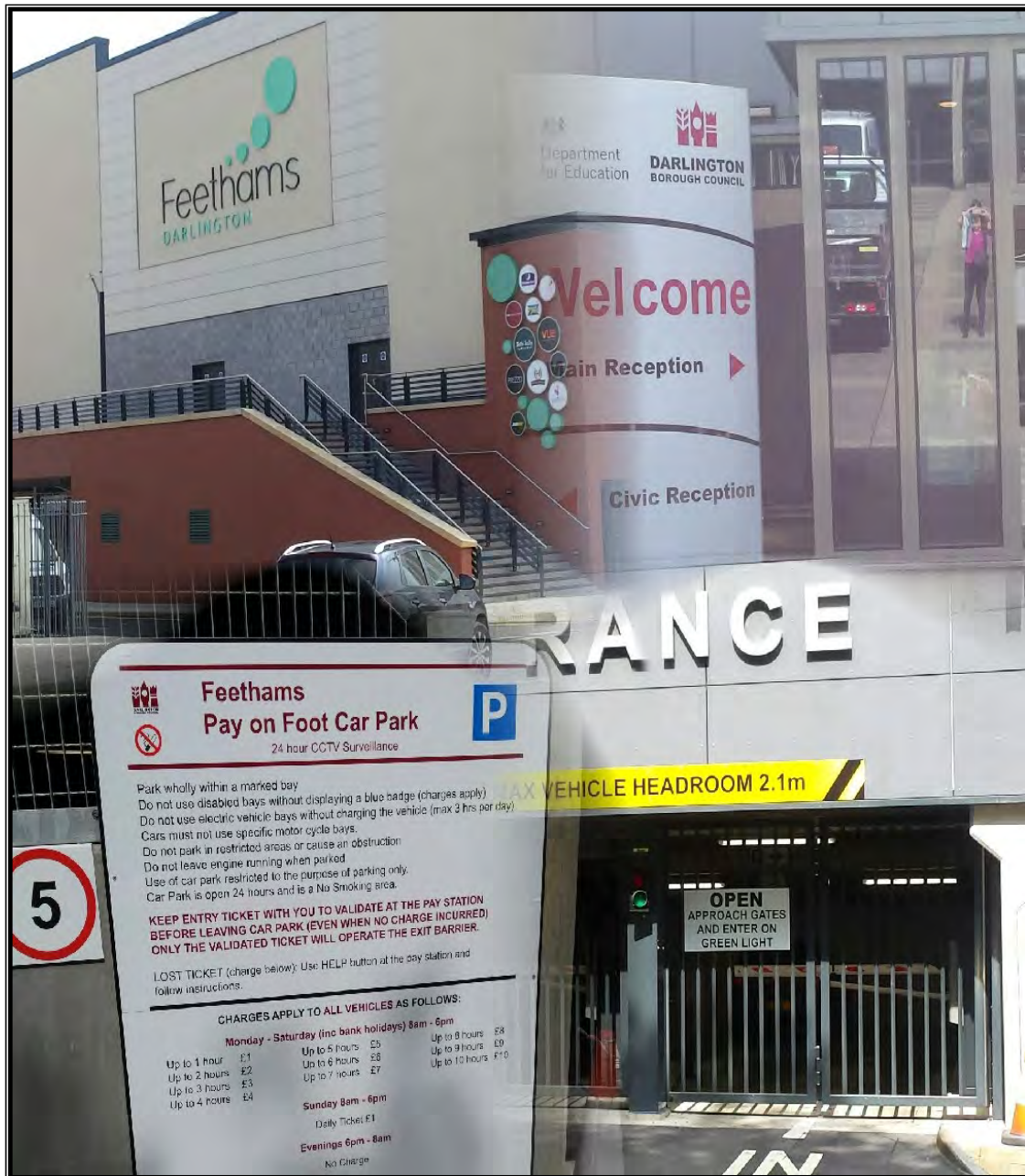




**DARLINGTON**  
Borough Council

## Civil Parking Enforcement Annual Report

April 2020 to March 2021



## **Introduction**

1. Welcome to Darlington Borough Council's annual report on Civil Parking Enforcement (CPE) for the year 2020/21.
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 2020 to March 2021 including finance (income and expenditure).

## **Civil Parking Enforcement in Darlington**

3. The Council has been operating decriminalised parking enforcement (CPE) since 31<sup>st</sup> 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:
  - Town Hall business car park completed
  - Victoria Road Refurbishment including back lane alterations
  - Abbots yard car park resurfaced, remarked and 2<sup>nd</sup> machine installed
  - Parkside Zebra Crossing 20/21
  - Winston St West car park changed from business use to pay and display

### **Delivery Of Civil Parking Enforcement**

9. In October 2018 the in house team responsible for Civil Parking Enforcement (CPE) amalgamated with the community safety department. The new Civic Enforcement Team merged three, previously separate functions; parking, environmental crime and anti-social behavior services. Staff from these teams are now responsible for enforcing a wide range of duties which includes 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 penalty charge notices (PCNs). They are also 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 not set 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). These time limits are in place to create turnover to assist businesses located in and around the area. On-street pay and display areas are listed in **Appendix 1**.
15. The Council provides five permit holder contract car parks. In April 2020 the NHS who rented Winston Street West car park did not renew their tenancy due to the Covid 19 pandemic. Winston Street West was changed back to a public pay and display car park Nov 2021.
- Beaumont Street West located on Beaumont Street
  - Four Riggs located off Bondgate
  - 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. 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\*\*](mailto:carparks@darlington.gov.uk)

## **Crime**

17. **Appendix 2** shows the recorded levels of car crime within Darlington car parks for 2013 to 2020. There has been a 55% reduction compared to 19/20 this is the lowest recording since 2014, the reduction will be in part due to the covid 19 pandemic.

18. In 2018 all of the council car parks except East Street Multi Storey were accredited with two national parking standards 1) National Safer Parking Scheme "Park Mark" 2) Disabled Parking Accreditation as they met the specific criteria required to achieve the status which includes:

CCTV, lightening, levels, cleanliness, signage, provision of spaces, accessibility, and clear enforcement of disabled bays.

## **Disabled Parking**

19. 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.

The council conducted an equality impact assessment 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 as it is a pay on exit car park.

## **Residents Parking**

20. 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 after the construction of the college and football stadium created parking congestion. Permit charges are as follows: 12 Months £40, 6 Months £24 and 3 month (temporary permit) £12. In 20/21 there was no additional bays added within any of the resident permit zones.

21. Trader permits were introduced in July 2014. Charges for permits are 12 months £150, 6 Months £90 and £50 13 week permit (for long term jobs on a single property). This year we have issued 59 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.

22. Tradesmen can also purchase 24hr parking waivers if they need to park in a restricted area, the charge is £5 per 24hrs.

## **Performance**

23. Between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021 Civic Enforcement Officers issued 3175 Penalty Charge notices. The severe reduction compared to 2019/20 is due to the Covid 19 pandemic. The council suspended parking enforcement between Apr and May and parking was free in council car parks and on street areas between April to October. The civic enforcement team who worked throughout the pandemic were redeployed to the council covid task force who co-ordinated the councils response to assist the towns vulnerable residents
24. **Appendix 3** shows the number of penalty charge notices issued and appeals received between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021. 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.
25. **Appendix 4** shows the income received from penalty charge notices between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021 which has reduced from the previous year due to the Covid 19 pandemic.
26. 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 2020/21 and the previous year.
27. Between January to March the council continued with the following parking offers that were implemented on 09/07/2018:
- 2hour free parking in all long stay car parks (one ticket per vehicle per day)
  - East Street Multi Storey car park daily ticket reduced from £4 to £2

Due to the Covid 19 pandemic the council suspended parking charges in car parks and on street areas between April to October. Charges were reinstated on 04<sup>th</sup> October . In January 21 the 2hr free council funded offer was removed from Long Stay car parks and applied to Short Stay car parks and inner ring road on street locations. Funding for the 2hr free offer is being provided by Tees Valley Mayor Ben Houchan for a period of 2yrs.

### **Improving the Service**

28. 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.

### **Next Year: April 2021 to March 2022**

29. The 2hr free offer now located in our Short Stay car parks and Inner Ring Road On Street locations will be monitored.
30. The IT software systems used to process penalty charge notices and resident permits is due to be upgraded. A new online system will be made available to the public to manage their own resident permit account.

### **All report enquires contact:**

Carolyn Pistellato, Parking Processing Co-Ordinator

Email: [carolyn.pistellato@darlington.gov.uk](mailto:carolyn.pistellato@darlington.gov.uk) Tel: 01325 405977

### **Appendix 1 – Council On Street Spaces**

<b>On Street</b>	<b>Spaces</b>	<b>On Street</b>	<b>Spaces</b>
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	<b>Total</b>	<b>310</b>



**Appendix 2 – Recorded Car Crime Levels**

<b>Car Park</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Abbotts Yard	1	0	0	0	3	1	2	2
Archer Street	1	0	2	0	1	0	0	0
Barnard Street	1	1	0	0	1	0	0	1
Beaumont Street (Feethams MSCP from 2016)	2	1	1	3	7	2	8	1
Commercial Street	0	1	0	1	4	0		2
Crown Street	0	0	0	0	0	0	2	0
East Street	0	1	0	0	9	0	1	1
Garden Street	0	0	0	0	0	0	0	0
Kendrew/Gladstone Street	2	1	0	1	2	1	0	0
Market Place	4	0	1	2	0	0	3	1
Park Place	5	0	0	1	3	0	2	0
St Hildas	0	0	0	0	0	0	0	0
Town Hall	0	0	0	3	2	0	0	0
<b>Total</b>	<b>16</b>	<b>5</b>	<b>4</b>	<b>11</b>	<b>32</b>	<b>4</b>	<b>18</b>	<b>8</b>

### **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.**

<b>Month</b>	<b>Apr 20</b>	<b>May 20</b>	<b>Jun 20</b>	<b>Jul 20</b>	<b>Aug 20</b>	<b>Sep 20</b>	<b>Oct 20</b>	<b>Nov 20</b>	<b>Dec 20</b>	<b>Jan 21</b>	<b>Feb 21</b>	<b>Mar 21</b>	<b>Total 20/21</b>
PCNs Issued	0	0	27	399	509	450	360	475	501	148	154	152	3175
Appeals Received	0	0	10	29	42	104	79	158	170	90	96	93	871
Appeals Allowed			8	19	24	74	54	98	111	52	61	57	558 (64.06%)
Appeals Rejected			1	8	13	26	17	44	45	24	28	18	224 (25.71%)
Successful TPT Cases													0
Unsuccessful TPT Cases													0

<b>Month</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Jul 19</b>	<b>Aug 19</b>	<b>Sep 19</b>	<b>Oct 19</b>	<b>Nov 19</b>	<b>Dec 19</b>	<b>Jan 20</b>	<b>Feb 20</b>	<b>Mar 20</b>	<b>Total 19/20</b>
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													0
Unsuccessful TPT Cases													0

**Appendix 4 PCN Income Levels – 2020/21 and Previous Year Totals**

<b>Month</b>	<b>Income</b>
Apr 20	£2,063
May 20	£2,559
Jun 20	£2,456
Jul 20	£7,525
Aug 20	£9,825
Sep 20	£15,056
Oct 20	£11,985
Nov 20	£14,675
Dec 20	£15,492
Jan 21	£7,824
Feb 21	£5,817
Mar 21	£6,759
<b>Total</b>	<b>£102,036</b>

<b>Month</b>	<b>Income</b>
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
<b>Total</b>	<b>£143,617</b>

**Appendix 5 Expenditure – 2020/21 and Previous Year Totals**

<b>Description</b>	<b>2020/2021</b>	<b>2019/2020</b>
Car Parks Repairs/Maintenance, Highway Maintenance, Road Lighting Maintenance, Traffic Management, Bridge Maintenance	£6,275,288 <b>(A)</b>	£4,930,405
Salaries & other officer costs - Parking Enforcement, Parking Processing & Transport Policy (including overhead costs)	£193,874 <b>(B)</b>	£329,481
Legal Fees – Publications (including Traffic Regulation Orders)	£7,377	£19,418
Civil Parking Enforcement – prudential borrowing	£40,309	£40,749
Feethams Multi Storey Car Park Running Costs, Building, Rates, Principal Repayments	£612,149	£626,088
Other Supplies & Services e.g. telephone costs/printing/clothing machine collections / machine maintenance/equipment/stationary subscriptions/advertising & business car park operational costs & principal repayments	£74,760 <b>(C)</b>	£118,321
Appeal Processing Costs (DVLA, PATROL & HMCTS)	£7,936	£16,466
Transport (Van Leasing/Mileage/Fuel etc)	£1,068	£1339
ICT Hardware, Software & Training, Maintenance, Equipment	£58,473	£39,726
Employee Training & Security Check	£0	£170
Support Services from other departments	£76,482 <b>(D)</b>	£106,746
Building Costs & Security	£13,951	£13,846.81
Other (Provision for Bad Debt/Capital Charges, court costs recovered)	£343,102	£389,144
<b>Total</b>	<b>£7,704,769</b>	<b>£6,642,637</b>

(A) The impact of Covid 19 reduced the value on council infrastructure assets (Highways and Car Parks) due to the loss of income

(B-D) Reduction in civic enforcement officer salaries, office supplies & services and other departmental support due to Covid 19

### **Appendix 6 Income – 2020/21 and Previous Year Totals**

<b>Description</b>	<b>2020/2021</b>	<b>2019/2020</b>
Penalty Notice Payments	£102,036	£143,617
Resident Permit Payments	£57,870	£60,899
Income from Off street car parks	£470,336	£1,652,421
Income from On Street pay and display areas	£64,446	£295,984
Income from Contract Parking and Staff Permits	£94,403	£250,001
Daily/Weekly Parking Waivers for Tradesman	£6205	£5875
Parking Permits for Tradesman i.e. 12/6/3 months	£7200	£7040
PCN debt recovered by bailiff enforcement	£15,069	£13,630
<b>Total</b>	<b>£817,565</b>	<b>£2,429,467</b>