



ASHFORD  
BOROUGH COUNCIL

# PARKING SERVICES

# ANNUAL REPORT

# 2011/2012

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## Foreword

By Councillor J E Blanford  
(Portfolio Holder for Environmental Services)

Thank you for taking the time to read Ashford Borough Council's Annual Parking Report 2011–2012. The report, which is published in compliance with the requirements of the Traffic Management Act 2004, provides financial information, details about the Council's enforcement activities on street and in the car parks, facts and figures about the Parking Services section and information about the section's activities and achievements during the period.

The primary objective of Civil Parking Enforcement (CPE) is to increase compliance with parking restrictions through clear, well designed, fair and consistently enforced controls with the aim of achieving a safe well managed traffic network, improving road safety, the environment and the quality of public transport, meeting the needs of disabled people and fairly managing the availability of parking spaces at the kerb side and in the Council's car parks.

Although it is a criticism that is quite frequently levelled at Parking Services, I am very happy to confirm that enforcement targets are not set and that raising revenue is most certainly not an objective of CPE. The main priority of the team is to ensure that the enforcement of parking restrictions is carried out openly and fairly and that when challenges and representations are received from motorists the discretion to cancel penalty charges is carefully and properly considered and decisions are made in line with the Council's published enforcement and cancellation policies.

I completely understand that to find a Penalty Charge Notice on your windscreen when you return to your car can be an annoying and frustrating end to a shopping, business trip or other outing and, while I encourage you to take up the matter with Parking Services if you believe that it was unjustly issued or you don't understand why it was issued, please don't take out your annoyance and frustration on the enforcement officer who is simply carrying out the Council's wishes and does not have the authority to cancel the notice. Whether or not it is a reflection of the financially difficult times we are facing, I am not sure, but I do know that Civil Enforcement Officers are more and more frequently being subjected to the most unpleasant verbal and physical aggression just for doing their job. The Council will not tolerate such conduct towards its employees in any circumstances and will support the police in taking action against such aggressive and unnecessary behaviour.



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Should you have any queries or require any further information about this report our Parking Services Manager John Burns, who can be contacted by calling 01233 330641, will be pleased to help



Councillor J E Blanford  
Portfolio Holder – Environmental Services





## Introduction



As Councillor Blanford has indicated in her forward, the Traffic Management Act 2004 requires that Councils operating Civil Parking Enforcement produce and publish an annual report about their enforcement activities, providing the public with financial and statistical information about the service for the preceding year.

A fundamental aim of the Traffic Management Act 2004 is to improve public confidence in an area of Council activity that is regarded with cynicism, suspicion, concern and hostility and it is hoped that the introduction of greater openness, transparency and the raising of professional standards will improve public confidence and bring about a better understanding of this area of contact with the public.

In addition to providing a range of facts and figures, it is hoped that the report will provide interest and information by explaining how the service is managed, about the parking legislation and policies that guide enforcement activity and decision making and about projects and initiatives completed during the year and planned for the future.





## The Legal Background



Prior to 2001, Ashford Borough Council had only been responsible for enforcement of parking regulations in its own car parks; with on-street parking regulations being looked after by the Police and Traffic Wardens. In October 2001, with authority from the Department of Transport and under the terms of an Agency Agreement with Kent County Council, the Council also undertook the enforcement of on-street parking regulations.

Until 2008 parking enforcement was known as Decriminalised Parking Enforcement (DPE) and operated under the provisions of the Road Traffic Act 1991, then on 31 March 2008, Part 6 of the Traffic Management Act 2004, was implemented introducing a number of significant changes to parking enforcement. Under this new legislation DPE became Civil Parking Enforcement (CPE), Parking Attendants (PAs) became Civil Enforcement Officers (CEOs) and Special Parking Areas (SPAs) and Permitted Parking Areas (PPAs) became Civil Enforcement Areas (CEAs).

In addition to changing the names and descriptions of authorised areas and enforcement officers, the legislation introduced other changes which, significantly, included the introduction of differential penalty charges designed to differentiate between and reflect the fact that some parking contraventions are more severe than others. Also introduced was the provision allowing Penalty Charge Notices to be issued by post in certain circumstances. The legislation also introduced the new contraventions of double parking and parking across dropped kerbs.

The introduction of the Traffic Management Act did not alter the Council's key objectives which remain

- To regulate and manage the use of motor vehicles in all areas, particularly the busiest and those most likely to become congested.
- Maintain and improve the flow of traffic
- Maintain and improve road safety for all users
- Promote and safeguard the interests of residents and businesses





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- Meet the needs of disabled people
- Encourage the use of public transport and improve its effectiveness
- Manage and regulate on and off-street parking
- Protect and improve the environment.

### Parking Services

#### Enforcement Section

The Council employs 8 Civil Enforcement Officers (CEOs) who are directed and supervised by one Senior CEO.

All enforcement officers are required by law to wear a uniform which easily distinguishes them from police officers and other community support staff that the public might encounter. Being in the front line of contact with the public (and in many instances being the first or only point of contact a member of the public has with the Council), CEOs are very much ambassadors of the Council and as a consequence must conduct themselves in an exemplary manner at all times. CEOs are identified by the number worn on their epaulettes and by their identity card that must be carried at all times.



In January 2012, due to an increase in the number of threats and assaults that CEOs were being subjected to, in addition to the mobile phone and 'Town



Radio Network' radios already carried, they were issued, for Health and Safety purposes only, with 'body worn' personal video cameras. The main intention of the cameras is to act as a deterrent against this sort of completely unacceptable behaviour, but of course if warnings are not heeded and the threats and abuse continue, the video recordings are made available to the police as evidence. The use of 'Body Worn' cameras is strictly

controlled and they are never used to gather evidence of parking contraventions.

The main tasks and duties of Civil Enforcement officers are:





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- Patrolling to maintain a high profile visible presence to deter and detect parking contraventions.
- Taking action against motorists found parking contrary to parking regulations by issuing warnings and Penalty Charge Notices in accordance with the Council's policies.
- Monitoring the use of Blue Badges
- Suspending and coning parking bays
- Reporting littering, dog fouling and graffiti offences.
- Reporting untaxed vehicles
- Reporting faults, defects and safety matters and, where possible, taking action to rectify the problem.

CEOs work shifts of various durations between 6:00am and 10:00 pm, which are their core hours of duty. In addition to shifts carried out within their core hours of work, in order that parking problems that occur outside these times can receive attention, CEOs are also required, up to four times a month, to work shifts that either start before 6:00am or end later than 10:00am.

Most enforcement activities take place in the urban areas of Ashford and Tenterden, but villages and areas away from town centres are regularly patrolled to detect and deal with parking contraventions in these areas and in order that an effective deterrent is maintained. The section is equipped with two vehicles that provide transport between Ashford and Tenterden and for patrolling areas away from the town centre.

### The Administration Section



All enforcement activities need administrative support and Parking Services have a unit of three full time and one part time administration officers led by the section's Operations Manager. The Administration unit is responsible for a wide range of administration tasks which importantly includes the consideration of representations and challenges submitted by motorists who, having been issued with a Penalty Charge Notice for an alleged parking contravention feel, for one reason

or another, that the penalty charge should be cancelled. Decisions whether or not to cancel Penalty Charge Notices are guided by the Council's Enforcement and Cancellation Policy, which is published and can be found on the Council website. The Enforcement and Cancellation Policy which has been formally adopted by the Council, is the same document used by most other Councils in Kent and has been instrumental in achieving the highest level of consistent decision making across the County. It is important to stress





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that the Council does not have the last word when it comes to making these decisions. By following a simple and very straightforward process, motorists who remain unhappy with a decision made by the Council can submit an appeal to the Traffic Penalty Tribunal (TPT), the formal judicial body appointed by the Government to decide disputed parking cases. Information about the TPT can be found on the Council's website.



In addition to dealing with representations, challenges and appeals, the administration unit are responsible for reconciling the cash collected from ticket machines, gathering and collating of parking data needed in connection with budget monitoring and to inform management reports, the preparation and submission of returns to the Department of Transport and for inclusion in Parking Services' Annual Report.

The unit's full time officer responsible for operational maintenance tasks both on-street and in the Council's car parks also deals with abandoned and untaxed vehicles and acts for the Council in connection with Operation Cubit the joint DVLA, Kent County Council and Ashford Borough Council initiative to removed untaxed vehicles from the roads and car parks.



Following its introduction in the Council's car parks and in on-street Pay and Display locations, the administration unit also took responsibility for the 'Parking by Phone' facilities provided by the Council's phone parking contractor Parkmobile.

## Parking Enforcement

### How it works.



Traffic Management Act 2004

All enforcement staff receive formal training in accordance with the Traffic Management Act 2004. This training consists of an initial five day 'classroom' training course which provides a thorough grounding in parking enforcement legislation leading to City and Guilds' accreditation qualification. During their first weeks working with the enforcement section newly recruited CEOs receive 'on the job' training from the section



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supervisor and their experienced colleagues.

CEOs also receive training from the police in connection with the Kent Police Community Safety Accreditation Scheme which provides them with authority to deal with littering, dog fouling and other minor offences that they may encounter in the course of their normal parking enforcement patrols.

CEOs are instructed that they must issue Penalty Charge Notices on all occasions that they are confronted with evidence that provides them with reason to suspect that a contravention is taking place. Once a PCN is issued CEOs do not have the authority to withdraw or cancel it.

Although not a well known fact, it is important to confirm (in the interests of consistency and fairness), that Penalty Charge Notices are issued to foreign registered vehicles that contravene the parking regulations. Action is then



taken on behalf of the Council by a debt recovery company who specialise in the recovery of debts in all European countries. Unfortunately, due to the fact not all European countries allow access to vehicle registration and keeper records, the level of recovery is reduced. However, as CEOs make a record of as many details as possible to identify the vehicle and assist debt recovery activity, leaving the country does not safeguard foreign registered vehicles and many debts are paid or recovered as a result of bailiff activity abroad.

Representations and challenges received from motorists are considered and decided by a member of the administration unit which acts independently from the enforcement section. Decisions taken by administration officers are reached in compliance with relevant legislation and the Council's agreed policies.

The training received by CEOs equips them to recognise and ensure compliance with regulations and arrangements relating to the use of: Blue Badges issued to disabled people, the concessions provided for health





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visitors under community health schemes and the waivers and dispensations issued in special circumstances.



There are two manuals which direct and guide the Council's enforcement activity, the first is the Department of Transport Operational Guidance to Local Authorities and the second the Southeast Parking Managers Group, Civil Parking Enforcement and Cancellation Policy



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Guidelines, which have been approved and adopted by the Council a copy of which is available on the Council's website.

Apart from the legal requirement in some instances to do so, the main reasons to follow the guidance provided by the documents referred to above, is that they provide clarity, consistency and transparency within a process that is very often regarded by the public with suspicion and concern.

Although many motorists who receive Penalty Charge Notices regard them as being unfair and unnecessary, inconsiderate parking affects everyone who



uses the roads and car parks and, unfortunately, enforcement is necessary to persuade and encourage motorists to comply with the regulations. Benefits of better compliance are:

- Better turnover of on-street parking places. Drivers are less likely to overstay waiting restrictions in the face of the risk of receiving a Penalty Charge Notice.

The increased availability of parking spaces benefits residents, local businesses shoppers and visitors. The importance of achieving a high

level of compliance is particularly well demonstrated in connection with the parking and waiting controls in Ashford's 'Restricted Parking Zone' where there are no yellow lines painted on the road. In the zone, where waiting is prohibited at all times and where there is very limited space







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available for delivery vehicles to park, without frequent enforcement patrols and firm action being taken by CEOs, there is little doubt that the streets and parking bays designated for buses, taxis and loading only, would be occupied by illegally parked vehicles.

- Improved traffic flow. The increased availability of on-street parking spaces reduces congestion caused by drivers searching or waiting for on-street spaces.
- Improved road safety as a result of enforcement (issuing warnings and penalties) of yellow lines at road junctions and in parking bays reserved for specific purposes or vehicles.



- Improved accessibility for emergency services, public transport and utilities vehicles.
  - To safeguard the needs of residents, with particular regard to ensuring that, where appropriate, residents are given priority over commuter parking in residential streets, close to the town centre.
  - Improved accessibility for people with disabilities who rely on their cars, by providing better enforcement of disabled parking spaces.
  - Less parking on footpaths, verges and opposite dropped kerbs, making life easier for pedestrians and wheelchair users.
- Less double parking, reducing incidents of obstruction.

## The Appeals Process

### Challenges, Representations and Appeals

When a parking contravention occurs it is not necessarily the driver who is required to pay the penalty charge. Under Civil Parking Enforcement Regulations, set out by the Traffic Management Act 2004, it is the 'owner' of the vehicle who is legally responsible for paying the penalty charge.

The owner is described in section 92 of the Traffic Management Act 2004 as being the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicles Excise and Registration Act 1994 is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered.

Except in the case of some vehicles hired under a hiring agreement, even though a vehicle owner has given permission to another to drive and use the vehicle, it remains the responsibility of the vehicle owner and not the driver to pay any penalty charges issued against the vehicle.






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Vehicle owners may dispute the issuing of a PCN at three stages:

1. An 'informal challenge' or informal representation' may be made before the Council issues a Notice to Owner (NtO). This does not apply in the case of Penalty Charge Notices issued by post as a Penalty Charge Notice delivered by post also acts as the NtO. In practice it is common that the informal challenge or representation will be submitted to the Council by the driver, who might also be the owner, but quite frequently is a different person. This challenge/ representation will never-the-less be dealt with correctly and impartially whether submitted by driver or owner. It is the Council's policy that when informal representations are rejected, providing the representation was received within the 14 day period that penalty charges can be paid at the discounted rate, the opportunity to pay the penalty charge at the discounted rate will be honoured.
2. Once an NtO has been served, an owner may make a formal representation against the NtO to the Council. It is important to note that all representations or challenges submitted to the Council, at any stage of proceedings, must be submitted in writing. If a formal representation, submitted after service of an NtO, is rejected, a 'Notice of Rejection of Representation' will be sent to the 'Owner' setting out in detail the reason(s) why the representation has been rejected and what will happen next.
3. If a formal representation is rejected the 'owner' may appeal against the Notice of Rejection to an independent adjudicator of the Traffic Penalty Tribunal. An adjudicator's decision is final and binding on both the Council and the Appellant. Further information about Traffic Penalty Tribunal can be found on their website [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

## Looking Back

### What we did in 2011/2012

- On 14 June 2011, the Council approved the introduction of new powers under the Traffic Management Act 2004 to enforce double parking and dropped kerb parking contraventions. Enforcement commenced following a comprehensive media PR exercise and a warning notice campaign to advise and notify motorists of the new restrictions. Following a two month



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period of issuing warning notices to motorists, enforcement of the restrictions started on 1 December 2011.

- On 31<sup>st</sup> March 2012, the facility of paying for parking in the Council's car parks and at on-street Pay and Display locations by mobile phone was introduced. Up to the end of July approximately 4,600 motorists had taken advantage of the facility to pay by phone. Unlike purchasing a parking ticket from a machine, it is not necessary for the motorist to stipulate how long they are going to remain. Simply follow the instructions displayed on all ticket machines to start a parking period and then phone again when parking has ended to stop the clock. Using this system motorists do not have to guess how long they are going to stay or worry about their parking ticket running out.
- During the period the Council's Engineering Services Section drafted, advertised and introduce a number of amendments to the On-Street and Off-Street Traffic Regulation Orders all of which can be seen on the Council's website at [http://www.ashford.gov.uk/transport\\_and\\_streets/parking/parking\\_consultations.aspx](http://www.ashford.gov.uk/transport_and_streets/parking/parking_consultations.aspx)
- Parking Services continued a rolling programme of yellow line maintenance, which when added together with new lining introduced by amendments to the Traffic Regulation Order total more than 10 kilometres of repainted and new single and double yellow lines. The maintenance programme also included refreshing with white paint over 100 parking bays.

## Looking Forward

### Future plans and initiatives 2012/2013

- The prioritised list, jointly approved by Ashford Borough Council and Kent County Council, of requests for local parking controls in the borough was agreed by the Joint Transportation Board on 13 March 2012. The list is published and can be seen on the Council's website at: <https://secure.ashford.gov.uk/cgi-bin/committee/index.cfm?fuseaction=doctrack.details&ItemID=1457>
- Refurbishment and reconfiguration of parking bay markings in Recreation Ground Road car park, Tenterden.
- 180 bus stops are to be upgraded and made compliant with the Disability Discrimination Act. They will also be designated Bus Stop Clearways and made subject to statutory parking controls.





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- The Council's rolling programme to upgrade advisory School Keep Clear markings to make them subject to statutory control and Civil Parking Enforcement is to continue with the junior and infants schools in Willesborough and Kennington.
- In recognition of a steadily growing enforcement commitment and in line with its objective to increase compliance with parking restrictions through well designed, legal and enforced controls, the Council will investigate the enforcement and particularly the deterrent value of mobile camera enforcement particularly; in the vicinity of schools, in connection with Bus Stop Clearways and parking contraventions committed by visiting foreign registered heavy goods vehicles.
- A facility allowing real-time access via the Council's website for:
  - ✓ In connection with Parking Permits; online applications, renewal, change of details and cancellation.
  - ✓ In connection with Penalty Charge Notices; online payments, challenges, integrated email submission and evidence viewing
- The Council will carry out a review of off-street parking charges in line with the Cabinets 2030 Framework document.

## Car Park Information

### In Ashford

#### **P1 Henwood Car Park - TN24 8YF**

*Season Tickets available*

**Spaces:** 61

**Opening Hours:** Open 24 hours on all days

**Charging Period:** 7am – 6pm

**NOTE** NO PARKING AVAILABLE FOR COACHES OR HGVs  
Height restriction 2.1 metres (7 feet)

**Tariff for motor vehicles not exceeding (including any load) 3.5 tonnes:** Minimum charge 40p for 30 minutes  
Then a linear charge in 5p increments up to 4 hours.  
e.g. 1 hr £0.80, 2 hrs £1.60, 3 hrs £2.40, 4 hrs £3.20, Over 4 hours £3.20

Parking for Coaches is available at the Civic Centre  
Season tickets will be available for use in the car park from 23rd April 2012

**Additional Information:** Parking for goods vehicles may be available at  
Ashford Truck Stop  
Waterbrook Avenue  
Ashford,



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### Flour Mills Car Park – TN24 8PA

Season Tickets Available

**Spaces:** 79 with 2 disabled bays

**Opening Hours:** Open 24 hours on all days

**Charging Period:** 7am – 6pm

**Tariff:** Minimum charge 50p (30 mins)  
Then a linear charge in 5p increments up to 4 hours.  
e.g. 1 hr £1.00, 2 hrs £2.00, 3 hrs £3.00, 4 hrs £4.00, Over 4 hours £4.00

**Additional Information:** Maximum Weight 3.5 tonnes

### Civic & Stour Centre Car Park – TN23 1PL

**Spaces:** 485 with 34 disabled bays and motorcycle bays

**Opening Hours:** Please see tariff boards for details.

**Charging Period:** 7am – 6pm

**Tariff:** Minimum charge 80p for up to 2 hrs  
Then a linear charge in 5p increments. The parking charge for periods between 2 hours & 4 hours is based on a charge of £1.00 per hour  
e.g. 2 hrs £2.00, 3 hrs £3.00, 4 hrs £4.00, Over 4 hours Mondays to Fridays(inclusive) £10.00 Over 4 hours on Saturdays and Sundays £4.50  
Coaches - Minimum charge £1.50 for 1 hour. Then a linear charge in 5p increments up to 4 hours.  
e.g. 1 hour £1.50, 2 hours £3.00, 3 hours £4.50, 4 hours £6.00, Over 4 hours £10.00

**Additional Information:** Speed humps/traffic control  
Some areas are Permit Holders Only bays  
Some bays limited to 2hrs parking  
15 minute free drop off and pick up bays  
Motor cycle bays where parking is free for motorcycles  
Coaches permitted  
Under building:  
Weight restriction 3.5 tonnes  
Height restriction  
2.1 metres (6.9ft)

### Dover Place Car Park -TN23 1HU

Season Tickets Available

**Spaces:** 363 with 20 disabled bays

**Opening Hours:** Open 24 hours on all days

**Charging Period:** 7am-6pm

**Tariff:** Minimum charge 50p for 30mins  
Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.00 per hour.  
e.g. 1 hr £1.00, 2hrs £2.00, 3hrs £3.00, 4hrs £4.00, Over 4 hours £4.50

**Additional Information:** Height restriction 2.15 metres (7ft)  
Maximum weight 3.5 tonnes





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## Station Road Car Park (behind Bowling Centre) - TN23 1PP **Season Tickets Available**

**Spaces:** 108 with 8 disabled bays  
**Opening Hours:** Open 24 hours on all days  
**Charging Period:** 7am – 6pm  
**Tariff:** Minimum charge 50p for 30 minutes  
 Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.00 per hour  
 e.g. 1 hr £1.00, 2 hrs £2.00, 3 hrs £3.00, 4 hrs £4.00, Over 4 hours £4.50  
**Additional Information:** Height restriction 2.15 metres (7ft)  
 Maximum weight 3.5 tonnes

## Vicarage Lane Car Park - TN23 1NJ

**Spaces:** 162 with 22 disabled bays and motorcycle bays  
**Opening Hours:** Open 24 hours on all days  
**Charging Period:** 7am – 6pm  
**Tariff:** Minimum charge 50p for 30 minutes.  
 Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.00 per hour.  
 e.g. 1 hr £1.00, 2 hrs £2.00, 3 hrs £3.00, 4 hrs £4.00, Over 4 hours £10.00  
**Additional Information:** Max weight 3.5 tonnes  
 Toilets are available  
 Motorcycle bays where parking is free for motorcycles

## Edinburgh Road Car Park (Multi-storey) - TN24 8LG **Season Tickets Available**

**Spaces:** 289 with 24 disabled bays  
**Opening Hours:** Open Monday to Friday between 7.30am and 8.30pm  
 Open Saturday and Sunday between 7.30am and 7.30pm  
**Charging Period:** 7am – 6pm  
**Tariff:** Minimum charge 50p for 30 minutes.  
 Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.00 per hour.  
 e.g. 1 hr £1.00, 2 hrs £2.00, 3 hrs £3.00, 4 hrs £4.00, Over 4 hours £4.50  
**Additional Information:** Height restriction 2.1 metres (6.9ft)  
 Maximum weight 3.5 tonnes

## Car Parks

### In Tenterden

#### Recreation Ground Road, Tenterden –TN30 6BW

**Spaces:** 271 standard bays, 12 surgery bays and 6 disabled bays  
**Opening Hours:** For details please see signs next to the ticket machines.  
**Charging Period:** 7am – 6pm  
**Tariff:** Minimum charge 50p for 30 minutes



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Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.00 per hour.  
e.g. 1 hr £1.00, 2 hrs £2.00, 3 hrs £3.00, 4 hrs £4.00, Over 4 hours £10.00

**Additional Information:** Height restriction 2.25 metres (7.45ft)  
Max weight 3.5 tonnes  
Toilets are available

### **Tenterden Leisure Centre Car Park – TN30 6RA** **Season Tickets Available**

**Spaces:** 146 standard bays, 6 disabled bays, 2 motorcycle bays and 5 coach bays

**Opening Hours:** Open 24 hours on all days

**Charging Period:** 7am – 6pm

**Tariff:** **Motor vehicles not exceeding 3.5 tonnes:**  
Minimum charge 50p for 30 minutes  
Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.00 per hour.  
e.g. 1 hr £1.00, 2 hrs £2.00, 3 hrs £3.00, 4 hrs £4.00, Over 4 hours £10.00  
**Coaches:**  
Minimum charge 1 hr £1.50  
Then a linear charge in 5p increments up to 4 hours.  
e.g. 1 hour £1.50 2 hrs £3.00, 3 hrs £4.50, 4 hrs £6.00, Over 4 hours £10.00

**Additional Information:** Max weight 3.5 tonnes

### **Bridewell Lane Car Park, Tenterden – TN30 6EY** **Season Tickets Available**

**Spaces:** 127 standard bays and 4 reserved bays

**Opening Hrs:** Open 24 hours on all days

**Charging Period:** 7am – 6pm

**Tariff:** Minimum charge 50p for 30 minutes  
Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.00 per hour.  
e.g. 1 hr £1.00, 2 hrs £2.00, 3 hrs £3.00 4 hrs £4.00, Over 4 hours £4.50

**Additional Information:** Max weight 3.5 tonnes

### **Station Road Car Park, Tenterden – TB30 6HN**

**Spaces:** 43 standard bay and 2 coach bays

**Opening Hours:** Open 24 hours on all days

**Charging Period:** 7am – 6pm

**Tariff:** **Motor vehicles not exceeding 3.5 tonnes:**  
Minimum charge 50p for 30 minutes  
Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.00 per hour.  
e.g. 1 hr £1.00, 2 hrs £2.00, 3 hrs £3.00, 4 hrs £4.00, Over 4 hours £10.00  
**Coaches:**  
Minimum charge 1 hr £1.50  
Then a linear charge in 5p increments up to 4 hours, based on a charge of £1.50 per hour.  
e.g. 1 hour £1.50, 2 hrs £3.00, 3 hrs £4.50, 4 hrs £6.00, Over 4 hours £10.00



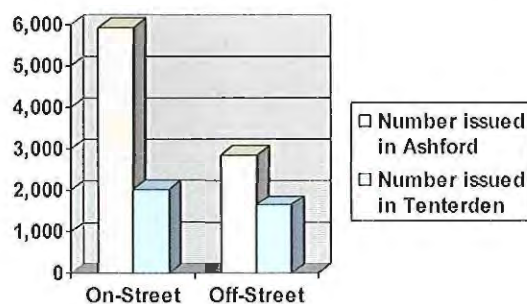
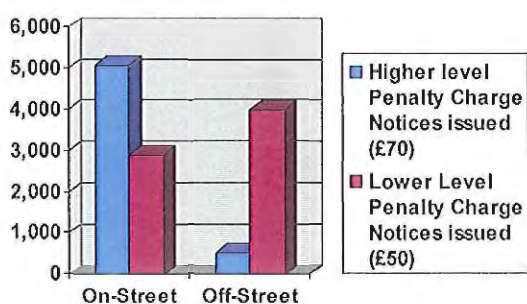


## Statistical Information

### Parking Facts and Figures

During the period 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012, 12,407 Penalty Charge Notices (PCNs) were issued. 7,940 were issued on-street and 4,467 were issued in the Councils car parks. The following table provides additional information about these Penalty Charge Notices.

20010/11	On-Street	Off-Street
Higher level Penalty Charge Notices issued (£70)	5,066	508
Lower Level Penalty Charge Notices issued (£50)	2,874	3,959
Number issued in Ashford	5,934	2,833
Number issued in Tenterden	2,006	1,634
PCNs paid	5,311	2,759
PCNs paid within 14 days at the discounted rate	3,400	1,873
PCNs cancelled (for all reasons)	1,112	1,394
Number of PCN's against which a challenge or representation was made	1,354	1,561
Number of PCN's cancelled as a result of a challenge or representation	668	1,223



Of the 12,407 PCNs issued 2,506 were cancelled in line with the Council's published policies. The main reason, accounting for over 31% of all cancellations was the production of a valid parking ticket that had not been properly displayed at the time the vehicle was parked.



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Although following the receipt of written representations every case is considered and decided on the merits of the circumstances concerned, all decisions are made in accordance with the Council's agreed and published cancellation guidance policies, which can be found at [http://www.ashford.gov.uk/transport\\_and\\_streets/parking/penalty\\_charge\\_notices/cancellation\\_policy.aspx](http://www.ashford.gov.uk/transport_and_streets/parking/penalty_charge_notices/cancellation_policy.aspx)

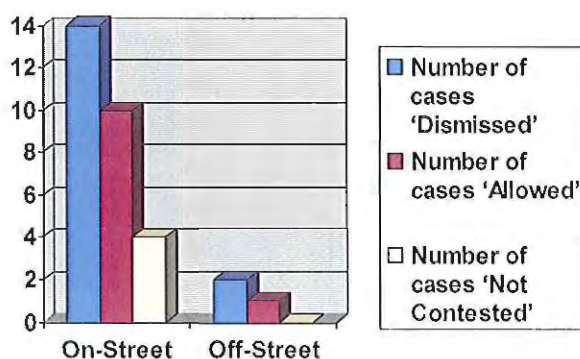
Use of the policies to guide decision making is intended to ensure a high level of fairness and consistency over as wide an area possible. Publication of the policy on the Council's website, making it freely and conveniently available to all, supports the Council's objective of achieving greater openness, transparency and fairness.

## Traffic Penalty Tribunal

### Appeals – Facts and Figures

If the outcome of a particular case remains in dispute and cannot be concluded the case can be referred by the owner to the Traffic Penalty Tribunal (TPT), for a final decision by an independent Adjudicator. During the period 2011/2012, 31 Appeals were submitted for consideration by an Adjudicator. The outcome of these cases is set out in the following table.

Period 2011-2012	On-Street	Off-Street
Number of cases 'Dismissed'	14	2
Number of cases 'Allowed'	10	1
Number of cases 'Not Contested'	4	0



If having followed the statutory processes to secure payment a penalty charge remains unpaid, the debt is registered with the Traffic Enforcement Centre (TEC) in Northampton, which is the Court appointed to register and deal with unpaid penalty charges incurred in connection with civil parking contraventions. Following registration of a debt the Court may decide to issue





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a Warrant requiring payment of the debt and authorising the Council's Certified Bailiff to recover the money outstanding.

Unfortunately there are no statutory arrangements with foreign countries allowing a straightforward process for the collection of unpaid debts incurred by foreign registered vehicles in England and Wales. However, the Council's contractor, European Parking Collections Ltd (EPC) is successful in many European countries in pursuing and securing outstanding payments from the owners of foreign registered vehicles. During the period that this report covers the Council has issued 1,246 cases, with a total value of £82,510 to EPC for recovery. To date, EPC have been able to take action in connection with 246 cases, resulting in the recovery of £16,540. It should be born in mind that although EPC have only recovered about 20% of the total amount owed to the Council, as they are the only company doing this work and as there are no other means available to the Council to pursue these debts, without the service they provide, none of these debts would be recovered.

### Income and Expenditure

<b>Period 2011 - 2012</b>		
<b>Item</b>	<b>Off-Street</b>	<b>On- Street</b>
Employees	£173,197	£227,435
Premises	£344,913	£25,229
Supplies and Services	£145,443	£84,360
Transport	£11,699	£1,257
Support Services	£261,492	£13,629
Capital Charge	£40,626	-
Total Expenditure	£977,370	£351,910
Season Tickets/ Permits	£-190,317	£-30,171
Fees (Parking ticket income)	£1,351,166	£-129,791
Penalty Charges	£-77,322	£-247,417
Other income	£-2,018	£-3,429
Total	£-1,620,813	£-410,808
<b>Balance</b>	<b>£-643,443</b>	<b>£-58,898</b>



## Annual Report 2011/2012

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If you have any questions or queries about the contents  
or you would like to comment about the report, please

Write to:

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Ashford Borough Council  
Civic Centre  
Tannery lane  
Ashford  
Kent  
TN23 1PL**

**Email: [parkingcustomercare@ashford.gov.uk](mailto:parkingcustomercare@ashford.gov.uk)**

**Tele: 01233 330641**

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**John Burns  
Operations Manager  
Parking Services**