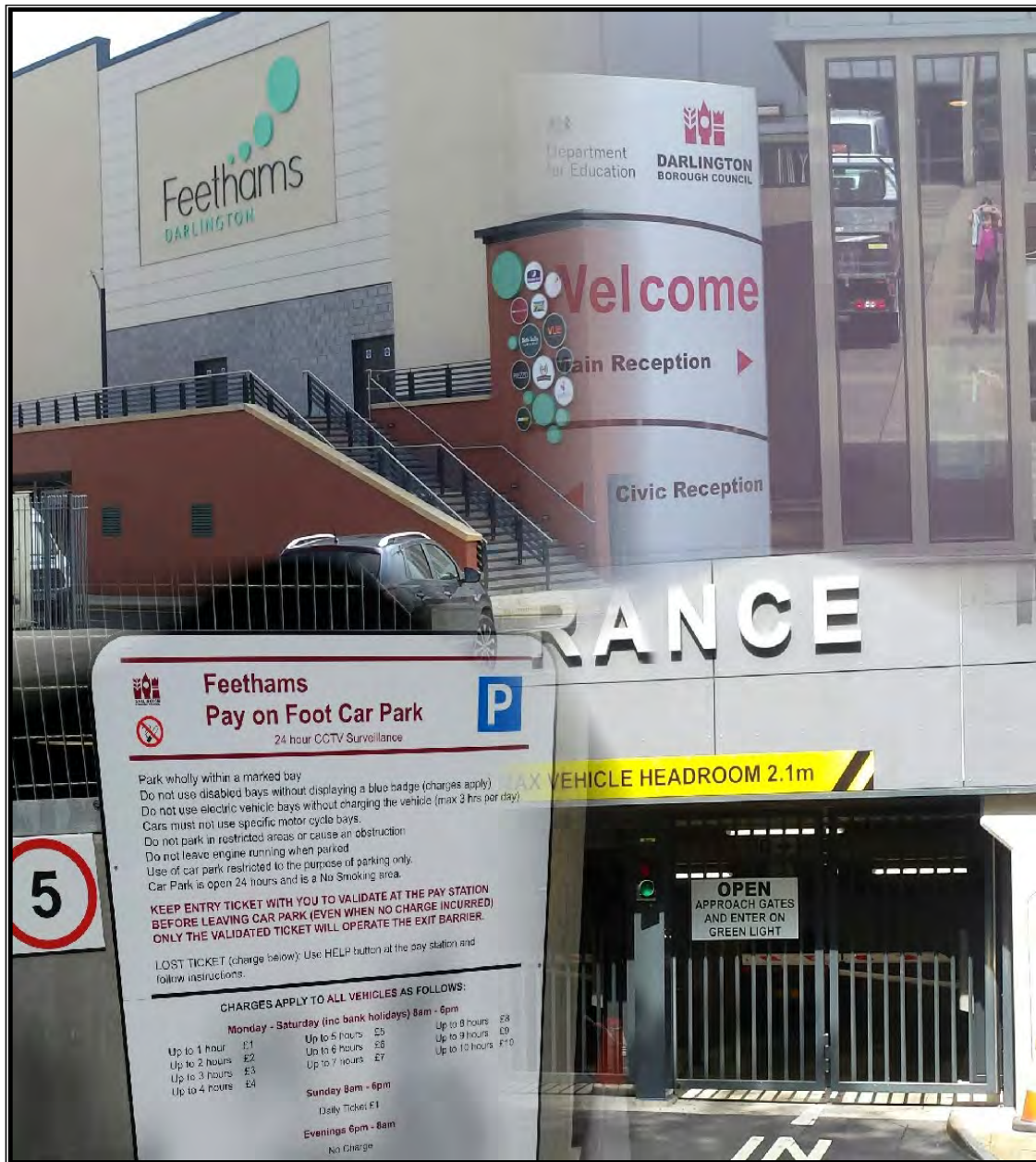




Civil Parking Enforcement Annual Report

April 2019 to March 2020



Introduction

1. Welcome to Darlington Borough Council's annual report on Civil Parking Enforcement (CPE) for the year 2019/20.
2. The Council understands that different groups and individuals have different parking needs and expectations, and that parking facilities must be best managed to meet those needs. Civil Parking Enforcement is a key part of the Council's approach to managing parking facilities. This report provides information about how Darlington Borough Council delivers Civil Parking Enforcement within the borough. It sets out the policy context, resources, activities and performance for the year April 2019 to March 2020 including finance (income and expenditure).

Civil Parking Enforcement in Darlington

3. The Council has been operating decriminalised parking enforcement (CPE) since 31st December 2010. Our objectives for CPE are compatible with our Local Transport Plan as follows:-
 - To reduce congestion and ensure expeditious movement of all road traffic
 - To improve air quality and the local environment
 - To maximise safety and reduce accidents
 - To support economic regeneration
 - To comply with the council's Parking Management Strategy
4. CPE is a key component of effective traffic management and improving traffic flow. The integration of enforcement and parking policy provides more effective parking management, and parking provision is made more responsive to the public's needs.
5. CPE activity not only ensures the proper use of parking facilities but also addresses poor, dangerous, and obstructive parking which can pose a danger to pedestrians by blocking pavements and forcing them onto the roads, reducing visibility for other motorists and impeding traffic flow. Through CPE all residents, visitors, schools and businesses benefit from well-managed parking facilities and the control of inconsiderate and dangerous on-street parking.
6. When penalties are issued differential penalty charge levels (set nationally) are applied. A higher level of £70.00 (reduced to £35.00 if paid within 14 days) is levied for more serious parking contraventions such as no waiting/loading areas, bus stop clearways etc. A lower level of £50.00 (reduced to £25.00 if paid within 14 days) is levied for lesser contraventions such as parked after ticket expired, not displaying a valid ticket etc.
7. Some of the income from PCNs is used to finance the enforcement and adjudication systems. Any on-street surpluses (including ticket sales) are used only for the purposes set out in Section 55 (as amended) of the Road Traffic Regulations Act 1984. The Council is required to keep separate accounts of parking income from on-street and off street parking bays.

Any surplus from off street ticket sales can be used for investment in the Council's transport and environmental policies and to promote Local Transport Plan objectives.

Parking Initiatives, projects and Improvements

8. The following initiatives, projects and improvements have either been started/completed or have been ongoing from the previous year:
 - New pay and display machines installed in all car parks which offer card payments (pin & contactless)
 - Allington way junction signalised junction & cycle route
 - Through about alterations.
 - McMullen Road roundabout.
 - MSG Cycle route.
 - Ingenium Parc. Newt mitigation
 - Ingenium Parc Spine Road installation.

Delivery Of Civil Parking Enforcement

9. In October 2018 the in house team responsible for Civil Parking Enforcement (CPE) amalgamated with other services, creating the community safety department. The new Civic Enforcement Team consists of three merged functions, which were all previously separate (parking, environmental crime and anti-social behavior). Staff from these teams are responsible for enforcing a wide range of duties, including but not limited to, parking enforcement, fly tipping, littering, dog fouling, and nuisance behavior.
10. Our Civic Enforcement Officers (CEO's) work within a stringent set of guidelines governed by the Traffic Management Act. CEOs will at the time of issuing a Penalty Charge Notice (PCN) make notes and take photographic evidence to substantiate the reason for the issue. Photographic evidence is available to both the motorist and the Council to help to determine challenges to penalties. CEOs can also wear body cameras on their person to record live footage. These cameras contribute to the CEOs health and safety wellbeing when on patrol, the footage may also be viewed by the appeal processing team in respect of representations against PCNs.
10. The CEOs will patrol and may issue parking penalties (PCNs) are deliberately placed in a separate team to the appeal processing section whose role is to objectively assess all appeals in accordance with published procedures.

11. The Council do targets for PCN issue for the CEO's nor do they receive any financial gain based on the number of PCNs issued.
12. Members of both teams are trained in their roles and operate to a published framework which provides guidance so that each representation is considered on its own merits. These procedures are published on the Council website and can be viewed at

<http://www.darlington.gov.uk/Transport/carparking/carparking.htm>

Locations and Spaces

13. During the year the council operated and regulated 19 pay and display off-street car parks. Car Park spaces and locations can be viewed at

<http://www.darlington.gov.uk/Transport/carparking/carparking.htm>

14. There are 310 on-street pay and display spaces which are restricted to a maximum stay of 2 hours with no return within an hour (with the exception of Grange Road & Northumberland Street which are 3 hours no return within an hour and the Market Area which is 30 minutes no return within an hour). These limited waiting sections are in place to support turnover for the businesses located in and around the area. The on-street pay and display areas are listed in **Appendix 1**.

15. The Council also provides six permit holder contract car parks :

- Beaumont Street West located on Beaumont Street
- Four Riggs located off Bondgate
- Winston Street West located on Winston Street
- Silver Place car park located at Central Park
- Feethams Multi Storey located on Beaumont Street
- Morton Palms located at Morton Palms Business Park

Beaumont Street West and Four Riggs are dedicated to local businesses to serve operation parking needs. Winston Street West, Silver Place & Morton Palms are rented solely to specific businesses. Feethams Multi Storey is a public car park with limited contract parking availability.

16. For all contract parking enquires contact Carolyn Pistellato, Parking Processing and Appeals Co-Ordinator 01325 405977 or email carparks@darlington.gov.uk

Crime

17. **Appendix 2** shows the recorded levels of car crime within Darlington car parks for 2012 to 2019. Whilst there has been a 22% increase compared to last year (18 in 19/20 and 4 in 18/19) this is still extremely low in comparison to the number of pay and display tickets issued over the past 12 months (1.1 million)

Disabled Parking

18. The Council provides designated disabled spaces within 90% our car parks. Pay and display charges for disabled badge holders in council car parks were introduced January 2018. Badge holders are allowed to transfer pay and display tickets between all car parks.

An equality impact assessment was carried out and measures were introduced to reduce the potential negative effects. Further information can be found at

<https://www.darlington.gov.uk/transport-and-streets/car-parking/>

Pay and display charges have always applied to badge holders at Feethams Multi Storey pay on exit car park from its opening date in 2016.

Residents Parking

19. There are 16 Resident Permit Zones within the Borough of Darlington. Parking is restricted to permit holders 8am to 6pm Monday to Sunday. Out of the 16 zones, 12 require payment for a residents permit and 4 are designated free zones due to parking congestion being created after the construction of the college and football stadium. Permit charges are currently 12 Months £40, 6 Months £24 and 3 month (temporary permit) £12. In 19/20 there was no additional bays added within any of the resident permit zones.
20. Trader permits were introduced in July 2014. Charges for permits are currently 12 months £150, 6 Months £90 and £50 13 week permit (for long term jobs on a single property). This year we have issued 47 permits. The permit enables tradesmen to park in some restricted parking areas when carrying out work i.e. resident permit bays. The permit does not allow parking in taxi ranks, bus stops no waiting/ loading bans and car parks.
21. Tradesmen can also purchase 24hr parking waivers if they need to park in a restricted area, the charge is £5 per 24hrs.

Performance

Between 1st April 2019 and 31st March 2020 Civil Enforcement Officers issued 5026 Penalty Charge notices. This is the lowest annual issue figure since civil parking enforcement began in Darlington in 2010. The significant reduction is due to recruitment/turnover of staff within the civic enforcement team and the additional duties the civic enforcement officers cover such as fly tipping and anti-social behaviour.

22. **Appendix 3** shows the number of penalty charge notices issued and appeals received between 1st April 2019 and 31st March 2020. This has been broken down into appeals which were allowed (cancelled, no payment) rejected (payment required) cases at TPT (Traffic Penalty Tribunal) (drivers have the option to have their appeal heard by an independent adjudicator) and penalty notices referred to a bailiff. The previous year's information is also provided as a comparison.
23. **Appendix 4** shows the income received from penalty charge notices between 1st April 2019 and 31st March 2020 which has reduced from the previous year due to fewer penalties being issued.
24. The Traffic Management Act 2004 (part 6) requires that all income from Civil Parking Enforcement (CPE) (including Resident Permit Zones) should not exceed the cost of running the service. **Appendix 5** shows the breakdown of the Council's total expenditure on Civil Parking. **Appendix 6** shows income received. In both appendices data is provided for 2019/20 and the previous year.
25. During 19/20 the council continued with the following offers that were implemented on 09/07/2018 and they both have continued to increase the total number of tickets obtained.

- 2hour free parking in all long stay car parks (one ticket per vehicle per day)

Year	Paid	Free	Total	% increase from previous year
17/18	127,315			
18/19	91389	99503	190,892	49%
19/20	69,027	169,075	238,102	24%

- East Street Multi Storey car park daily ticket reduced from £4 to £2

Year	Daily Tickets	% increase from previous year
17/18	51,223	
18/19	60,509	18%
19/20	71165	17%

Improving the Service

26. We continue to learn from customer feedback, listening to local businesses and from the outcome of appeals from the Traffic Penalty Tribunal (TPT). Where the TPT has ruled against us we apply this learning to future cases e.g. where a TPT decision noted that our signage was confusing and inadequate this information was forwarded onto our transport policy team to investigate and resolve.

In 2018/2019 The Civic Enforcement Officers (CEOs) began working towards obtaining the Police Community Safety Accreditation Scheme which would give the CEOs authority to support the police with vehicles parked in an obstructive manner, this accreditation was successfully achieved in 2019.

In terms of obstructive parking this will still primarily be the responsibility of the police. The Civic enforcement team do have the authority to deal with repeat obstructive parking through Anti-Social Behaviour legislation.

The team will also work in conjunction with the council highways department in respect of Verge Parking and will issue the drivers letters of advice. This can be followed up with the issue of Community Protection Notice Warnings(CPNW) and then Community Protection Notices(CPN) and fixed penalty notices (FPN) if repeated violations occur.

Next Year: April 2020 to March 2021

27. On the 23/03/20 the prime minister announced the country would lockdown due to the Covid Pandemic, as a result of this the council suspended parking charges in car parks and on street locations on 24/03/20.

All report enquires contact:

Carolyn Pistellato, Parking Processing Co-Ordinator

Email: carolyn.pistellato@darlington.gov.uk Tel: 01325 405977

Appendix 1 – Council On Street Spaces

On Street	Spaces	On Street	Spaces
Beaumont Street	10	Raby Street	2
Grange Road	38	Primrose St	5
East Raby Street	13	Powlett St	12
Northumberland St	14	Larchfield St	10
South Arden St	4	West Powlett St	2
Winston Street	25	Gladstone St	37
Barnard Street	11	North Lodge Tce	6
Duke Street	34	Victoria Embank	9
Napier Street	8	Victoria Road	7
Kendrew Street	7	Swan Street	5
Park Place	24	Market	14
Hargreave Terrace	13	Total	310

Appendix 2 – Recorded Car Crime Levels

Car Park	2012	2013	2014	2015	2016	2017	2018	2019
Abbotts Yard	0	1	0	0	0	3	1	2
Archer Street	0	1	0	2	0	1	0	0
Barnard Street	1	1	1	0	0	1	0	0
Beaumont Street (Feethams MSCP from 2016)	1	2	1	1	3	7	2	8
Commercial Street	1	0	1	0	1	4	0	
Crown Street	0	0	0	0	0	0	0	2
East Street	0	0	1	0	0	9	0	1
Garden Street	0	0	0	0	0	0	0	0
Kendrew/Gladstone Street	2	2	1	0	1	2	1	0
Market Place	0	4	0	1	2	0	0	3
Park Place	1	5	0	0	1	3	0	2
St Hildas	0	0	0	0	0	0	0	0
Town Hall	0	0	0	0	3	2	0	0
Total	6	16	5	4	11	32	4	18

Appendix 3 – Penalty Charge Notices Appeals, Tribunal and Bailiff

Motorists have 2 opportunities' to lodge a written appeal against a PCN. Each appeal received is recorded against the PCN.

Month	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Total 19/20
PCNs Issued	236	284	384	405	300	604	955	449	338	402	339	310	5006
Appeals Received	78	71	87	116	85	84	142	137	75	119	91	60	1413
Appeals Allowed	42	48	51	73	59	74	112	92	57	88	68	61	825 (58.38%)
Appeals Rejected	8	9	13	12	14	7	16	8	5	4	9	3	108 (13.09%)
Successful TPT Cases			1										1 (1.21%)
Unsuccessful TPT Cases			1			1							2 (2.42%)

Month	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Total 18/19
PCNs Issued	893	626	627	584	497	376	394	319	342	225	280	341	5504
Appeals Received	305	206	182	182	154	122	155	99	68	56	61	58	1648 (29.4%)
Appeals Allowed	169	138	143	111	92	43	59	34	28	16	37	42	912 (55.34%)
Appeals Rejected	14	7	9	8	7	11	13	5	4	3	5	5	91 (5.52%)
Successful TPT Cases							1						1 (1.09%)
Unsuccessful TPT Cases								2	1				3 (3.29%)

Appendix 4 PCN Income Levels – 2019/20 and Previous Year Totals

Month	Income
Apr 19	£8,416
May 19	£8,558
Jun 19	£9,310
Jul 19	£12,832
Aug 19	£8,561
Sep 19	£11,606
Oct 19	£23,888
Nov 19	£15,511
Dec 19	£12,200
Jan 20	£12,015
Feb 20	£10,296
Mar 20	£10,924
Total	£143,617

Month	Income
Apr 18	£22,276
May 18	£18,708
Jun 18	£17,978
Jul 18	£16,870
Aug 18	£14,783
Sep 18	£14,700
Oct 18	£16,000
Nov 18	£11,529
Dec 18	£12,387
Jan 19	£9,753
Feb 19	£10,480
Mar 19	£9,245
Total	£175,519

Appendix 5 Expenditure – 2018/19 and Previous Year Totals

Description	2019/2020	2018/2019
Car Parks Repairs/Maintenance, Highway Maintenance, Road Lighting Maintenance, Traffic Management, Bridge Maintenance	£4,930,405 (A)	£5,255,419
Salaries & other officer costs - Parking Enforcement, Parking Processing & Transport Policy (including overhead costs)	£329,481	£335,242
Legal Fees – Publications (including Traffic Regulation Orders)	£30,156	£25,738
Civil Parking Enforcement – prudential borrowing	£40,749	£40,600
Feethams Multi Storey Car Park Running Costs, Building, Rates, Principal Repayments	£626,088	622,894
Other Supplies & Services e.g. telephone costs/printing/clothing machine collections / machine maintenance/equipment/stationary subscriptions/advertising & business car park operational costs & principal repayments	£118,321	£121,045
Appeal Processing Costs (DVLA, PATROL & HMCTS)	£16,466	17,255
Transport (Van Leasing/Mileage/Fuel etc)	£1339	£1,886
ICT Hardware, Software & Training, Maintenance, Equipment	£39,726	£40,314
Employee Training & Security Check	£170	£2,895
Support Services from other departments	£106,746	£106,583
Building Costs & Security	£13,846.81	£13,047
Other (Provision for Bad Debt/Capital Charges, court costs recovered)	£389,144	£373,370
Total	£6,642,637	£6,965,230

(A) Reduction due to 50% less spend on Road Lightening Maintenance compared to 18/19

Appendix 6 Income – 2019/20 and Previous Year Totals

Description	2019/2020	2018/2019
Penalty Notice Payments	£143,617	£175,519
Resident Permit Payments	£60,899	£55,981
Income from Off street car parks	£1,652,421	£1,766,182
Income from On Street pay and display areas	£295,984	£355,985
Income from Contract Parking and Staff Permits	£250,001	£211,494
Daily/Weekly Parking Waivers for Tradesman	£5875	£9,154
Parking Permits for Tradesman i.e. 12/6/3 months	£7040	£8,590
PCN debt recovered by bailiff enforcement	£13,630	£24,695
Total	£2,429,467	£2,607,600