



Civil Parking Enforcement Annual Report

April 2017 to March 2018



Feethams
Pay on Foot Car Park **P**
24 hour CCTV Surveillance

Park wholly within a marked bay
Do not use disabled bays without displaying a blue badge (charges apply)
Do not use electric vehicle bays without charging the vehicle (max 3 hrs per day)
Cars must not use specific motor cycle bays.
Do not park in restricted areas or cause an obstruction
Do not leave engine running when parked
Use of car park restricted to the purpose of parking only.
Car Park is open 24 hours and is a No Smoking area.

KEEP ENTRY TICKET WITH YOU TO VALIDATE AT THE PAY STATION BEFORE LEAVING CAR PARK (EVEN WHEN NO CHARGE INCURRED) ONLY THE VALIDATED TICKET WILL OPERATE THE EXIT BARRIER.

LOST TICKET (charge below): Use HELP button at the pay station and follow instructions.

CHARGES APPLY TO ALL VEHICLES AS FOLLOWS:

Monday - Saturday (inc bank holidays) 8am - 6pm					
Up to 1 hour	£1	Up to 5 hours	£5	Up to 8 hours	£8
Up to 2 hours	£2	Up to 6 hours	£6	Up to 9 hours	£9
Up to 3 hours	£3	Up to 7 hours	£7	Up to 10 hours	£10
Up to 4 hours	£4				
Sunday 8am - 6pm					
Daily Ticket: £1					
Evenings 6pm - 8am					
No Charge					

Introduction

1. Welcome to Darlington Borough Council's annual report on Civil Parking Enforcement (CPE) for the year 2017/18.
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 2017 to March 2018 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:
 - Completion of Silver Place Permit car park
 - Completion of Feethams Car Park to provide a Riverside Park
 - Construction of Morton Palms permit car park
 - Review of Zone H Victoria Road residents parking scheme
 - Consultation of QE College coach parking scheme
 - Park Place East car park improvement
 - Hird St car park improvement
 - Implementation of Blue Badge car parking charges
 - Procurement and installation of new car park pay & display machines

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. 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 who 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 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. 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 18 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 also 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. 2 spaces were removed from Barnard Street as the area was relined. The on-street pay and display areas are listed in **Appendix 1**.
15. The Council also provides five permit holder contract parking at:
- 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 Street 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

Crime

18. **Appendix 2** shows the recorded levels of car crime within Darlington car parks for 2010 to 2017. In this financial year over 1 million pay and display tickets were issued by our car park machines. Whilst the figures do show there has been an increase of incidents within our under cover Multi Storey car parks (Feethams & East Street) compared to the number of visitors, crime in our car parks year upon year is still exceptionally low.

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 car parks listed at the same tariff.

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

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 17/18 the total number of resident permit spaces increased from 1509 to 1617 due to an expansion of several 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 43 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 on a no waiting/loading ban or in disabled marked bays 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 1st April 2017 and 31st March 2018 Civil Enforcement Officers issued 11,220 Penalty Charge notices. This is the lowest annual issue figure 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 2017 and 31st March 2018. 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 2017 and 31st March 2018 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 2017/18 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 2018 to March 2019

28. We will continue to strive for a reduction in penalty notice numbers by encouraging increased compliance from motorists.
29. Free parking offer to be considered & Implemented in the Long Stay car parks
30. New pay and display machines will be installed in all council car parks (except Feethams Multi Storey)
31. Morton Palms permit parking will launch Oct to Dec 18 once the contract terms have been agreed.
32. The council are proposing to expand the current duties undertaken by the civil enforcement officers. This proposal would create a multi-function role which would see the CEOS be given the relevant training and powers to deal with anti-social behaviour incidents and environmental crime issues such as fly tipping, dog fouling and littering,

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	2010	2011	2012	2013	2014	2015	2016	2017
Abbotts Yard	0	0	0	1	0	0	0	3
Archer Street	0	0	0	1	0	2	0	1
Barnard Street	0	0	1	1	1	0	0	1
Beaumont Street (Feethams MSCP from 2016)	0	1	1	2	1	1	3	7
Commercial Street	0	2	1	0	1	0	1	4
Crown Street	0	0	0	0	0	0	0	0
East Street	0	1	0	0	1	0	0	9
Garden Street	0	1	0	0	0	0	0	0
Kendrew/Gladstone Street	0	1	2	2	1	0	1	2
Market Place	0	0	0	4	0	1	2	0
Park Place	0	0	1	5	0	0	1	3
St Hildas	0	0	0	0	0	0	0	0
Town Hall	5	0	0	0	0	0	3	2
Total	5	6	6	16	5	4	11	32

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 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total 17/18
PCNs Issued	1056	1025	902	902	901	872	867	1041	828	894	840	1092	11220
Appeals Received	394	371	328	290	310	308	333	400	281	399	316	452	4182 (37.34%)
Appeals Allowed	149	117	128	96	134	85	107	134	112	126	106	242	1410 (33.72%)
Appeals Rejected	40	30	43	14	26	36	35	30	29	43	25	41	392 (9.37%)
Successful TPT Cases							1					2	3 (0.77%)
Unsuccessful TPT Cases			1	2		1		1					5 (1.27%)

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%)

Appendix 4 PCN Income Levels – 2017/18 and Previous Year Totals

Month	Income
Apr 17	£22,366
May 17	£28,589
Jun 17	£25,318
Jul 17	£20,705
Aug 17	£23,761
Sep 17	£21,595
Oct 17	£23,904
Nov 17	£23,263
Dec 17	£23,143
Jan 18	£23,847
Feb 18	£22,966
Mar 18	£23,330
Total	£282,787

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

Appendix 5 Expenditure – 2017/18 and Previous Year Totals

Description	2017/2018	2016/2017
Car Parks Repairs/Maintenance, Highway Maintenance, Road Lighting Maintenance, Traffic Management, Bridge Maintenance	£4,329,677(A)	£3,871,693
Salaries & other officer costs - Parking Enforcement, Parking Processing & Transport Policy (including overhead costs)	£367,591	£305,886
Legal Fees – Publications (including Traffic Regulation Orders)	£23,553	£32,048
Civil Parking Enforcement – prudential borrowing	£11,534(B)	N/A
Feethams Multi Storey Car Park Running Costs, Building, Rates, Principal Repayments, Capital Charges	£597,517	£569,489
Other Supplies & Services e.g. telephone costs/printing/clothing machine collections / machine maintenance/equipment/stationary subscriptions/advertising, multi storey car park costs & Business car park operational costs	£173,211(C)	£134,652
Appeal Processing Costs (DVLA, PATROL & HMCTS)	£17,829	£20,147
Transport (Van Leasing/Mileage/Fuel etc)	£5257	£4,407
ICT Hardware, Software & Training, Maintenance, Equipment	£35,788	£34,946
Employee Training & Security Check	N/A	£170
Support Services from other departments	£116,963	£104,051
Building Costs & Security	£14,113	£16,792
Other (Provision for Bad Debt/Capital Charges, court costs recovered)	£380,939(D)	£325,948
Total	£6,073,972	£5,420,229

- (A) Increase relates to footpath works and speed barriers
- (B) Prudential borrowing charge relates to a new contract business car park Silver Place
- (C) Increase due to purchase of new CEO handheld devices and principal repayment of Silver Place car park
- (D) Rise due to increase in capital charges

Appendix 6 Income – 2017/18 and Previous Year Totals

Description	2017/2018	2016/2017
Penalty Notice Payments	£282,787	£302,125
Resident Permit Payments	£49,834	£48,869
Income from Off street car parks	£1,692,122	£1,749,858
Income from On Street pay and display areas	£387,759	£396,079
Income from Contract Parking and Staff Permits	£185,043 (A)	£132,258
Daily/Weekly Parking Waivers for Tradesman	£10,533	£12,375
Parking Permits for Tradesman i.e. 12/6/3 months	£5350	£6,390
PCN debt recovered by bailiff enforcement	£32,618	£30,148
Total	£2,646,046	£2,678,102

(A) INCOME INCREASE DUE TO OPENING OF CONTRACT CAR PARK SILVER PLACE