

ANNUAL PARKING SERVICE REPORT

2016/17



**BOROUGH OF
BROXBOURNE**
www.broxbourne.gov.uk

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Councillor Tim Hutchings

Welcome to the Broxbourne Council Annual Parking Service report for the period April 2016 to March 2017. The aim of the report is to present financial and statistical data in a clear and succinct way as well as our objectives, achievements and plans for the future.



The principal aim of the parking service is to discourage inconsiderate and obstructive parking throughout the Borough and to administer the parking regulations fairly and consistently, bearing in mind the conflicting needs of drivers, residents, businesses, visitors, commuters and blue badge holders. We deliver this through a team of trained and qualified Civil Enforcement Officers (CEOs), supported by a small team of Notice Processing Officers.

The Parking Management Strategy and Parking Enforcement Policy aim to assist the Council in the management of parking and its demands within the borough. Both these documents are available on the Council's website and outline our approach to provision of the parking service.

The Council is always looking to improve the quality and efficiency of the services we provide and this annual report is to give you a better understanding of the way the service operates and is delivered in Broxbourne. I hope you find it helpful and informative, but would welcome any constructive comments to improve the service. If you do then please contact the Parking Control team on 01992 785555 or e-mail parkingcontrol@broxbourne.gov.uk

Councillor Tim Hutchings
Cabinet Member for Public and Environmental Protection
Broxbourne Borough Council



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Introduction

The Borough of Broxbourne lies in south east Hertfordshire, adjoining London and the M25 to the south. It has an area of some 20 square miles and a population of around 96,500. The Borough is bisected by the A10 and the London-to-Cambridge railway line. The towns of Waltham Cross, Cheshunt and Hoddesdon lie along this north-south corridor in a near continuous urban area. To the west are Hammond Street and Goffs Oak. The rest of the Borough is mostly rural with large areas of wooded green belt countryside. There are good road and rail links into London, as well as to Stansted Airport, and many residents commute to work on a daily basis.

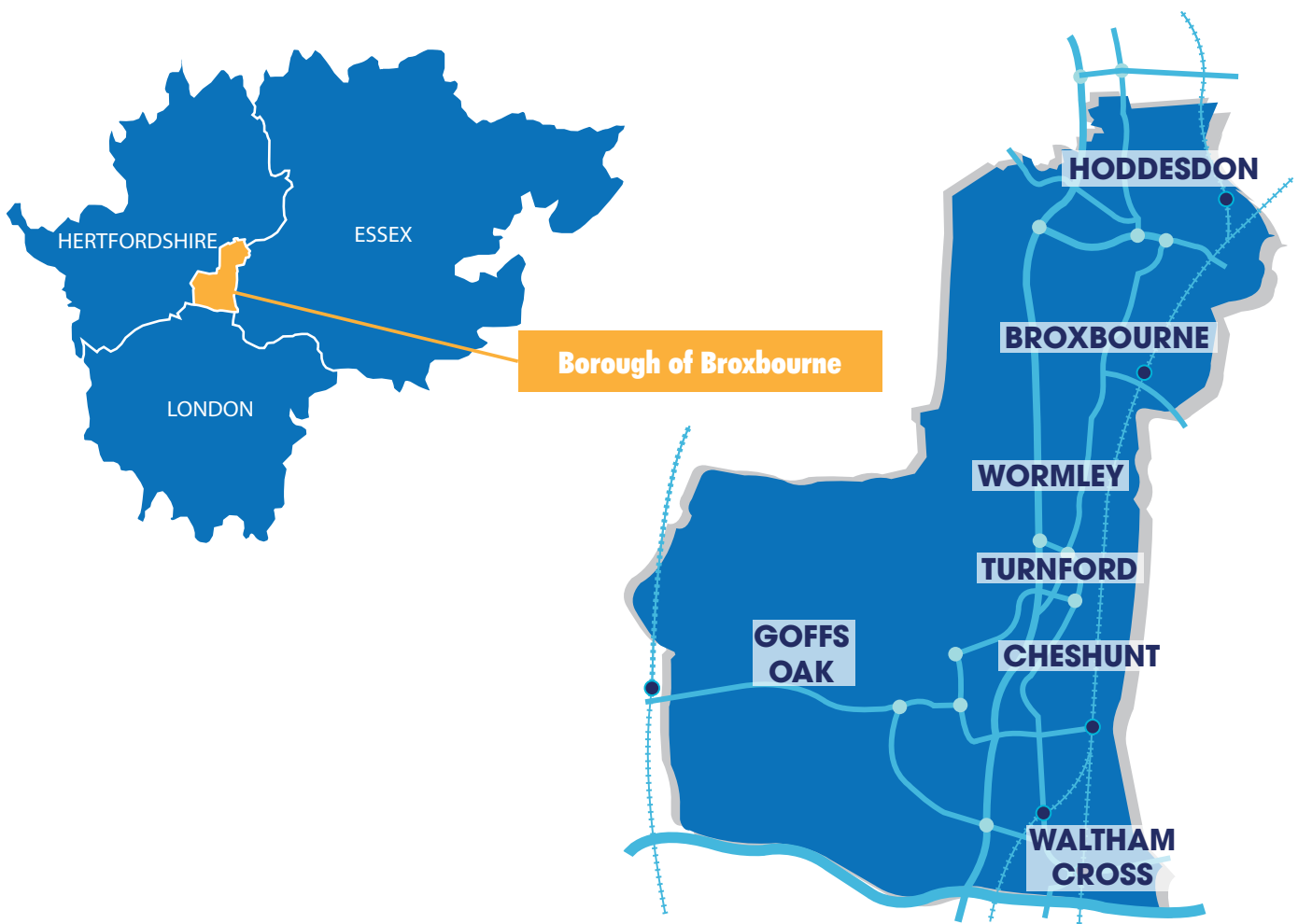
The geography and demographics of the Borough present many challenges when it comes to setting a parking policy, which attempts to balance the often competing requirements of different groups of stakeholders, including residents, businesses, commuters, visitors, schools and blue badge holders.

There are three main town centres (Waltham Cross, Cheshunt and Hoddesdon) and many smaller local shopping parades throughout the Borough.

The Council endeavours to support local businesses by providing sufficient free or low-priced short-stay parking in the vicinity so as to achieve a good level of turnover of these spaces and encourage shoppers/visitors.

There are significant differences in the demographics across the Borough. It has some of the most deprived areas in the county, and some of the most prosperous.

Overall, car ownership is above average, with more than 80% of households having one or more cars. This results in a high demand for on-street spaces in many residential areas. In common with the rest of the country, the proportion of older residents is projected to continue to increase over the coming years, as is the number of blue badge holders.



Background

In 2005 Broxbourne Borough Council took on the responsibility of enforcing the parking restrictions which were previously enforced by Hertfordshire Constabulary. The introduction of the Road Traffic Act 1991 decriminalised parking enforcement which gave local authorities the option to take on the civil enforcement of non-endorsable parking contraventions. This meant that the Council could enforce on street parking contraventions on yellow lines, disabled parking bays etc., in addition to the council pay and display car parks.

At the end March 2008 the legal framework of Part 6 of the Traffic Management Act 2004 was introduced which would provide greater consistency across England in relation to the enforcement of parking restrictions.



One of the key elements of the Traffic Management Act was that local authorities must set two levels of penalty charges with the higher level applying to the more serious contraventions. Enforcement Officers were no longer to be called Parking Attendants (PA) and were to be referred to as Civil Enforcement Officers (CEO). It was also decided that enforcement of parking by local authorities would be referred to as Civil Parking Enforcement (CPE) rather than Decriminalised Parking Enforcement (DPE).

The Traffic Management Act 2004 Operational Guidance advises enforcement authorities that they should provide an annual report on their activities for each financial year. In reporting on data and statistics it can help with clarity and understanding of the Council's perspective in regards to enforcement and its parking strategy. This report is also available via the Council's website at www.broxbourne.gov.uk



Parking Management Strategy

The Council's Parking Management Strategy introduced in 2015 has four key objectives, in terms of meeting parking demand:

- being able to park safely and conveniently, whilst ensuring the free flow of the highway;
- providing appropriate parking to support the town centres, balancing the needs of both local businesses, shoppers and visitors;
- seeking to minimise the impact of commuter parking on local residents;
- encouraging motorists to park safely and considerately.

A set of guiding principles about delivering these objectives is also detailed in the strategy.

A copy of the Parking Management Strategy is available to view via the Council's website.

PARKING MANAGEMENT STRATEGY

January 2015

Next review date: January 2018



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Parking provision

Car parks

The Council currently operates 12 pay and display car parks across the Borough. These car parks provide a total of 1,277 parking spaces. The Council's car parking charges take on board the need for 'value for money' and are regularly benchmarked against the charges made in neighbouring boroughs. These are subject to annual review. The current charges can be viewed at <https://www.broxbourne.gov.uk/resident-environment-parking/car-parks>.

All 12 car parks are maintained by the Council, with many of them benefitting from CCTV coverage.

Location	Ordinary spaces	Disabled Badge holder bays	Motorcycle bays	Leased/ reserved bays	Total bays
Cheshunt:					
Newham Parade	82	2	2	10	96
Community Hospital	36	5	1	2	44
Windmill Lane/The Laura Leisure Trott Centre	218	12	3	3	236
Wycliffe Close	43	2	3	2	50
Waltham Cross:					
Eleanor Cross Road	88	5	3	3	99
High Street	145	10	2	14	171
Playing fields	91	3	1	1	96
Hoddesdon:					
Burford Street	38	3	1	28	70
Taverners Way North	40	3	2	0	45
Taverners Way South	23	2	2	13	40
Goffs Oak:					
Valley View	25	3	1	19	48
Broxbourne:					
Lido (Riverside)	276	4	2	0	282

Leased bays and Local Worker Season Ticket Scheme

To help encourage local workers not to park in the short term parking bays in the town centres the Council provides the option for local workers to purchase a season ticket to park in a Council pay and display car park or companies to lease parking bays at a discounted rate to help free up the short term parking bays for customers to the local retail outlets. The charges are set out below:

Local Worker Season Ticket	
12 month	£400
6 month	£230
3 month	£120

Leased Parking Bay	
Annual	£650
6 month	£355

Commuter Season Tickets Scheme

Customers can also purchase a season ticket to park in car parks which are close to a train station.

Commuter Season Ticket	
Annual	£600
13 weekly	£210

On Street

The Council currently provides 320 on - street parking bays across the Borough. Some of these provide free parking for up to one hour, others for up to 30 minutes. The Council provides a number of different parking restrictions and below are some of the restrictions the Council may introduce:

- Blue Badge holder bay – allows badge holders to park when displaying a valid badge.
- Single yellow lines – restricting parking during prescribed times.
- Double yellow lines – are implemented for safety reasons and can be found at junctions or busy roads.

When implementing restrictions the Council will follow a statutory legal consultation process with all the relevant parties.



Disabled parking provisions

Blue badges are issued in the borough by Hertfordshire County Council to allow cars carrying people who are registered blind or people who have severe walking difficulties to be parked near their homes, shops, stations and other facilities.

All the Council's pay and display car parks have designated disabled bays. Blue Badge holders may park free of charge in these car parks whilst displaying a valid Blue Badge. However, Blue Badge holders cannot park in reserved or permit bays or bays dedicated to other vehicles, such as motorcycles or parent and child bays. Blue badge holders may also park on single or double yellow lines for up to three hours provided they are displaying a valid Blue Badge, but not where there are restrictions on loading or unloading.

There are currently in excess of 450 on street disabled parking bays in the borough. These are provided free of charge and are supported by Traffic Regulation Orders. Some of these are advisory, on unadopted roads or social landlords' private car parks. These spaces are usually provided at locations where there is a high demand for on-street parking spaces.



Maintenance of signs and lines

It is the Council's responsibility to ensure that lines and signs are well maintained and compliant with the regulations. This helps provide clear instruction to motorists that a restriction is in place.

Enforcement of parking restrictions

The Council employs eight CEOs who patrol every day of the week to provide coverage of all parking restrictions throughout the Borough, although priority is given to those areas where the most parking problems are experienced. In addition, early morning and late evening patrols may be carried out to enforce commercial vehicle restrictions, double yellow lines, bus stops and taxi ranks.

CEOs use hand-held computers to record the details of all Penalty Charge Notices (PCNs) issued, and use digital cameras to provide supporting evidence of parking contraventions. This enables the Council to take an objective and consistent approach to the assessment of challenges against the issue of PCNs. Body cameras are also used by the CEOs. This is to deter aggressive behaviour towards the staff, to provide evidence of any criminal behaviour and to support penalty charges issued. The Council's Enforcement Policy also helps outline the criteria governing the issuing of PCNs and the challenge process can be viewed via the Council's website.

Enforcement within the Borough of Broxbourne aims to:

- Maintain and, where possible, improve the flow of traffic.
- Improve safety and environmental conditions.
- Discourage indiscriminate parking causing obstruction and hindering the free flow of traffic, thereby ensuring a safe environment for highway users and maximum turnover of parking spaces.
- Address issues at the most problematic schools.

Dropped kerb enforcement

The Council is able to issue PCNs to drivers who park on the carriageway adjacent to a dropped kerb. A dropped kerb is defined as a kerb which has been lowered to assist pedestrians crossing the carriageway or vehicles entering or leaving the carriageway.

This enforcement benefits those members of the public who have their driveways blocked and ensures that minimum inconvenience is caused to pedestrians, wheelchair and motability scooter users and those pushing prams and pushchairs on footways.

The Council will only be able to take action and enforce against the offending vehicle if a vehicle is blocking a drive without the consent of the resident. Residents reporting an infringement are required to give their name, address, contact number and a description of the vehicle and the registration number if possible.



Partnership working

Blue Badge enforcement campaign

Blue badge misuse has increased over the years and is not always easy to detect and enforce by the local authority. The Parking Services Team at Broxbourne has started working closely with the County Council and the Shared Anti-Fraud Service to help enforce against misuse of the blue badges in the Borough.

In 2016/17 following joint patrols, 80 badges were inspected and 5 of those were retained. The badges retained will then be investigated further and where appropriate, action will be taken.

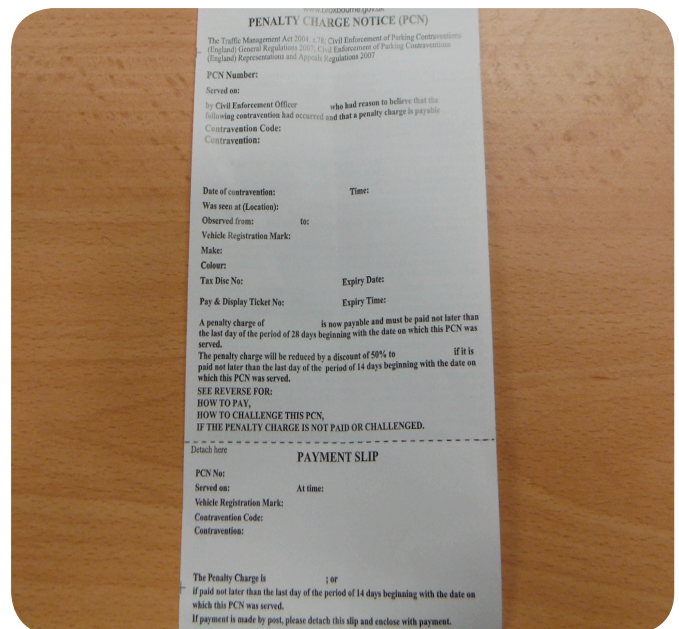


Dealing with challenges and appeals against Penalty Charge Notices

Penalty Charge Notice (PCN) processing is carried out by the Council's notice processing team. The officers are trained to provide a consistent, fair and accurate approach when dealing with challenges and appeals.

Vehicle owners may choose to dispute a penalty charge notice that has been issued to their vehicle if they feel that it has been incorrectly issued or there are mitigating circumstances that they would like to be considered.

If the PCN remains unpaid, inclusive of any representations and appeals made which were subsequently rejected, the Council may register it as a debt at the Traffic Enforcement Centre (TEC) at the County Court, to recover the outstanding amount.



There are three stages to this process:

- Informal Challenge – These should be made in writing within the first 28 days after the PCN has been issued. The case will be placed on hold and a response is normally sent within 14 days. If the challenge was received within 14 days of the date the PCN was issued, the Council will normally offer the discount for a further period of 14 days if the challenge is rejected. Only one informal challenge will be considered for each PCN.
- Formal Representation - A Notice to Owner (NTO) will be served after 28 days either from the date of the issue of the PCN if it is not paid; or from the date of a rejection of the informal challenge. The NTO provides details on how to make a formal representation. The Council will consider the representation and will respond within 56 days of receipt of the representation. The case will be placed on hold whilst it is being considered.
- Appeal to the Traffic Penalty Tribunal (TPT) - If the representation is rejected, appeals can be made to an independent adjudicator at the TPT. The TPT ensures that unresolved disputes between the motorist and the Council can be heard at a formal tribunal hearing and whose decision regarding the PCN is final. The TPT is independent of the Council and details of how to make an appeal are enclosed with the rejection of representation.

Issue of PCNs

The table below details the number of PCNs issued:

	2014/15	%	2015/16	%	2016/17	%
PCNs Issued @ higher level £70	5,605	44	4,473	51	5,469	50
PCNs Issued @ lower level £50	7,081	56	4,248	49	5,402	50
Total number of PCN's issued	12,686		8,721		10,871	

PCN's issued by contravention 2016/17

PCN Description	Code	Number	Higher or Lower Charge
On-street			
Restricted Street i.e. a single or double yellow line	01	2812	H
(Un) Loading during prohibited hours	02	985	H
Parked after expiry paid for time	05	160	L
Without displaying a valid ticket	06	489	L
Reparked within a specific time	22	21	L
In a place not designated for vehicle	23	162	H
Not in marking of bay	24	139	L
In a loading place without loading	25	57	H
Parked adjacent to dropped footway	27	273	H
Parked for longer than permitted	30	713	L
In a disabled bay without a badge	40	398	H
Parked on a taxi rank	45	114	H
Parked on a restricted bus stop	47	104	H
Stopped on a restricted area outside a school	48	32	H
Commercial vehicle overnight waiting ban	55	4	H
Commercial vehicle waiting restriction	56	5	H
Total on-street PCNs		6,468	
Off-street PCNs (car park)			
Parked for the maximum period permitted	80	23	L
Parked in a restricted area in a car park	81	100	H
Parked after expiry	82	637	L
Without displaying a valid ticket	83	3109	L
Parked in a permit bay without a permit	85	213	H
Beyond bay markings	86	111	L
In a disabled bay without a badge	87	170	H
Parked in an area not for that class of vehicle	91	12	H
Stopped on a pedestrian crossing	99	28	H
Total off-street		4,403	
Total PCNs issued		10,871	

Number of PCNs where informal or formal representations were made

Below shows the number of PCNs issued and the number informally and formally challenged. It also shows the percentages of each against the total of PCNs issued.

Year	2014/15		2015/16		2016/17	
	PCNs	%	PCNs	%	PCNs	%
Valid PCNs Issued	12,686		8,721		10,871	
No of PCNs Informally Challenged	3,018	23.8	2,005	23	2,703	25
No of PCNs Formal Representations	566	4.5	307	3.5	307	2.8
Change to total number of challenges and formal representations received	3,584		2,312		3,010	

Number of PCNs cancelled following an informal or formal representation

Below shows the number of PCNs cancelled as a result of challenges. It also shows the percentages of each against the total of PCNs issued.

Year	2014/15		2015/16		2016/17	
	PCNs	%	PCNs	%	PCNs	%
Total number received	3,584		2,312		3,010	
Informal Challenges	2,008	56	1,388	60	1,661	55.2
Formal Representations	512	14	129	5.5	157	5.2
Total cancelled	2,520		1,517		1,818	

Table below shows the reasons and the number of PCNs cancelled in 2016/17

Cancellation reason	Number Cancelled
Pay & Display Ticket Produced	52
Valid Permit Produced	468
Blue Badge Produced	208
CEO Error	108
Mitigating Circumstances	796
Loading/unloading	2
Vehicle Broken Down	27
Representation Accepted	157

Appeals to adjudicator

The table below shows the total number of appeals lodged and heard by the Traffic Penalty Tribunal (Independent Adjudicator) and their outcomes.

	2014/15		2015/16		2016/17	
	PCNs	%	PCNs	%	PCNs	%
Appeals Received	32		13		20	
Allowed	13	41	2	15	4	20
Dismissed	19	59	11	85	16	80

Financial information

Year	2014/15		2015/16		2016/17	
	PCNs	%	PCNs	%	PCNs	%
PCNs Issued	12,686		8,721		10,871	
PCNs paid @discounted amount	8,144	64.2	4,546	52	5,589	51
PCNs paid @full amount	1,161	9.2	273	3	217	2
Pay and display off street	£619,283		£598,384		£698,659	
Pay and display on street	£18,654		£29,254		£17,877	
Leased bays	£11,393		£5,753		£23,072	
Season tickets	£62,906		£46,321		£59,741	

Financial summary of 2016/17

The income and expenditure of the Council in connection with its on-street charging and all of its enforcement activity, both on-street and off-street, is governed by Section 55 of the Road Traffic Regulation Act 1984 as amended. This requires that any surplus is used for specified purposes, namely the provision or maintenance of car parking facilities, public transport, road improvement projects or environmental improvements.

In the year 2016/17 the Council made a loss of £108,758 on its enforcement activities and on-street parking. Generally it is only those authorities with a significant amount of on-street parking income who generate a surplus under Section 55. In Broxbourne the vast majority of on-street parking is free. In accordance with the provisions of the legislation, this deficit was funded from the Council's General Fund.

2016/17 Parking Control Account under S55 RTA 1984 as amended	£
Employee related costs	278,185
Direct operating costs	33,001
Internal support charges	97,806
Total expenditure	408,992
Parking income	(17,877)
PCN income	(282,357)
Total income	(300,234)
Deficit	108,758

The Council's car parks generated a surplus of £571,776 as follows:	£
Employee related costs	14,642
Direct operating costs	189,038
Internal support charges	65,384
Total expenditure	269,064
Parking income	(840,840)
Surplus	(571,776)



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