



DARLINGTON BOROUGH COUNCIL

Civil Parking Enforcement Annual Report

April 2016 to March 2017



Introduction

1. Welcome to Darlington Borough Council's annual report on Civil Parking Enforcement (CPE) for the year 2016/17.
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 2016 to March 2017 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:
 - Park Place West Car Park Resurfacing
 - Closure of Feethams Car Park to provide a Riverside Park
 - Completion of phase 1 of Central Park Link Road
 - Commencement of construction on Silver Place Car Park

Delivery Of Civil Parking Enforcement

9. CPE is carried out by an in-house team of Civil Enforcement Officers (CEOs). CEOs 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. They also wear video cameras on their person to record live footage, to assist with health and safety and challenges against PCNs.
10. The CEOs who patrol and may issue parking penalties (PCNs) are deliberately placed in a separate team to the appeal processing team whose role is to objectively assess all appeals in accordance with published procedures.
11. The Council does not set PCN issue targets for our CEOs and they do not receive any financial gain based on the number of PCNs issued.
12. The 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. In March 2017 the Town Hall car park was closed to the public to create Riverside Park. Car Park spaces and locations can be viewed at

<http://www.darlington.gov.uk/transport-and-streets/car-parking/car-parks-and-charges/>
14. There are also 292 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 Market Area which is 30 minutes no return within an hour). This is 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 five permit holder contract parking areas:
 - A) Beaumont Street West located on Beaumont Street
 - B) Four Riggs located off Bondgate
 - C) Winston Street West located on Winston Street
 - D) Silver Place car park located at Central Park
 - E) Feethams Multi Storey located on Beaumont Street
16. Beaumont West and Four Riggs are dedicated to local businesses to serve operation parking needs. Winston Street West and Silver Place are rented solely to specific businesses. Feethams Multi Storey is a public car park with limited contract parking availability.
17. For all contract parking enquires contact Carolyn Pistellato, Parking Processing and Appeals Co-Ordinator 01325 405977 or email carparks@darlington.gov.uk
18. **Appendix 2** shows the recorded levels of car crime within Darlington car parks for 2009 to 2016. These figures show car crime in council operate car parks year upon year is exceptionally low.

Disabled Parking

19. The Council provides designated disabled spaces within 90% our car parks. Disabled badge holders can currently park for 3 hours free within any marked bay in a Short Stay car park and free all day within a Long Stay Car Park.

Parking fees do apply to disabled badge holders in the Feethams Multi Storey as it is a pay on exit car park.

Please also note the intention of the Council to introduce charges in all off-street car parks in 2017.

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 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 16/17 the total number of resident permit spaces increased from 1509 to 1584 due to an expansion of several resident permit zones.
21. 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 restricted parking areas when carrying out work, the permit does not allow parking in disabled parking bays, no waiting/loading bans and car parks.
22. Tradesmen can also purchase 24hr parking waivers from the council for when they need to park in a restricted area, the charge is £5 per 24hrs.

Performance

23. Between 1st April 2016 and 31st March 2017 Civil Enforcement Officers issued 12494 Penalty Charge notices. This is the lowest annual figure we have had since civil parking enforcement began in Darlington in 2010.
24. **Appendix 3** shows the number of penalty charge notices issued and appeals received between 1st April 2016 and 31st March 2017. 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 1st April 2016 and 31st March 2017 which has reduced from the previous year as a result of fewer penalties being issued.
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 2016/17 and the previous year.

Improving The Service

27. 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 2017 to March 2018

28. We will continue to strive for a reduction in penalty notice numbers by encouraging increased compliance from motorists.
29. Parking charges are to be introduced to Blue Badge Holders in all off street car parks. This change is being implemented alongside the purchase of new pay and display machines.

For all 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
Northumberland St	14	Powlett St	12
South Arden St	4	Larchfield St	10
Winston Street	25	West Powlett St	2
Barnard Street	13	Gladstone St	37
Duke Street	34	North Lodge Tce	6
Napier Street	8	Kendrew St	7
Kendrew Street	7	Victoria Embank	9
Park Place	24	Victoria Road	7
Hargreave Terrace	13	Swan Street	5

Appendix 2 – Recorded Car Crime Levels

Car Park	2009	2010	2011	2012	2013	2014	2015	2016
Abbotts Yard	0	0	0	0	1	0	0	0
Archer Street	2	0	0	0	1	0	2	0
Barnard Street	1	0	0	1	1	1	0	0
Beaumont Street (Feethams MSCP from 2016)	0	0	1	1	2	1	1	3
Commercial Street	1	0	2	1	0	1	0	1
Crown Street	0	0	0	0	0	0	0	0
East Street	1	0	1	0	0	1	0	0
Garden Street	0	0	1	0	0	0	0	0
Kendrew/Gladstone Street	0	0	1	2	2	1	0	1
Market Place	0	0	0	0	4	0	1	2
Park Place	1	0	0	1	5	0	0	1
St Hildas	0	0	0	0	0	0	0	0
Town Hall	0	5	0	0	0	0	0	3
Total	6	5	6	6	16	5	4	11

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 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Total 16/17
PCNs Issued	1314	1184	1103	1087	1042	1048	898	1016	872	889	834	1207	12494
Appeals Received	382	467	471	415	431	365	343	385	314	333	329	454	4689 (37.5%)
Appeals Allowed	130	167	166	143	141	118	135	122	108	107	96	163	1596 (34%)
Appeals Rejected	56	86	91	74	57	77	60	60	73	54	60	59	807 (17.2%)
Successful TPT Cases		3				1	1	1	1			1	8 (0.99%)
Unsuccessful TPT Cases	1		3		1			1					6 (0.74%)

Month	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Total 15/16
PCNs Issued	1024	1402	1255	1259	1026	1147	1262	1387	1290	1126	994	1146	14318
Appeals Received	334	552	627	522	400	483	543	516	577	389	441	393	5777 (40.35%)
Appeals Allowed	176	243	326	262	158	192	237	204	148	120	144	158	2368 (40.99%)
Appeals Rejected	64	80	82	77	75	81	76	81	131	77	76	60	960 (16.26%)
Successful TPT Cases		2		1	1	1	1						6 (0.62%)
Unsuccessful TPT Cases		2								1			3 (0.31%)

Appendix 4 PCN Income Levels – 2016/17 and Previous Year Totals

Month	Income
Apr 16	£26,198
May 16	£27,952
Jun 16	£27,843
Jul 16	£25,407
Aug 16	£22,162
Sep 16	£27,368
Oct 16	£25,000
Nov 16	£20,177
Dec 16	£24,856
Jan 17	£22,282
Feb 17	£21,668
Mar 17	£31,212
Total	£302,125

Month	Income
Apr 15	£22,169
May 15	£25,843
Jun 15	£27,301
Jul 15	£28,821
Aug 15	£25,688
Sep 15	£25,687
Oct 15	£27,482
Nov 15	£27,769
Dec 15	£29,616
Jan 16	£25,797
Feb 16	£26,995
Mar 16	£28,682
Total	£321,848

Appendix 5 Expenditure – 2016/17 and Previous Year Totals

Description	2016/2017	2015/2016
Car Parks Repairs/Maintenance, Highway Maintenance, Road Lighting Maintenance, Traffic Management, Bridge Maintenance	£3,871,693	£3,919,230
Salaries & other officer costs - Parking Enforcement, Parking Processing & Transport Policy (including overhead costs)	£305,886	£315,203
Legal Fees – Publications (including Traffic Regulation Orders)	£32,048	£29,584
Civil Parking Enforcement – prudential borrowing	N/A	£27,780
Feethams Multi Storey Car Park Running Costs, Building, Rates, Principal Repayments	£569,489	n/a
Other Supplies & Services e.g. telephone costs/printing/clothing machine collections / machine maintenance/equipment/stationary subscriptions/advertising	£134,652 (A)	£115,880
Appeal Processing Costs (DVLA, PATROL & HMCTS)	£20,147	£15,642
Transport (Van Leasing/Mileage/Fuel etc)	£4,407 (B)	£1,255
ICT Hardware, Software & Training, Maintenance, Equipment	£34,946	£32,269
Employee Training & Security Check	£170	£742
Support Services from other departments	£104,051	£315,282 (C)
Building Costs & Security	£16,792 (D)	£47,888
Other (Provision for Bad Debt/Capital Charges, court costs recovered)	£324,802	£321,755
Total	£5,419,083	£5,142,510

- (A) 16/17 increase due to postage costs being undercharged on previous years
- (B) Increase due to vehicle rental charge as 15/16 fees were charged beginning of 16/17 so two bills in this financial year
- (C) Included a one off revenue contribution to capital for new car parks at the Central Park & Morton Palms development
- (D) 16/17 costs significantly reduced as initial Feethams Multi Storey building costs were included in 15/16 figure but is now reported separately.

Appendix 6 Income – 2016/17 and Previous Year Totals

Description	2016/2017	2015/2016
Penalty Notice Payments	£302,125	£321,848
Resident Permit Payments	£48,869	£43,879
Income from Off street car parks	£1,749,858	£1,541,631
Income from On Street pay and display areas	£396,079	£398,686
Income from Contract Parking and Staff Permits	£132,258	£133,330
Daily/Weekly Parking Waivers for Tradesman	£12,375	£11,449
Parking Permits for Tradesman i.e. 12/6/3 months	£6,390	£6,450
PCN debt recovered by bailiff enforcement	£30,148	£24,646
Total	£2,678,102	£2,481,919