



Civil Parking Enforcement Annual Report 2011/12



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1. FOREWORD

As Chairman of the Staffordshire Parking Board I am pleased to present Staffordshire County Council's Annual Parking Report for the 2011/12 financial year.

Illegal parking is an issue which has plagued our citizens for many years and under the banner of "Clear Streets" the County Council, partnered with the District and Borough Councils, seeks to resolve these problems and make our roads more accessible and safer for all.

Not only do Motorists benefit with less dangerous parking obstructing traffic flows and visibility but also Staffordshire as a whole benefits economically, with managed off and on street parking places helping shoppers access town centres.

This report explains how Civil Parking Enforcement (CPE) is operated and managed throughout the county and how it exists for the benefit of everyone, including the motorist but particularly vulnerable highway users who are more at risk from dangerous parking.

This year was also the third year that CPE has been in operation for the whole of the county. In March 2009 the remaining four District and Borough Councils adopted CPE and began enforcement of parking restrictions shortly afterwards. This provides a united approach to parking enforcement leading to less confusion for the motorist no matter where they park.

It is also worth noting that Civil Parking Enforcement is not designed to make money for the council and where surplus income is accrued that money is reinvested into the public highway creating a better road network for the residents and visitors of Staffordshire.

Please take the time to read through this report and any feedback or comments can be directed to clear.streets@staffordshire.gov.uk

Councillor Robert Hardwick
2011/12 Chairman of the Staffordshire Parking Board



2. BACKGROUND

What is Civil Parking Enforcement?

Civil Parking Enforcement (CPE) has operating in parts of the County since 2007 and throughout the whole of Staffordshire since 2009. This transferred responsibility for the enforcement of parking restrictions, such as double yellow lines, from the police to Local Government.

Who is Responsible for CPE?

Local Government in Staffordshire is split into two tiers, with Staffordshire County Council as the upper-tier, responsible for the public highways, and the eight District and Borough Councils as the lower-tier responsible for their own off-street car parks. It was decided that the best way to operate CPE was to combine the off-street car park enforcement run by the district councils with the need to enforce on-street restrictions.

This means that whilst the County Council is the Highway Authority responsible for parking restrictions throughout Staffordshire, it is the District and Borough Council's that enforce those restrictions on the County's behalf. This is controlled by formal partnership agreements signed between the County Council and all the District and Borough Councils and a County Council Policy which sets out the rules and strategies through which the enforcement is carried out.

How does CPE work?

When a vehicle is found to be in breach of a parking restriction then a Civil Enforcement Officer (CEO) will issue a Penalty Charge Notice (PCN) against that vehicle. In Staffordshire CEOs are either employed directly by the district councils or are employed by a private company acting as a contracted service. Currently three Staffordshire councils directly employ CEOs whilst the other five council's contract their service out to either Legion or APCOA.

Once a PCN has been issued by a CEO then the administration and processing of that PCN is handled by Stoke on Trent Council. Having operated Parking Enforcement for many years, Stoke on Trent Council had a very experienced and capable team already set up, and so it was decided to enter into a partnership agreement with them to provide the back office functions of the Staffordshire CPE Service.

The County Council is responsible, as the highway authority, for making sure the lining and signing of parking restrictions remains current and correct. All parking restrictions are implemented through a Traffic Regulation Order (TRO) under the Road Traffic Regulations Act 1984 and its various amendments. The County Council has invested in the development of a GIS mapping facility for the display and tracking of the parking related TRO, totalling in the order of 450kms of restrictions. This is available on-line to participating CPE Districts and Stoke on Trent, greatly assisting with the operation of the parking service.



Finally should a member of the public wish to appeal a PCN they can; firstly to the local council but then later to the independent adjudication service (PATROL) who will make a final decision on wherever the PCN should be upheld or cancelled.



3. POLICY AND STRATEGY

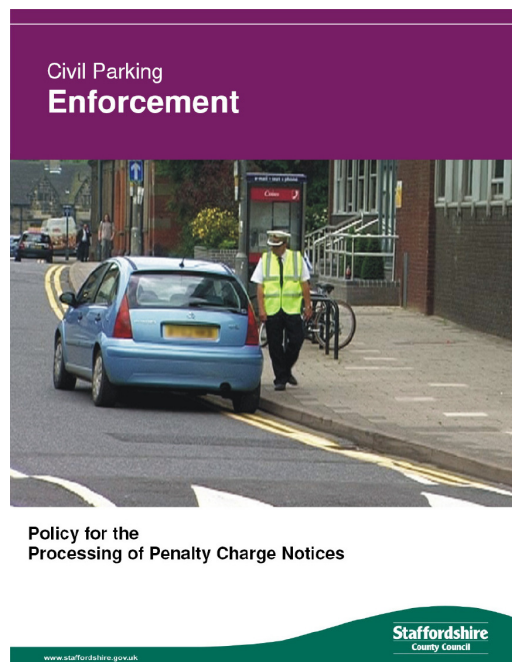
Prior to the introduction of CPE, the Councils were committed to producing policies to ensure consistency throughout the county. This approach has proven to be very worthwhile as the Traffic Management Act now requires us to determine and publish the policies regarding enforcement.

In addition to the Enforcement Policy, the Councils, via the respective Parking Committees and the County Parking Board have produced further policies for the introduction of Residents Only Parking Schemes and the introduction of On-Street Pay and Display Orders.

All of the Current parking policies are available on the County Website and linked via District Websites.

In accordance with our stated aims of the scheme we have concentrated our enforcement activity in some priority areas: details of the enforcement priorities are given in Appendix B.

As the full implications of the TMA are introduced over the coming years, such as the introduction of dropped kerb parking enforcement, further policies will be developed to cover Footway parking, Enforcement by CCTV, enforcement of Moving Traffic Conventions and Bus Lane Enforcement.



Available on SCC Website
www.staffordshire.gov.uk/transport/parking/detailarea/



4. PARKING ENFORCEMENT IN STAFFORDSHIRE

The parking operation, as far as this report comprises, covers the eight Districts' Civil Enforcement Areas (CEA's) and Staffordshire County Council (SCC) has an arrangement with the districts for them to manage the enforcement of all on-street areas in addition to the districts' own off-street surface and multi-storey car parks. Overall in the 8 CPE Districts there are over 13,000 parking spaces including those for specific classes of vehicle and approximately 450 kilometres of yellow lines in the County of Staffordshire.

	2011/12	2010/11
Length of Yellow Lines	450 km	450 km
On street charged parking spaces	96	33
ESBC Car park spaces	2448	2250
SMDC Car park spaces	1615	1615
SBC Car park spaces	2809	2797
NuLBC Car park spaces	1445	1230
SSDC Car park spaces	700	700
CCDC Car park spaces	1338	1338
LDC Car park spaces	2064	1996
TBC car park spaces	1442	1192
Resident Permit Schemes	2	1



5. LOCAL DISTRICT REPORTS

East Staffordshire Borough Council

East Staffordshire Borough Council continues to operate a strong Civil Enforcement team dedicated to providing a high quality service in East Staffordshire. Whereas PCN rates have declined in 2011/12, this is an encouraging sign as parking infringements are no longer taking place at such a high rate. Officers have also focused resources on inconsiderate parking outside of schools. This approach has yielded very little in terms of actual parking fines but has been supported by parents, residents and Councillors alike as streets become safer.

Cancellation rates remain low, and the on/off street split is still balanced favourable towards off street parking.

Tamworth Borough Council

Tamworth continues to operate CPE in partnership with Southern Staffordshire Authorities with our contractor APCOA. A revised deployment model has been in place for Tamworth this year. This continues to be monitored and managed with a view to resource the enforcement provision to suit the need.

In 2011/12 the on street deployment figure was 65% (4306 hours) of current deployed hours. Off street deployment was 35% (2343 hours). Our contractor has achieved 95% of the revised deployment model overall, exceeding the partnership KPI of 90%.

The financial model also provided for anticipated levels of PCN issuance to meet budget predications. This has been revised to reflect the 2010/11 actuals and provides a more accurate basis for on and off street split.

The split between off street and on street continues to be dominated by off street PCN's which represent 62% of those issued.

The total number of PCN's issued up to the 31st March 2012 was 6077 (3767 Off Street and 2310 On Street).

The PCN cancellation rate for 2011/12 is within expected KPIs with only 1% of cancellations due to CEO error. Overall 15% of PCNs issued are cancelled.

We are continuing with the Ziggy and Zaggy scheme in partnership with Staffordshire County Council, APCOA and the Police in order to raise awareness of dangerous parking around schools.

Lichfield District Council



The Civil Parking Enforcement Service has been in operation in Lichfield District since March 2009. The service continues to be operated as a shared Southern Staffordshire joint contract. The other partners are Cannock Chase, South Staffordshire and Tamworth Councils. The contractor is APCOA Parking Services Limited.

In 2011/12 6,311 Penalty Charge Notices were issued by 2.88 FTE staff. 35% of the notices were issued for on street contraventions. The split of deployed hours was 60% on street and 40% off street, which unlike the split of PCN's issued, was in line with the original CPE model. As a result the lower proportion of on street PCN's against the higher proportion of costs of deployment, the CPE account produced a year end deficit.

In order to address this situation of on-going deficits, a review of the service took place towards the end of the financial year in consultation with Staffordshire County Council, our District Partners and APCOA and from 1 April 2011, deployed hours were reduced by 41%

The Local Joint Parking Board continues to monitor performance of the CPE service and consider other parking matters such as Traffic Regulations Orders and CPE issues raised by Parish Councils and local Councillors.

We are continuing with the Ziggy and Zaggy scheme in partnership with Staffordshire County Council, APCOA and the Police in order to raise awareness of dangerous parking around schools.

Cannock Chase District Council

Civil Parking Enforcement within the Cannock Chase area is contracted out to APCOA and is part of a shared contract for Southern Staffordshire with Lichfield District Council, Tamworth Borough Council and South Staffordshire District Council.

There are 4 CEO's providing enforcement between the hours of 08.00 and 18.00 hrs Monday to Saturday. Enforcement is carried out on routine Daily Beats in the Town Centre Areas and at least once a week in other areas with a mobile beat. All CEO's hold the C&G level 2 qualification in parking enforcement and all cash collection staff are registered with the SIA (Security Industry Authority).

The Joint Parking Committee meets quarterly to monitor performance and discuss relevant issues. A number of TRO's have been reviewed and amended as required after being raised at this committee along with other more general parking issues.

Stafford Borough Council

A fully "contracted out" enforcement service is being provided Monday to Saturday between the core hours of 7am to 7pm, however enforcement is carried out on a regular basis outside of normal operating hours and as necessary on Sunday



There were 9 CEO's deployed throughout the Borough on a daily basis; split 5 on and 4 off street, patrolling identified beats either on foot or pedal cycle, patrols to more rural locations are by motor scooter or van, this includes regular School visits and response to public complaints.

The local Parking Committee meets on a regular basis where requests for the implementation of new TRO's are discussed and prioritised due to the high demand and limited resources.

The Castletown Residents Parking Scheme was implemented on the 1 September 2011; this is the first such scheme of its kind in the Borough.

All CEO's are trained to NVQ level 2, Controlling Parking Areas. An industry recognised certification for people working within the parking sector. The NVQ develops skills and confidence and gives valuable recognition for meeting high standards in the workplace. This award is based on recognised occupational standards and is certified by City & Guilds.

CEO's were on hand to assist during the recent Olympic Torch event through the Borough. Carrying out high visibility patrols on foot, motor scooters and pedal cycles to assist keeping the torch route clear and helping members of the public with parking or travel queries.

Newcastle under Lyme Borough Council

Six in house Civil Enforcement Officers (CEO's) provide the enforcement of traffic regulation orders both on and off street. Their core hours are 8am to 6pm Monday to Saturday, this is supplemented with additional patrolling as necessary. In addition to house training, the CEO's hold City & Guild level 2 certificates in parking enforcement and conflict management.

The Joint parking Committee meets at least quarterly to review the civil parking enforcement operations and to consider requests concerning parking issues. In addition the JPC prioritises these requests as Staffordshire County Council has limited resources to undertake all of the requests.

Whilst there has been only a slight reduction in the total number of penalty charge notices (PCN's), the percentage of on-street to off-street PCNs has reduced from 64% to 57%.

To improve the response time to attend to a faulty ticket machine, our call centre sends text messages to all our CEO's immediately on receipt of the fault.



6. ENFORCEMENT STATISTICS

Key Statistics

The levels of resource applied on street are continually monitored in the Districts to ensure it is commensurate with the parking problems being addressed.

Enforcement Officers by District (1st April 2011 to 31st March 2012) (full time equivalent)

District	On-street CEO's	Off-street CEO's	Total
East Staffordshire	3	4	7
Staffordshire Moorlands	*	*	*
Stafford	5	4	9
Newcastle under Lyme	2	4	6
South Staffordshire	*	*	2
Cannock	3	1	4
Lichfield	1.73	1.15	2.88
Tamworth	2.23	1.22	3.45

**Information not available*

Parking Contravention Notices (PCNs) Issued by District (1st April 2011 to 31st March 2012)

District	On-street PCNs	Off-street PCNs	Total
East Staffordshire	3399	5604	9003
Staffordshire Moorlands	1985	2878	4863
Stafford	6723	7124	13847
Newcastle under Lyme	3956	2963	6919



South Staffordshire	1213	664	1877
Cannock	4116	3018	7134
Lichfield	2208	4103	6311
Tamworth	3767	2310	6077

PCNs by Contravention type (on-street)

District	% of PCNs issued for 'yellow line' contraventions	% of PCNs issued for 'overstay' contraventions	% of PCNs issued for 'Disabled bay' Contraventions	% of PCNs issued for 'other' Contraventions
East Staffordshire	51%	29%	2%	18%
Staffordshire Moorlands	48%	42%	2%	8%
Stafford	36%	37%	15%	11%
Newcastle under Lyme	45%	22%	14%	19%
South Staffordshire	46%	48%	1%	5%
Cannock	39%	39%	10%	12%
Lichfield	36%	36%	24%	4%
Tamworth	58%	18%	11%	13%

PCNs by Contravention type (off-street)

District	% of PCNs issued for 'non payment' contraventions	% of PCNs issued for 'overstay' contraventions	% of PCNs issued for 'Disabled bay' Contraventions	% of PCNs issued for 'other' Contraventions
East Staffordshire	41%	47%	2%	10%
Staffordshire Moorlands	38%	34%	7%	21%
Stafford	53%	39%	4%	4%
Newcastle under Lyme	46%	52%	1%	1%



South Staffordshire	17%	7%	34%	42%
Cannock	40%	29%	8%	23%
Lichfield	58%	37%	3%	2%
Tamworth	48%	36%	5%	11%



7. FINANCIAL RESULTS

The standard penalty charges for the period covered by this report are £70 or £50 but this is reduced to £35 or £25 if paid within 14 days of issue. If a PCN is challenged within the 14 days, the “clock is stopped” and, if it is subsequently upheld, it may still be paid at the reduced rate within 14 days.

If a penalty charge notice is not paid, the sum owing increases to by a further 50% to £105 or £75 as appropriate. If it is still not paid, a warrant is issued by the court which is executed by the Councils bailiff whose fees are added to the sum recovered.

During the period covered by this report, the great majority, 59%, of those PCNs that were not cancelled were paid at the reduced rate of £25 or £35. 14% were paid at the standard rate of £50 or £70 and 2% had progressed to the higher level or more. Some 25% remain unresolved.

Civil Parking Enforcement schemes should aim to at least break even and not be a burden to the local tax payer. Any surplus income is required to be spent on local transport improvements. However, it inevitably takes some time for a new scheme to settle down into a stable pattern as people adapt to new circumstances. It takes even longer for the financial position to stabilise because different elements of the income stream and of the associated costs “kick in” at different times and rates. Whilst some councils have already begun to generate surplus revenue that can be re-invested into the Highway other councils have begun to move towards a more stable financial position that will enable them to do so in the future.

Total PCN Payment Statistics (1st April 2011 to 31st March 2012)

District	Total PCN's Issued	%PCN's Paid	% PCNs Cancelled	% of PCNs In progress
East Staffordshire	9003	77%	13%	10%
Staffordshire Moorlands	4863	78%	12%	10%
Stafford	13847	77%	14%	9%
Newcastle under Lyme	6919	76%	13%	11%
South Staffordshire	1877	82%	10%	8%
Cannock	7134	72%	17%	11%
Lichfield	6311	68%	25%	7%



Tamworth	6077	74%	15%	11%
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CPE Income Statistics

District	CPE PCN Income	On Street Pay & Display Income	'Other' Income	Total
East Staffordshire	£108,983	£73,337	£295	£182,615
Staffordshire Moorlands	£87,012	£0	£12	£87,024
Stafford	£218,400	£0	£0	£218,400
Newcastle under Lyme	£112,000	£61,700	£0	£173,000
South Staffordshire	£46,807	£0	£0	£46,807
Cannock	£100,950	£0	£0	£100,950
Lichfield	£66,482	£0	£500	£66,982
Tamworth	£163,133	£0	£0	£166,133

Expenditure Statistics

<u>District</u>	<u>Total Cost</u>	<u>+Surplus/-Deficit</u>
East Staffordshire	£218,764	- £36,149
Staffordshire Moorlands	£146,954	- £59,930
Stafford	£235,900	- £17,500
Newcastle under Lyme	£157,500	+ £15,500
South Staffordshire	£80,619	- £33,812
Cannock	£170,736	- £69,786
Lichfield	£85,999	- £19,517
Tamworth	£174,572	- £11,439

8. ADJUDICATIONS

Referrals to National Parking Adjudication Service now Parking and Traffic Regulations outside London (PATROL) Traffic Penalty Tribunal (TPT)

During the period covered by this report, 34 appeals were made to the National Parking Adjudication Service (NPAS). In total 16 appeals were allowed, including 5 that were not contested by the district or borough councils. In 18 cases the appeal was rejected by the adjudicator and the PCN upheld. 0 appeals were still awaiting judgement at the end of the financial year.

Adjudications by District

District	Appeals allowed	Appeals rejected	Appeals not contested by the council	Total appeals to NPAS
East Staffordshire	2	2	0	4
Staffordshire Moorlands	0	1	0	1
Stafford	4	3	2	9
Newcastle under Lyme	3	4	0	7
South Staffordshire	1	0	0	1
Cannock	1	3	1	5
Lichfield	0	2	0	2
Tamworth	0	3	2	5



9. Key Performance Indicators

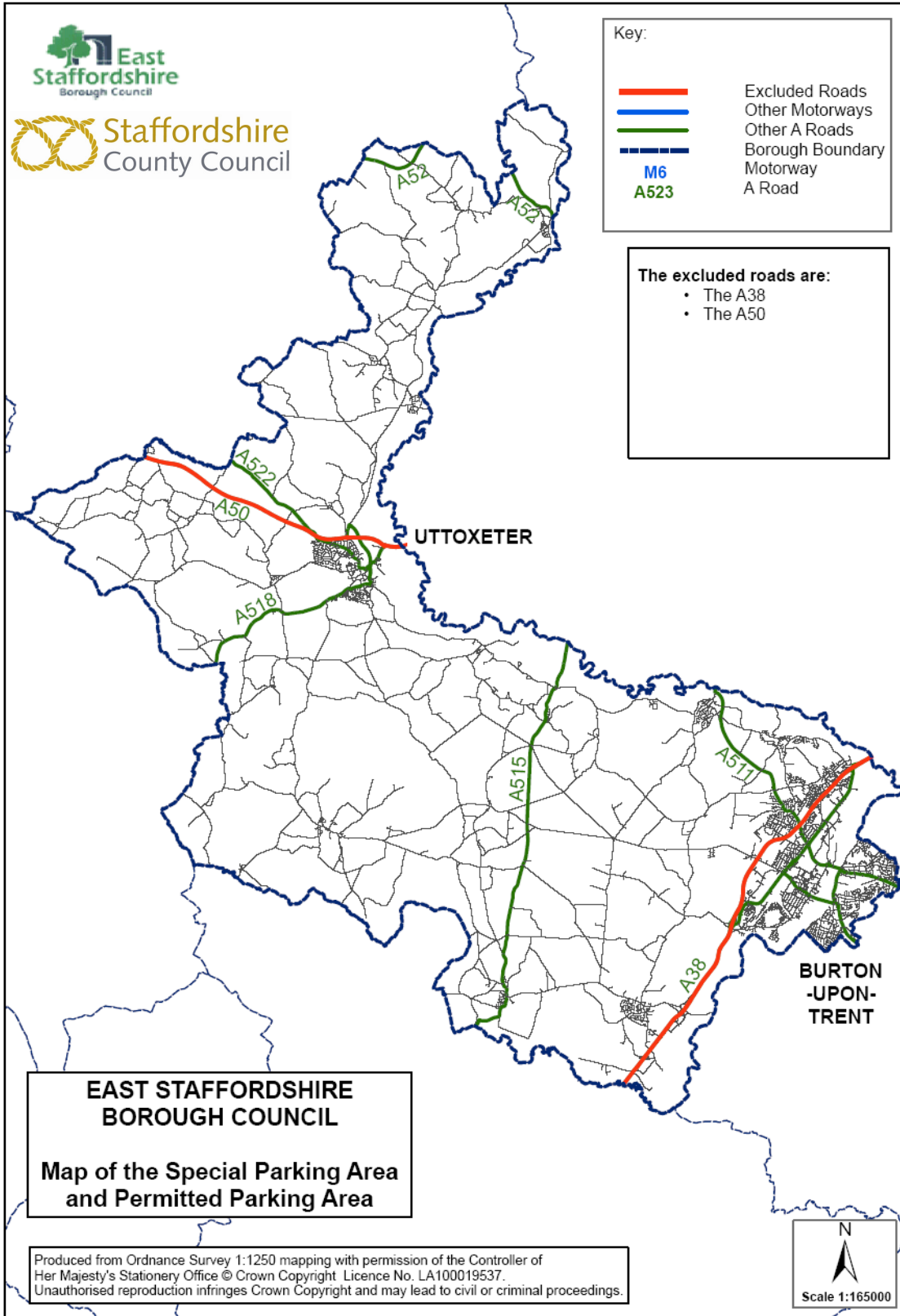
District	No of Justified complaints per CEO	% PCN cancellation rate due to operational reasons	% PCN cancellation rate due to CEO error.	% coin or ticket jam repairs to on street ticket machines within 1 hour	% coin or ticket jam repairs to on street ticket machines within 3 hours	% of payments for correctly issued and paid PCN's, at the 50% discount rate
East Staffordshire	3	1%	2%	100%	100%	60%
Staffordshire Moorlands	*	1%	2%	-	-	60%
Stafford	2	1%	1%	-	-	61%
Newcastle under Lyme	0	1%	1%	99%	100%	58%
South Staffordshire	0	1%	1%	-	-	66%
Cannock	0	1%	1%	-	-	58%
Lichfield	0	2%	1%	-	-	54%
Tamworth	0	1%	1%	-	-	57%

* Information not available

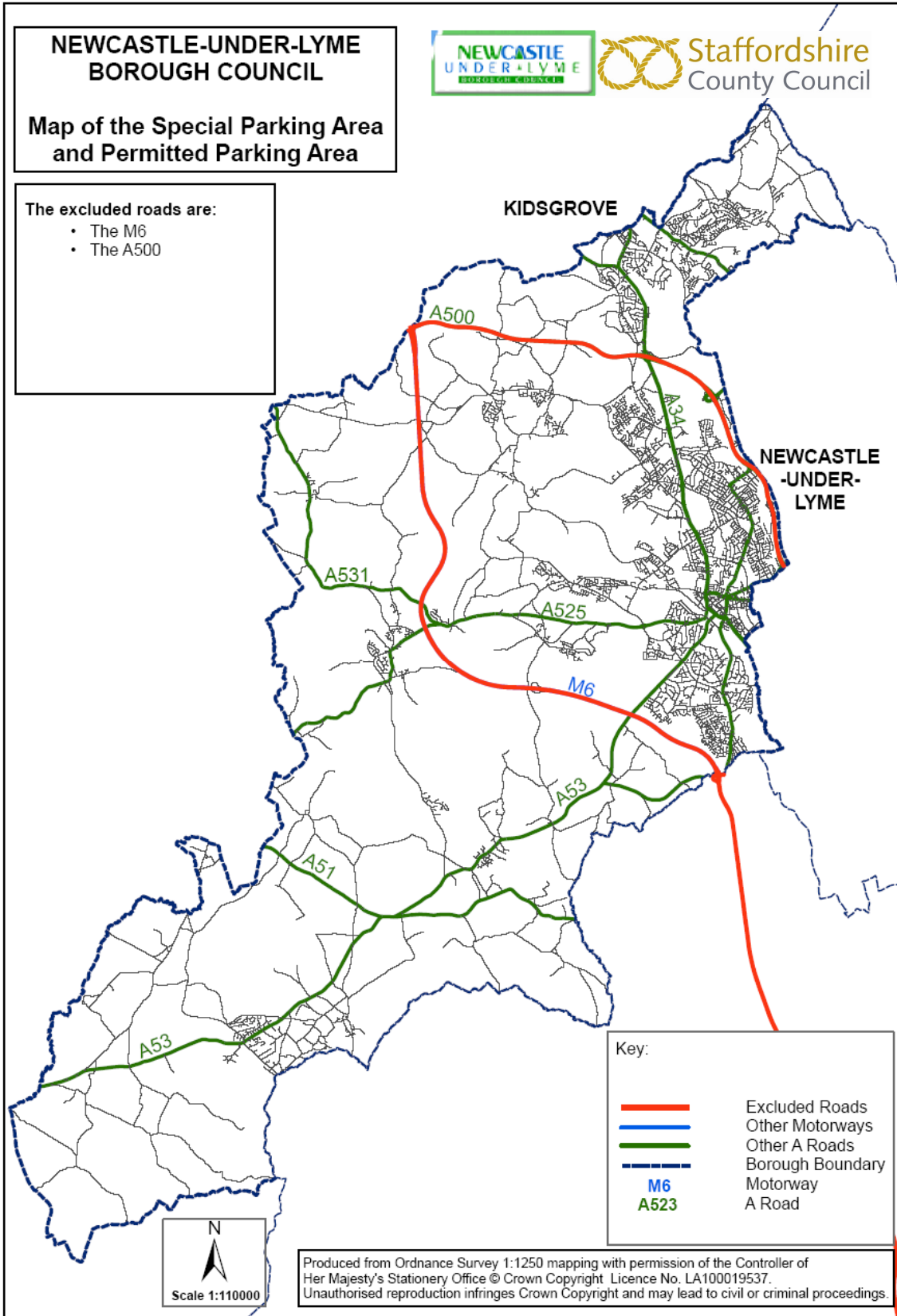


APPENDIX A – MAPS OF THE ENFORCEMENT AREAS

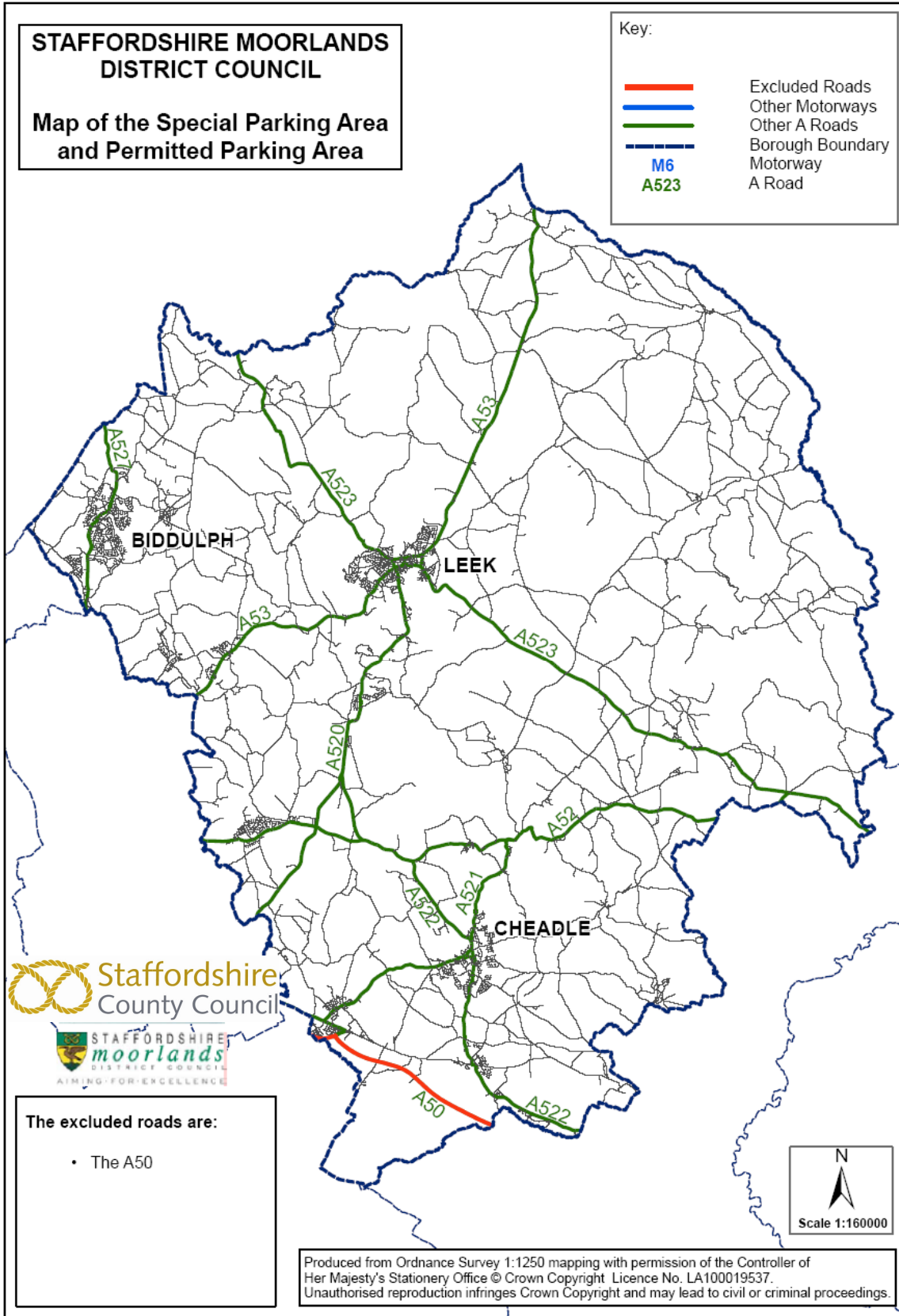
East Staffordshire Borough



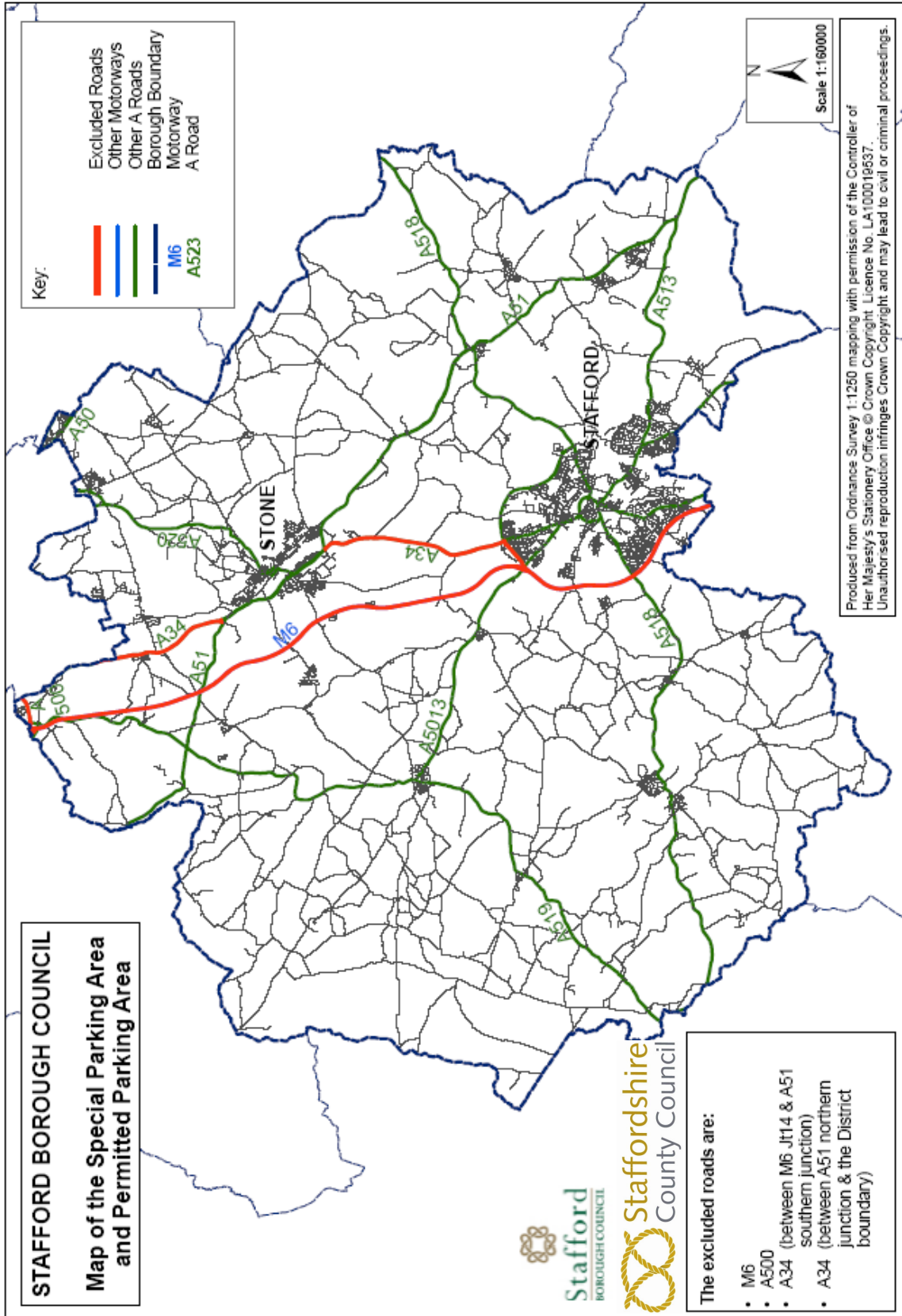
Newcastle under Lyme District



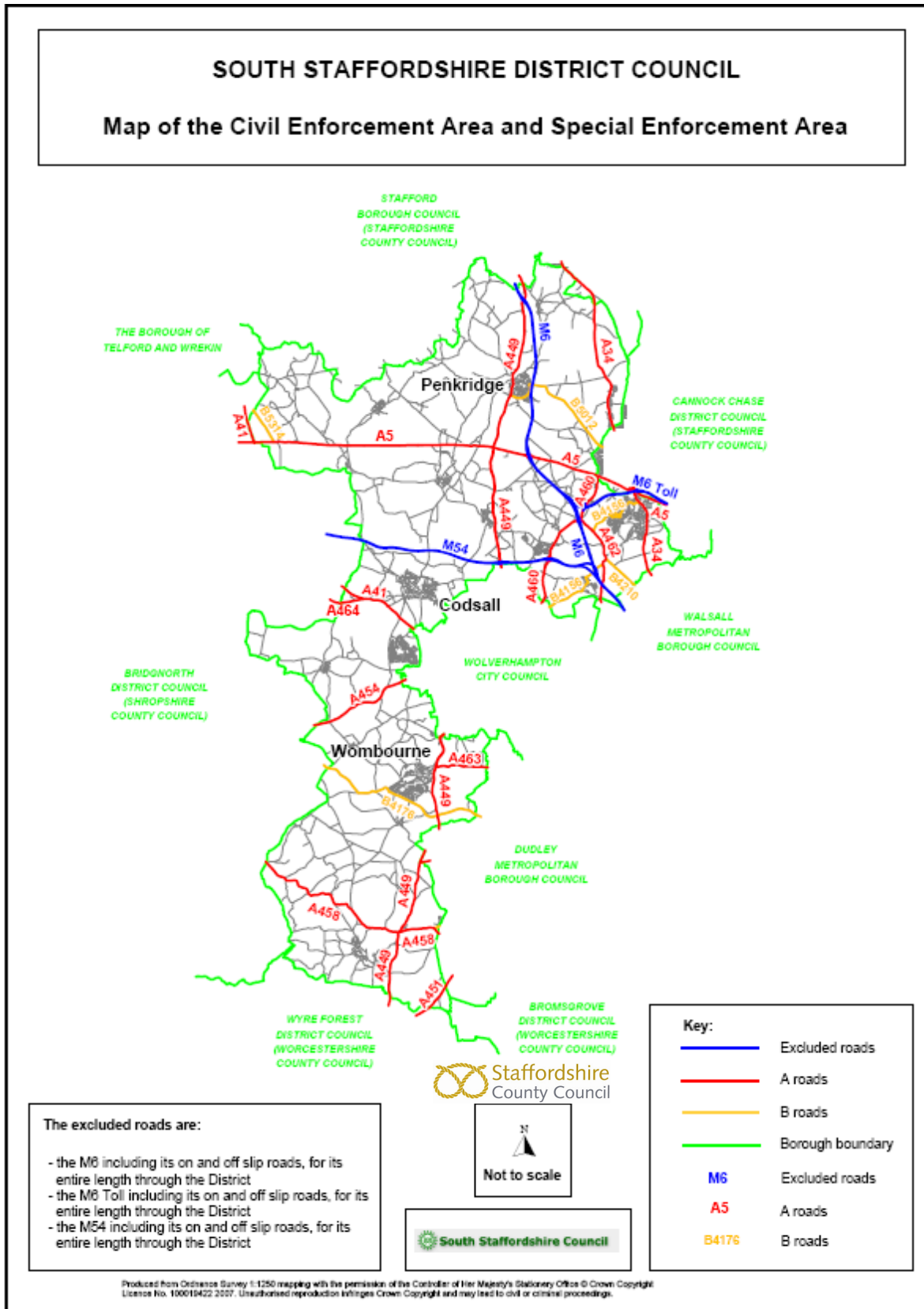
Staffordshire Moorlands District



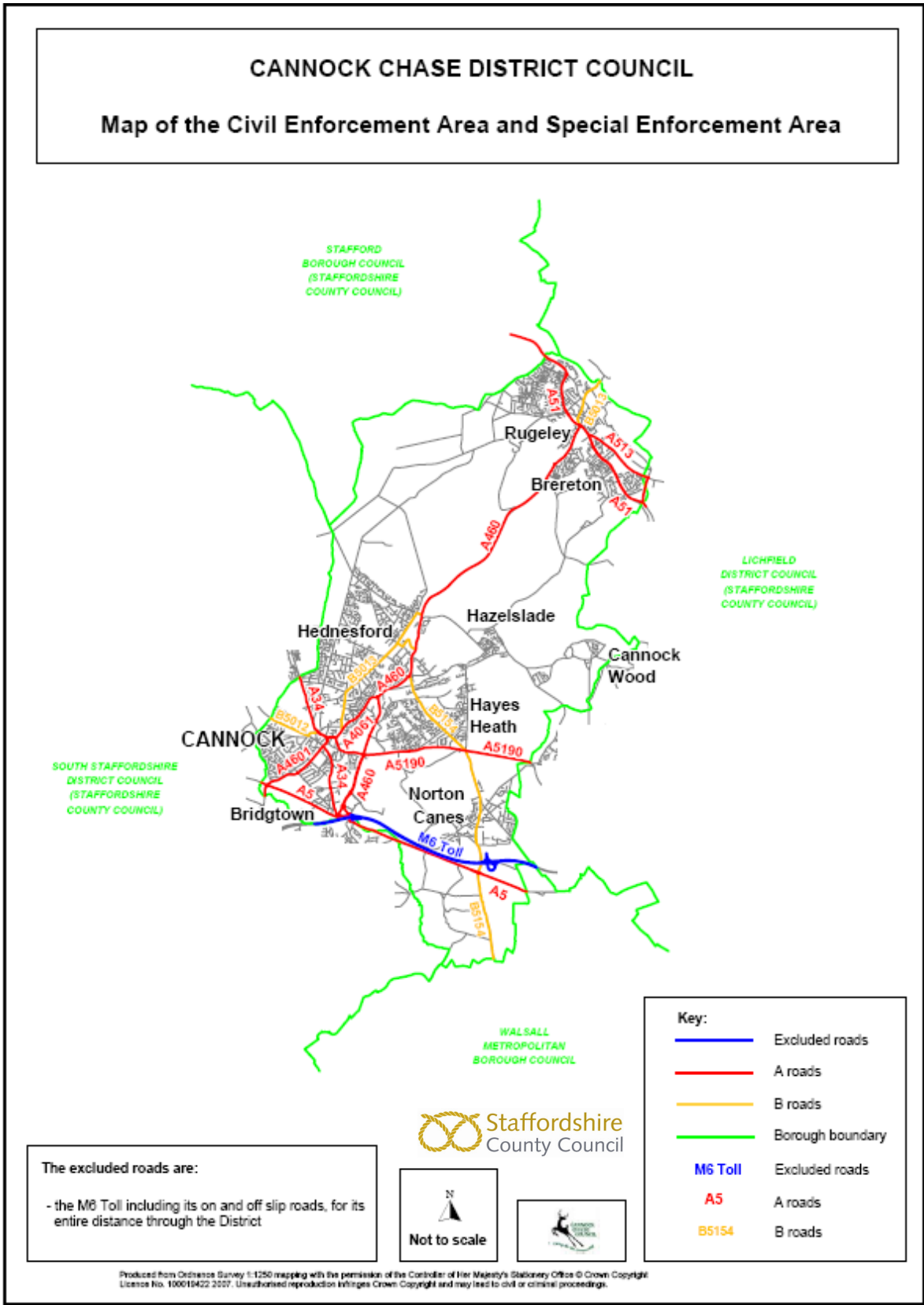
Stafford Borough



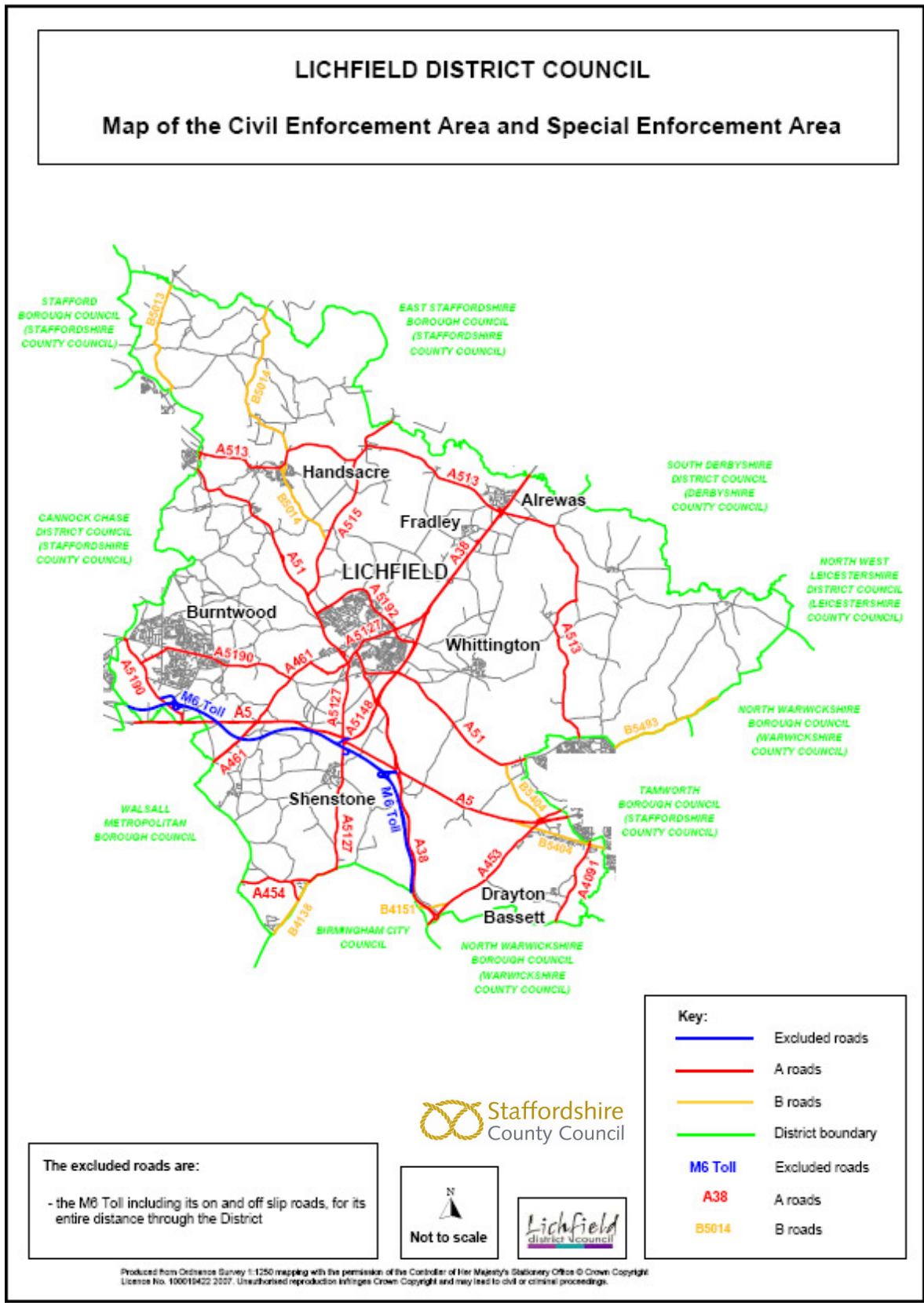
South Staffordshire



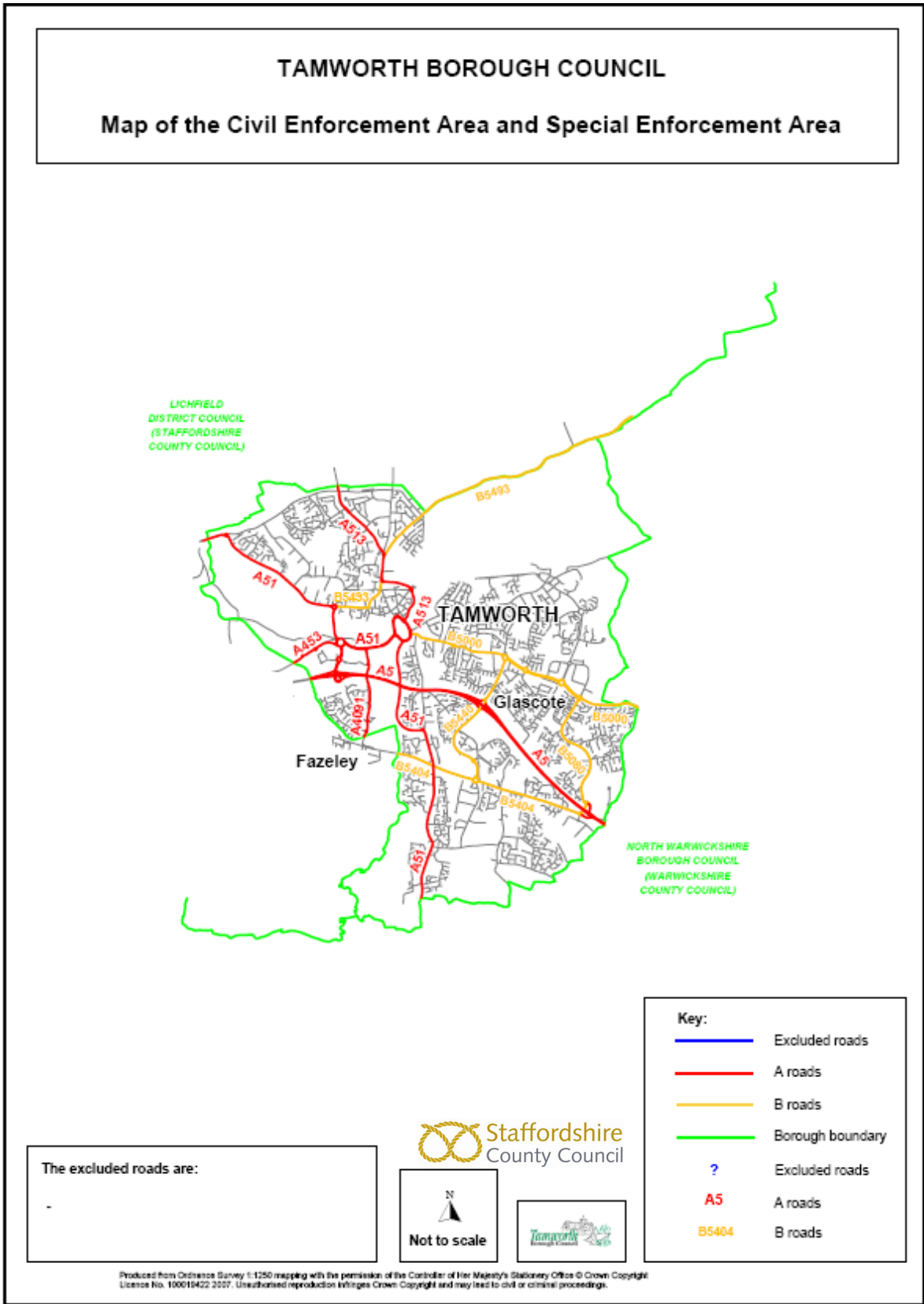
Cannock Chase



Lichfield District



Tamworth Borough



APPENDIX B – HIERARCHY OF PARKING ENFORCEMENT PRIORITIES

Highway Safety			
Preventing dangers due to parking:	Near Accident locations such as junctions.	PRIORITY HIGH	Mainly enforcement of single and double yellow line restrictions and loading restrictions at or close to junctions and bends particularly where visibility is poor to minimise dangers to moving traffic, pedestrians and other road users.
	Near Pedestrian Crossings	PRIORITY HIGH	Mainly preventing danger to pedestrians at crossing places. (This does not include the offence of stopping on white zigzag markings, which remains a police enforcement function.)
	Dangerous or double parking	PRIORITY HIGH	Mainly where drivers are parked on the carriageway but in a manner that is likely to cause a hazard to other drivers and road users.
	On Pedestrian Footways	PRIORITY MEDIUM	Mainly enforcement of single and double yellow line restrictions and loading restrictions where drivers are using the footway causing obstruction and hazard to pedestrians, wheelchair and pushchair users. This also applies where there are no yellow line restrictions in the Traffic Regulation Orders.
Aid to Movement			
Preventing obstruction and congestion on:	Main access roads into Staffordshire (Principal Roads).	PRIORITY HIGH	Mainly enforcement of single and double yellow line restrictions and loading restrictions to enable traffic to flow freely and not be hindered by parked vehicles.
	Town Centre shopping streets	PRIORITY HIGH	Mainly enforcement of double yellow line restrictions and loading restrictions to enable essential traffic to access the town centre and not be hindered by illegally parked vehicles.
	Public Transport routes	PRIORITY MEDIUM	Mainly enforcement of single and double yellow line restrictions and loading restrictions to enable bus traffic to flow freely and not be hindered by illegally parked vehicles.
	Main traffic routes within Staffordshire (Non-principal Roads)	PRIORITY MEDIUM	Mainly enforcement of single and double yellow line restrictions and loading restrictions to enable traffic to flow freely and not be hindered by illegally parked vehicles.



	Other busy streets (Access Roads to Residential Areas/Local Shopping Parades)	PRIORITY LOW	Mainly enforcement of single and double yellow line restrictions to enable traffic to flow freely and not be hindered by illegally parked vehicles.
Obstruction & Nuisance			
Preventing hindrance to road users at:	Bus stops	PRIORITY HIGH	Enforcement of No Stopping Except Buses restriction in marked Bus Stop locations (where there is a wide yellow line marking) to prevent obstruction of bus stops.
	Vehicle accesses	PRIORITY HIGH	Mainly prevention of obstruction to private driveways that have yellow line restrictions. This is particularly important where residents are in the process of trying to enter or exit their premises. Dealing with obstruction of driveways without yellow line restrictions will be still be a police function.*
	Pedestrian access routes	PRIORITY MEDIUM	Mainly enforcement of single and double yellow line restrictions where numbers of pedestrians are walking, such as shopping areas and pedestrian prioritised streets.
	Taxi Ranks	PRIORITY MEDIUM	Mainly enforcement of single and double yellow line restrictions at Taxi Ranks to prevent obstruction.
	Grass verges	PRIORITY LOW	Mainly enforcement of single and double yellow line restrictions where drivers are using the grass verge and causing damage. This does not apply where there are no yellow lines.
	Special entertainment events	PRIORITY LOW	This is primarily where large events such as football or firework displays cause short term visitors to park vehicles in side/residential streets contravention of waiting restrictions, excluding temporary No Waiting cones placed at such events, which is still a police function.
Deliveries & Servicing			
Control and enable the conveyance of goods at:	Servicing yards	PRIORITY MEDIUM	Enforcement of single and double yellow line restrictions to enable effective use and access to service yards.
	Permitted loading areas	PRIORITY MEDIUM	Enforcement of single and double yellow line restrictions to enable effective use and access to loading bays.



Parking Bays			
Control effective use of permitted parking areas in:	Borough / District Council Car parks	PRIORITY MEDIUM	Issue PCN for infringement of car park Orders
	On-street Pay & Display	PRIORITY MEDIUM	Issue PCN for infringement of on street parking Orders
	Disabled Badge Holder Bays	PRIORITY MEDIUM	Enforce infringement of on street disabled only parking places where there is time a restriction and where vehicle is not displaying a blue Disabled Driver Badge
	Residents parking	PRIORITY MEDIUM	Enforce infringement of on street residents parking places where a vehicle is not displaying a current residents parking or visitor badge for the appropriate Zone.
	Limited waiting	PRIORITY LOW	Enforce infringement of on street parking Orders where there is no fee but parking is time restricted.





Clear Streets

tackling illegal parking

For more information please contact:

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Parking Officer
Staffordshire County Council
Staffordshire Place One

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