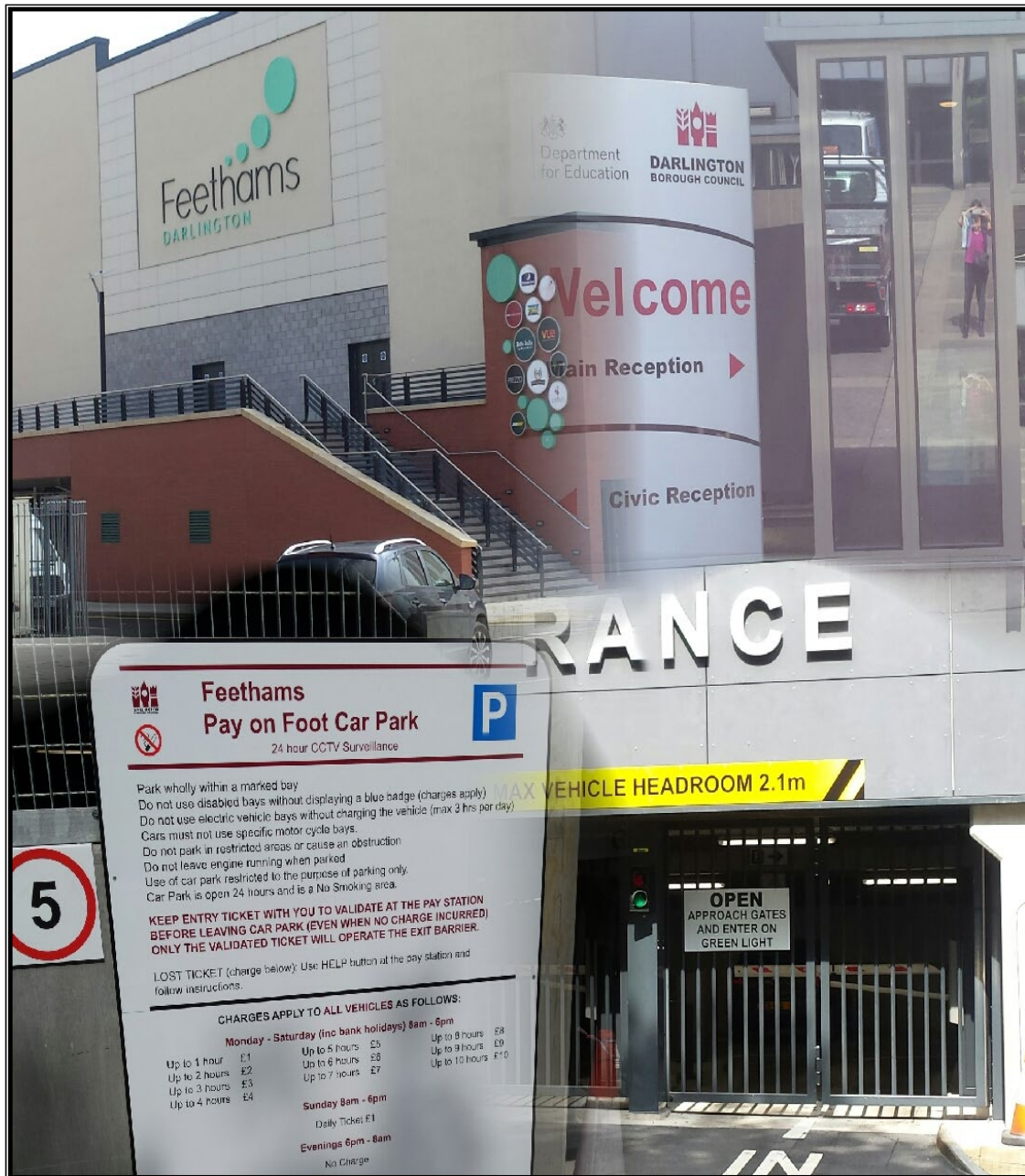




**DARLINGTON**  
Borough Council

## Civil Parking Enforcement Annual Report

April 2021 to March 2022



## **Introduction**

1. Welcome to Darlington Borough Council's annual report on Civil Parking Enforcement (CPE) for the year 21/22.
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 April 2021 to March 2022 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:
  - Woodland Road Cycle infrastructure
  - 2hr free parking offer funded by Tees Valley Combined Authority (TVCA) in short stay car parks and inner ring road on street locations
  - Installation of Tees Valley Combined Authority (TVCA) electric charging points

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

9. The team responsible for Civil Parking Enforcement are responsible for enforcing a wide range of duties which includes but not limited to: fly tipping, littering, dog fouling, and anti-social behavior..
10. Our Civic Enforcement Officers (CEO's) work within a stringent set of guidelines governed by the Traffic Management Act 2004. 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

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

## **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 locations are listed in **Appendix 1**
15. The Council provides five permit holder contract car parks.
- 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 off Alderman Best Way

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

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 2014 to 2021. There has been a slight increase this year (10 incidents compared to 8 in 20/21). Annually we host over a million vehicles in Darlington, car crime is exceptionally low.
18. All council car parks since 2018 with the exception of East Street Multi Storey have been annually 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 can transfer pay and display tickets between all car parks.  
  
There are 62 marked free disabled parking spaces within the town centre. Badge holders can also park for FREE and without time limit within on street pay and display bays.

## **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 permit and 4 are designated as free. The free zones are within areas that experienced increased parking congestion after the construction of Darlington College and Darlington football stadium. Permit charges are as follows: 12 Months £40, 6 Months £24 and 3 month (temporary permit) £12. In 21/22 as part of the Woodland Road cycle path scheme 13 bays were removed from Zone I and 14 additional bays added to Zone A.
21. Tradesperson 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 tradespeople to park in restricted parking areas when carrying out work i.e. resident permit bays/yellow lines. The permit does not allow parking in taxi ranks, bus stops no waiting/ loading bans and car parks.
22. Tradespeople can also also purchase 24hr parking waivers if they need to park in a restricted area, the charge is £5 per 24hrs (contact number 01325 405222)

## **Performance**

23. Between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022 the Civic Enforcement Officers issued 5518 Penalty Charge notices. This is a 74% increase compared to 20/21 as the following measures were implemented due to Covid 19 pandemic
- Parking enforcement between Apr – May 20
  - Free parking in car parks and on street pay areas between Apr – Oct 20
24. **Appendix 3** shows the number of penalty charge notices issued and appeals received between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022. 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 2021 and 31<sup>st</sup> March 2022 which has increased 49% from the previous year.
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 the current and previous financial years.
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
- On the 04<sup>th</sup> Jan 2021 the 2hr free council funded offer was removed from Long Stay car parks to the Short Stay car parks and inner ring road on street parking locations. Funding for this 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.

Between 21/22 in total three PCNS were registered with TPT of which one was ruled against the council. This equates to 0.05% of the total number of PCNs issued(5518).

### **Next Year: April 2022 to March 2023**

29. The 2hr free offer will continue to be monitored, funding from TVCA will end 01/01/23.

### **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

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



**Appendix 2 – Recorded Car Crime Levels**

<b>Car Park</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Abbotts Yard	0	0	0	3	1	2	2	1
Archer Street	0	2	0	1	0	0	0	0
Barnard Street	1	0	0	1	0	0	1	0
Beaumont Street (Feethams MSCP from 2016)	1	1	3	7	2	8	1	3
Commercial Street	1	0	1	4	0		2	2
Crown Street	0	0	0	0	0	2	0	1
East Street	1	0	0	9	0	1	1	1
Garden Street	0	0	0	0	0	0	0	0
Kendrew/Gladstone Street	1	0	1	2	1	0	0	0
Market Place	0	1	2	0	0	3	1	0
Park Place	0	0	1	3	0	2	0	2
St Hildas	0	0	0	0	0	0	0	0
Town Hall	0	0	3	2	0	0	0	0
<b>Total</b>	<b>5</b>	<b>4</b>	<b>11</b>	<b>32</b>	<b>4</b>	<b>18</b>	<b>8</b>	<b>10</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.**

Month	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Total 21/22
PCNs Issued	370	418	303	323	470	566	440	638	504	480	413	593	5518
Appeals Received	65	79	60	64	100	116	73	106	85	111	79	95	1033
Appeals Allowed	37	55	41	46	69	103	40	74	55	64	58	48	690 (67%)
Appeals Rejected	35	29	35	18	41	37	37	34	30	54	21	55	426 (41%)
Successful TPT Cases									1			1	2 (0.2%)
Unsuccessful TPT Cases										1			1 (0.09%)

Month	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Total 20/21
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.%)
Appeals Rejected			1	8	13	26	17	44	45	24	28	18	224 (25%)
Successful TPT Cases													0
Unsuccessful TPT Cases													0

### Appendix 4 PCN Income Levels – 2021/22 and Previous Year Totals

Month	Income
Apr 21	£8,332
May 21	£9,441
Jun 21	£11,142
Jul 21	£9,237
Aug 21	£12,379
Sep 21	£13,386
Oct 21	£13,064
Nov 21	£15,638
Dec 21	£13,954
Jan 22	£16,210
Feb 22	£12,414
Mar 22	£17,185
<b>Total</b>	<b>£152,112</b>

Month	Income
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>

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

<b>Description</b>	<b>2021/2022</b>	<b>2020/2021</b>
Car Parks Repairs/Maintenance, Highway Maintenance, Road Lighting Maintenance, Traffic Management, Bridge Maintenance	5,604,162 (A)	£6,275,288
Salaries & other officer costs - Parking Enforcement, Parking Processing & Transport Policy (including overhead costs)	£192,287	£193,874
Legal Fees – Publications (including Traffic Regulation Orders)	£42,636	£7,377
Civil Parking Enforcement – prudential borrowing	£39,859	£40,309
Feethams Multi Storey Car Park Running Costs, Building, Rates, Principal Repayments	£661,567 (B)	£612,149
Other Supplies & Services e.g. telephone costs/printing/clothing machine collections / machine maintenance/equipment/stationary subscriptions/advertising & business car park operational costs & principal repayments	£107,158 (C)	£74,760
Appeal Processing Costs (DVLA, PATROL & HMCTS)	£10,321	£7,936
ICT Hardware, Software & Training, Maintenance, Equipment	£40,629 (D)	£58,473
Support Services from other departments	£80,180	£76,482
Building Costs & Security	£14,936	£13,951
Other (Provision for Bad Debt/Capital Charges, depreciation court costs recovered)	369,064	£343,102
<b>Total</b>	<b>£7,162,799</b>	<b>£7,704,769</b>

(A) The value on council infrastructure assets (Highways and Car Parks) has reverted back to pre covid level

(B) Increase in electricity costs

(C) Spend is back to pre covid level , 20/21 figure was lower due to reduction in salaries, office supplies and other department support

(D) Figure is lower than previous year due to parking software upgrade with reduced annual maintenance costs

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

<b>Description</b>	<b>2021/2022</b>	<b>2020/2021</b>
Penalty Notice Payments	£152,112	£102,036
Resident Permit Payments	£59,356	£57,870
Income from Off street car parks	£2,275,494 <b>(A)</b>	£470,336
Income from On Street pay and display areas	£293,505 <b>(A)</b>	£64,446
Income from Contract Parking and Staff Permits	£122,416 <b>(B)</b>	£94,403
Daily/Weekly Parking Waivers for Tradesman	£5,955	£6205
Parking Permits for Tradesman i.e. 12/6/3 months	£7,700	£7200
PCN debt recovered by bailiff enforcement	£12,734	£15,069
<b>Total</b>	<b>£2,929,272</b>	<b>£817,565</b>

A) Figures include 2 million pounds funding from TVCA to cover 2hr free parking offer in council short stay car parks and on street location

B) Figure has reverted back to pre covid levels