fair, firm, and give the best possible service. My general approach to dealing with these kinds of complaints is try not to prejudge anybody. It is entirely understandable that someone is upset that they have been issued a parking fine and this would be even more upsetting if a council employee has behaved inappropriately whilst issuing the fine. I try to keep an open mind and deal with complaints in a professional structured manner to ensure there is no bias. All our enforcement officers carry bodycams which record video and audio, which enables me to review the footage of an incident to take an impartial view that is fair to both parties. If it necessary, I would take steps to address performance issues with a member of staff, in line with council policies.

Parking Policies

Information regarding our key parking polices such as our enforcement policy and guidelines for the consideration of challenges/ representations can be found [here](#)

Myth busting / Frequently Asked Questions

Some of the common myths of the Parking Industry are listed below with a response to each one:

- 1. *'CEOs have targets they have to meet - they're on commission'*.** This is simply not true. Our Civil Enforcement Officer's are not paid commission for issuing any PCN's.
- 2. *'Ignore the PCN, it will go away'*.** This is not true and could result in additional charges. Please see section headed 'What happens if I don't pay a PCN?' please see 'Appealing/ paying a PCN' section on page 27 for more information.
- 3. *'I wasn't the driver, so it's not my problem'*.** Whilst you may not have been the driver of the vehicle, generally it would be the vehicle owner who would be ultimately responsible for any parking or bus lane penalties which remain unpaid. For more information on this please see section headed 'Appealing/ paying a PCN' on page 27.
- 4. *I can use the Blue Badge, because I'm getting their shopping'*.** This is not true unless the blue badger holder is present, please see section headed 'Blue badge misuse' on page 19 for more information.





Transparency in finances

Headline figures – How much money did Parking receive in 2020/21?

The Covid-19 pandemic significantly impacted on Parking Services income in 2020/21.

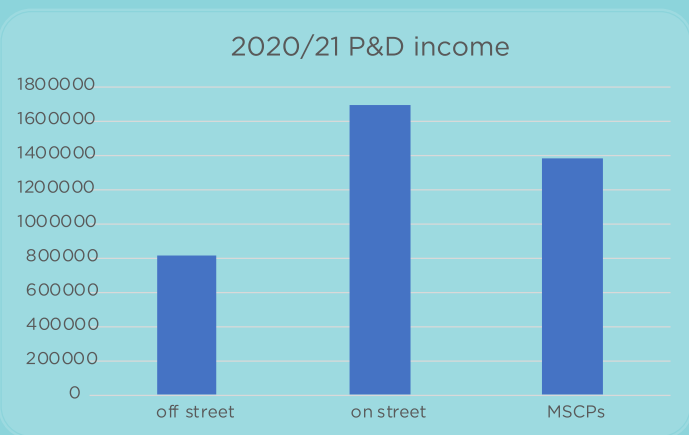
In 2020/21, Parking Services generated income of £8.79m. This was primarily made up of:

- Pay and Display (£4.04m)
- Permits (£1.28m)
- Enforcement (Parking Penalty Charge Notices) (438k)

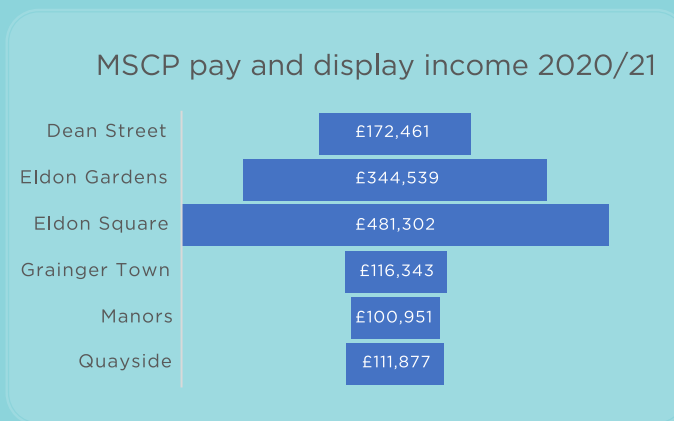
Our income this year also included internal recharges, grants received and other external income.

Overall income is down £6.76m compared to 19/20 as a result of the pandemic

Pay and display income by car park type



Top 5 MSCPS

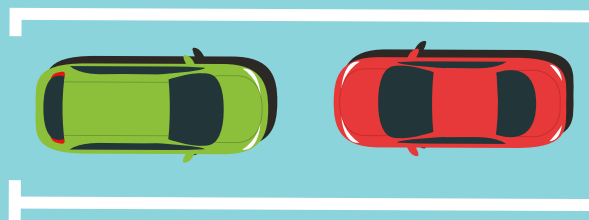


Top 10 On Street locations

Richardson Road - upper	£100,553
Richardson Road - lower	£74,415
Carloli Square	£60,718
Park Terrace	£52,382
Blandford Square	£49,746
Grey Street	£49,745
Shakespeare Street	£48,748
Durant Road North and South	£42,968
Claremont Road - upper	£40,909
Lambton Road	£35,862

Top 10 surface car parks

College Street	£139,912
Ellison Place	£110,183
Saville Place	£91,409
Sandyford Square	£70,957
Terrace Place South	£54,939
Close Swing Bridge	£49,609
Blandford Square	£33,374
Morden Street	£32,810
St Nicholas Avenue	£30,716
Forth Banks	£25,421



PCN income received during 2020/2021- top 25 locations for PCNs issued	£
Richardson Road - 71069 (LOWER) and 71070 upper	28,511.00
Morden Street CP	27,722.00
Claremont Road CP	23,483.00
Shakespeare Street	22,942.00
Dean Street MSCP	22,429.00
St Andrews Street (LOWER) and upper	21,740.00
Clayton Street (all beats)	21,522.00
Westgate Rd (all beats)	21,177.00
Grainger Town MSCP	18,540.00
Nun Street	17,435.00
Grey Street (Newcastle City Centre)	17,133.00
Leazes Park Road CP	16,986.00
Hexham Road Bus Stop (static)	15,435.00
Quayside MSCP	14,703.00
Waterloo Street	14,149.00
Eldon Garden MSCP	13,044.00
Skinnerburn Road	12,262.00
Northumberland Road (Newcastle City Centre)	12,247.00
Leazes Park CP	11,707.00
Eldon Square MSCP	10,909.00
Grainger Street (all beats)	10,572.00
St Nicholas Avenue CP	10,510.00
Carloli Square	10,171.00
Dean Street	9,969.00
College Street CP	9,900.00

Expenditure

A significant sum (£8.887m) is spent on providing the parking service, which includes things such as:

- staff
- building costs of our multi-storey car parks
- business rates
- rent
- systems
- utilities etc.
- repairs and maintenance
- ticket machines

Trends

P&D income

18/19	19/20	20/21
-2,903,334	-3,006,772	-814,839
-3,682,805	-3,749,692	-1,684,499
-543,659	-520,457	-172,461
-774,688	-793,831	-344,539
-1,171,759	-1,178,173	-481,302
-523,077	-488,244	-116,343
-414,439	-378,001	-100,951
-158,727	-173,387	-48,957
-454,611	-433,941	-111,877

PCN income

18/19	19/20	20/21
-2,903,334	-3,006,772	-814,839

Please note that some of income may relate to the previous year's contraventions but that were paid in the following financial year

How the surplus is spent

In 2020/21, as a result of the pandemic the gross costs of the Parking Service were greater than the income received. The net cost of Parking in 20/21 was £96k.

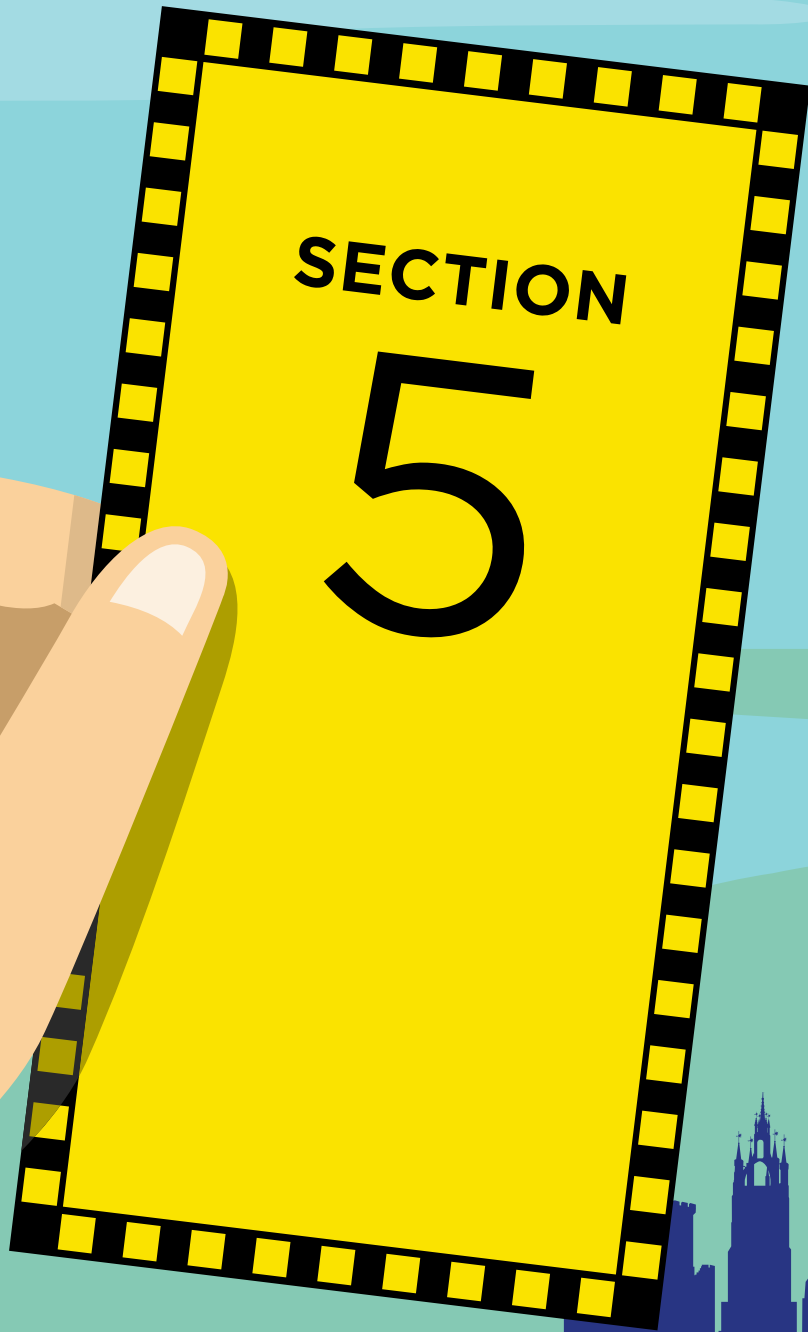
Bus Lane income and expenditure

The Council generated £0.395m in 20/21 from enforcing bus lanes across the city. This income was spent entirely on the delivery of the bus lane enforcement service and bus lane priorities. In 20/21, as a result of the John Dobson Street adjudication, refunds totalling £284k were issued.

Glossary

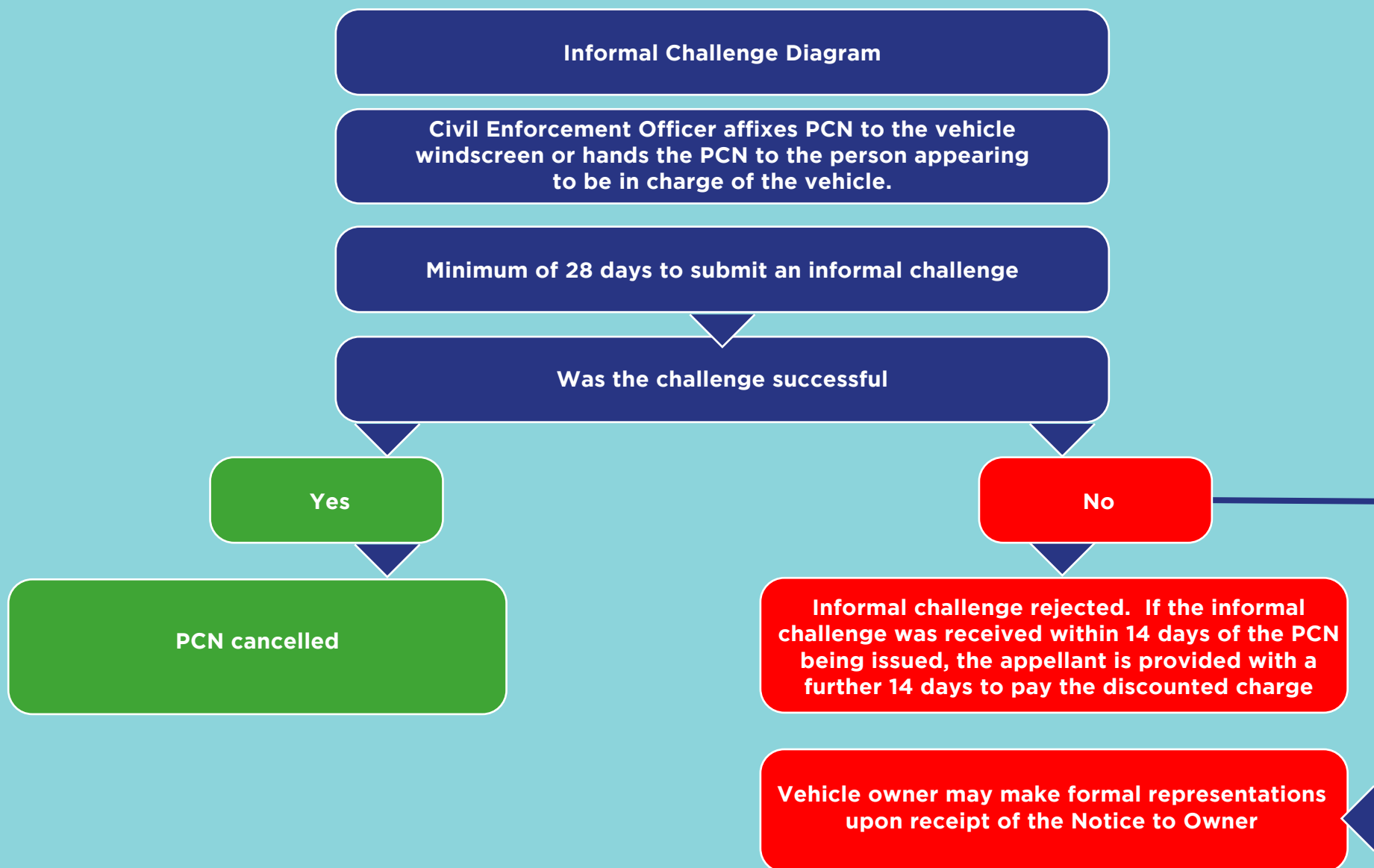
CEO	Civil Enforcement Officer
PCN	Penalty Charge Notice
CiCo	Check in Check out scheme
PBP	PayByPhone
P&D	Pay and Display
MSCP	Multi-Storey Car Park



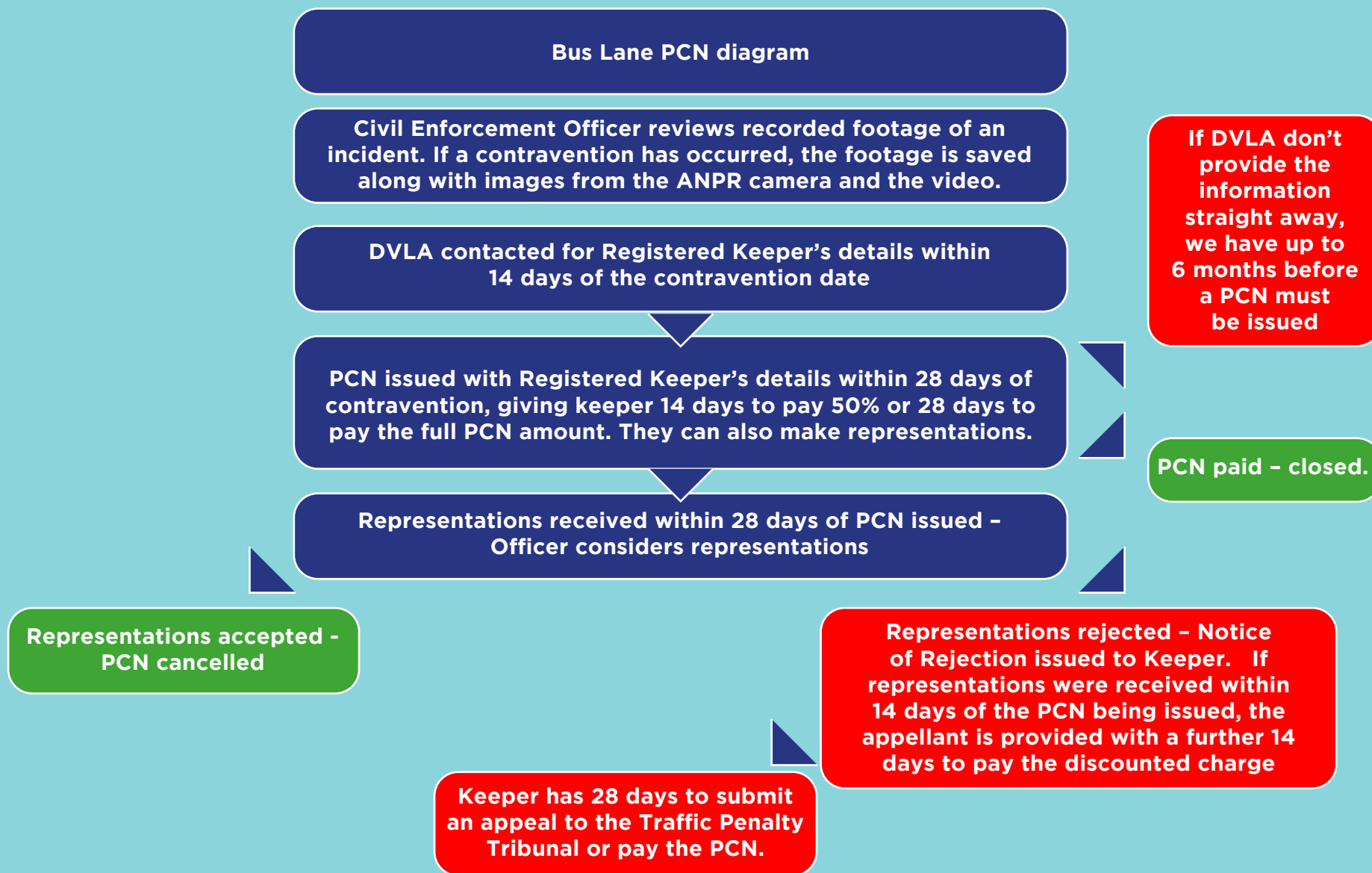


Appendices

Appendix A - flowchart for the informal challenge stage



Appendix B - process of a bus lane PCN



Thank you
for reading



We are Proud,
Fair, Ambitious.

We are Newcastle

For more detailed information on our services
and how to apply for our services, please visit our
website at **www.newcastle.gov.uk/parking**