

*Cheshire East*

# 2021/22 Annual Report on Parking Services



Open Fair Green



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# Foreword

## Setting the scene

We are delighted to provide the foreword and offer you a warm welcome to Cheshire East Borough Council's Annual Parking Report for the financial year 2021/22.

This year's report has moved on from our Covid-19 Pandemic response and refocuses on 'Business as Usual,' although it is still strongly influenced by the 'recovery' phase from unprecedented global circumstances.

This Council consistently monitors the use of its car parks and we are continuing to see occupancy at about 75% of pre-covid times. We are also facing recruitment difficulties and consistently have circa 8 FTE Civil Enforcement Officer (about 35%) vacancies. We know these pressures are not unique to Cheshire East.

The team will detail what is being done to attract new staff and how our available resources are best targeted where they are needed most.

We aim to make this report interesting and accessible to our customers and residents. Lorraine and the team have adopted a 'Do you Know?' format – providing information in bite size chunks to keep the reader 'engaged' and avoiding what might be a 'Parking Encyclopaedia'.

Our council's new Customer Charter and Customer Journey Experience contribute to how the parking team carry out their responsibilities and duties. This report aims to reflect that ethos and those values.

Our report addresses some popular myths and misunderstandings about the parking service, seeking to clarify its function, methods of operation and its contribution to wider Council priorities. By coming together under a shared Head of Service, there are better opportunities for more joined-up working, in partnership with related service areas now known as 'Strategic Transport & Parking.'

Our report seeks to engender more understanding that parking services is not only about issuing Penalty Charge Notices (despite this being important as a method to deter illegal parking) but endeavours rather to explain ALL the other essential contributions to services derived from a coordinated and integrated approach – rather than working in isolated silos.

Demonstrating transparency, openness and consistency in our objective setting and decision making are the main reasons why our annual report is produced. Our parking team's work contributes to the Council's priority objectives to be FAIR, OPEN & GREEN. Everything we do seeks to move towards our Carbon Neutral ambition for 2025.

This report facilitates enhanced collaboration with our partners and stakeholders whether they are external to the council or within. By publishing our performance data alongside objectives and outcome measures, we aim to improve service performance and drive change in a customer friendly way.

Good parking management contributes significantly to the accessibility and vitality of our villages, towns, parishes and local service centres and helps to support sustainable economic growth.

We believe that our annual report is one of the best ways in which to change the public's perception of our Civil Enforcement Officers and Notice Processing personnel. It enables our community to understand why enforcement is both necessary and effective in the successful management of our local road networks.

In this year's report we have used a different style of financial and statistical information, presenting infographics rather than lists of tables. The same changes have been applied to our management statistics. This updated style is more readable and informative and we anticipate that this information will save time and resources when responding to service requests, complaints, questions or Freedom of Information Act requests from the media, stakeholders and the general public. The team have taken on board advice from David Leibling and have provided what it believes to be 'Exemplar Financial Statistics,' giving transparency on what the council does with income generated 'as a consequence' of providing its parking service.

The availability, quality and cost of parking both off and on-street are important influences on the number and type of journeys made and to the end parking destination.

Cheshire East Council will continue to ensure that there is adequate parking for cycles and motorcycles, we report on 'Active Travel' arrangements.

Our aim is to meet the special parking requirements of people with disabilities and those of parents/carers with young children.

The Council faces increasingly complex challenges and financial pressures when providing a modern, high quality and fair parking service to meet the needs of residents, businesses, visitors, shoppers, commuters and workers throughout the borough.

The Council aspires to provide and improve parking facilities to the highest standards of safety, security, and cleanliness; following national guidelines and benchmarks as closely as is practicable.

We use an **‘evidence-based asset management’** approach to guide the improvement and maintenance of our facilities, taking into consideration both customer’s and residents’ expectations.

With a pro-active and proportionate attitude to enforcement, we have the structures and processes in place to discharge our responsibilities for ensuring the free movement of traffic, whilst taking effective action against motorists who park irresponsibly, inconsiderately, or illegally.

“ Our collective aspiration is to use enforcement as a tool to achieve 100% compliance with parking restrictions thus eventually resulting in there being no need to issue any Penalty Charge Notices. In simple terms, we want to achieve a ‘behavioural change’. We direct our resources to where compliance is low and there is a need to ensure the safe and expeditious movement of traffic along the highway facilitating emergency vehicles where they are needed and not to locations where a resident is unhappy that motorists are parking outside of their home. We do not use civil enforcement to be punitive and we are genuinely committed to trying to educate the motorist to achieve a safe and efficient network without the need for continual enforcement. ”

It takes an extremely resilient person to work in the world of parking and we are all fully supportive of the work the team does which is led by Lorraine and her Senior team of Carolyn, Louise, Emma and Steve.

Our vision is **Open, Fair & Green**, as set out in our **Corporate Plan 2021-2025**.

We have a clear vision for our workplace culture in the Council, where our values emphasise that:

- We have a shared purpose
- We are supported and well led
- We are treated fairly and highly valued
- We succeed together

Our vision for workplace culture was co-created with our employees and details the environment and climate that we want to create to support our employees to deliver exceptional services.



**Thomas Moody**  
Director of Infrastructure & Highways



**Cllr Craig Browne**  
Deputy Leader and Chair of the Highways and Transport Committee



**Cllr Laura Crane**  
Vice Chair of the Highways and Transport Committee



**Lorraine Martin**  
Parking Services Manager & Report Collator

## Head of Service Perspective

It is almost 3 years since I was appointed as the Head of Strategic Transport and Parking at Cheshire East Council. After almost 30 years working in both local government and consultancy, this was a new opportunity that provided an exciting prospect for me. With a small team covering a wide range of technical and service areas, my role provides an opportunity to integrate a range of functions that would, in larger organisations, be spread across several departments or directorates.

As a transport planner, the rationale for an integrated transport approach to meeting future travel needs appeals to me inherently. Communities will only have meaningful life-choices and opportunities if they have transport choices. Meanwhile, residential areas will remain attractive and appealing places to live only if we manage competing demands for road space. Community cohesion is eroded by the absence of consideration and neighbourliness when using our roads. Public safety, especially for children and young people, is undermined by indiscriminate and illegal parking in our communities.

Our parking service contributes to the Council's holistic approach to transport strategy. With parking represented in a host of multi-disciplinary teams and projects we can improve the delivery of Council's key policy objectives for a Fair, Open and Green Cheshire East. Our parking service delivers end-to-end support to these priorities – from prompt and daily action to enforce parking regulations through to strategic input into multimodal transport plans. Our team brings a range of expertise, experience, insight and practicality that enables the parking needs of residents and businesses to be fully considered alongside all other interests in our local transport networks.



**Richard Hibbert**  
Head of Strategic  
Transport & Parking



# What do the Strategic Transport & Parking Teams do?



## Transport Contracts & Monitoring team

The Transport Contracts & Monitoring team is one of four teams that integrate to form the Strategic Transport & Parking Service for Cheshire East Council, the other teams being Highways Development, Transport Policy & Strategy and Parking Services.

A large proportion of work for the Contracts & Monitoring team is the procurement of Passenger Transport Services, on behalf of the Children & Families Directorate we ensure contracts are in place to transport approximately 3500 pupils to & from School each day. We also procure & manage contracts for Local Bus Services supported by the Council e.g., not operated commercially by bus operators.

Other areas of activity include establishing the annual agreement for a Cheshire East Concessionary Travel Scheme and subsequent reimbursement to Local Bus suppliers is managed in line with Government guidance. The team also support the Government led agenda aiming to contribute to a stable Local Bus network and better Bus Services for local people.

Transport Contracts & Monitoring have solid links with the three other teams of the Strategic Transport & Parking Service. Through Highways Development there is access to Developer Funding which can support new

bus routes which we procure. Our work means we must adapt & react to changes in transport policy as guided by the Transport Policy & Strategy team. There are close working relationships with Parking team colleagues as both teams are faced with and have sight of day-to-day challenges including illegal parking in and around our bus stations and schools which prevents easy access to our vehicles and impedes the safety of passengers.

Embedded within both teams are enforcement roles with the monitoring officer from the Transport Contracts & Monitoring team ensuring contract compliance by suppliers by undertaking monitoring checks each day on council supported passenger transport services. Being 'out & about' the monitoring officer can identify such things as illegal parking & obstructions for bus services and feed in this information via parking team colleagues. This shared information is a two-way process with Civil Enforcement Officers having the ability to raise their own concerns noted with taxis, again illegal parking, or obstruction and feed them back to the Transport Contracts team. Further still, the integration of the two teams provides the option for support when for example there is a targeted monitoring check for passenger transport contracts serving one establishment. The ability to temporarily recruit colleagues with similar technical skills is a bonus, providing efficiencies to undertake checks in a timely manner.

## Transport Policy & Strategy Team

The Transport Policy & Strategy team interfaces directly with Parking Services, Development Management and the Transport Contracts & Monitoring team within the Strategic Transport & Parking Service.

The Transport Policy & Strategy team work collaboratively with all teams across the service to develop and deliver the current Local Transport Plan (LTP). This includes a specific high-level strategy for parking across the borough, which focused on quality, value and choice. As part of the LTP, Local Transport Development Plans have been produced for the two principal town and nine key service centres in the borough, which identify schemes to be delivered that meet the aims, objectives and priorities of the LTP. Some schemes require changes to existing parking provision, particularly on-street where road space reallocation is required. The knowledge and expertise of Parking Services colleagues will be essential to the successful delivery of these schemes and ensuring that appropriate solutions are identified.

The Policy & Strategy team sets out the framework, through collaboration with all disciplines/ teams, to encourage more sustainable and active travel across the borough. This applies to staff travel planning,

decarbonising the Council's supply chain, new developments, regeneration and technology/ innovation. Parking management is integral to decarbonisation and influencing travel choices. The success of schemes is reliant on collaborative working between the Transport Policy & Strategy team and Parking Services, as well as other disciplines.

The Transport Policy & Strategy team is also delivering Electric Vehicle (EV) charging points within car parks and on some streets across the borough. This has required continuous liaison and collaboration with Parking Services to ensure that sites have been appropriately prioritised and infrastructure can be delivered without impacting on the safe operation of the parking estate.

The Transport Policy & Strategy team is required as part of funding obligations to monitor and evaluate schemes to ensure that they are meeting the aims/ objectives and anticipated outcomes from modelling and design. Issues that affect parking (such as parking on double yellow lines) are reported to Parking Services. Civil Enforcement Officers also regularly feedback issues relating to parking capacity, utilisation and on-street issues that may influence future policies or strategies for regeneration, or sustainable and active travel schemes. This two-way communication is important in ensuring that future strategies and policies take account of all issues and that lessons learnt from previous schemes are identified and addressed.



# How do we do it and with what tools?

## Where?

The Parking Enforcement Team at Cheshire East Borough Council patrol the entire borough that is Cheshire East where there are enforceable restrictions in situ; this equates to 450 square miles of the most beautiful countryside, farming communities, peaks, plains, towns, villages and forestry areas.

Cheshire East is the third largest unitary authority in the Northwest next to Manchester and Liverpool. Cheshire East has an area of 1,165 km<sup>2</sup>, with an electorate of over 301,272, a population of 398,800 and it supports some 175,000 households. Cheshire East has 82 Councillors: representing 52 wards. It has 5 Members of Parliament.



## What?

We have a team of Civil Enforcement Officers (CEOs) who regularly patrol areas which are classed as 'high priority' as they are areas where it is recognised that there is low compliance with the parking restrictions. Mobile enforcement covers many Towns and villages which are more rural and yet surprisingly, can still see high volumes of traffic, obstruction, and poor parking. The Officers patrol Schools daily across the Borough at drop off and pick up times and are also responsible for some pedestrian gate duties as well as the opening and closing of multi storey car parks. Our officers patrol 364 days a year, sometimes in extreme weather and across very difficult terrain. We often join up our patrols with Cheshire Police. We work closely with many other departments at Cheshire East Council and contribute to discussions and forums, bringing ideas forward and actioning where able.



## Why?

A Civil Enforcement Officer's job isn't easy! It has been recognised as one of the most difficult and dangerous professions in the UK with daily insults and threats being experienced. As households grow bigger and older, yearly we have more cars on the road. In fact, as of end of March 2022, there were 33.1 million cars on the road in the UK, of which 1.65 million were new registrations: just throwing in another figure, 1.446 billion cars in the World! At Cheshire East we receive thousands of complaints every year asking for an officer presence. Sometimes we are a last resort in that plea for help. We do action these requests where we are able to and we strive to cover as many areas as feasible. We have high priority areas with low level compliance and service requests. These come through to us from customers, members, the emergency services and through area familiarity and beat management. If there was no enforcement of the roads in Cheshire, you would just see parking bedlam, congestion, chaos, traffic jams and more seriously, accidents. There would be no parking spaces on carparks; in fact, car parks would quickly fall into disrepair and be rendered unusable. No money would be taken at the tills and deliveries wouldn't happen. Sadly, many pointless and possibly unavoidable deaths occur, due to the emergency services being delayed and obstructed. We do make our customers aware of the Emergency Workers (Obstruction) Act 2006, when advising on safer places to park – no one needs a further fine.

## How & When?

In Cheshire East, we have mobile patrol vehicles and utilise our own private vehicles, in a very cost-effective, conscientious, and economic way - ensuring that our carbon footprint is reduced as much as possible. We cover the hundreds of miles of restrictions on foot and over all terrains, responding to complaints, patrolling problematic areas with School parking our number 1 priority. We have very dynamic and fluid rosters, all CEOs have their fair share of beats to patrol and any special needs or considerations of officer's are individually met. Each officer is uniformed, with replacement items ordered when needed. PPE is updated when possible, with SOS and video cameras in use. All officers are trained at level 2 and up to and including 3 (City & Guilds certified) in parking enforcement and notice processing, de-escalating training, first aid training, Blue Badge training and customer services, also with yearly mandatory training expected as an employee of Cheshire East Council. Our officers have the resources and skills to confidently carry out their roles, with the back-up of management in any situation or area of need.

## Roles and responsibilities of a CEO

The honest answer to this question is like a comparison to Marmite! You either love us or hate us. Regardless of loving to hate us, or hating to love us, at least once on your daily commute, you'll need us or wish our presence was seen.

Our main objective is to keep roads clear of obstruction and to facilitate the free-flowing movement of traffic along the highway – to help those emergency vehicles arrive at their destination on time and therefore saving lives. We enforce all restrictions outside schools, educating parents/carers on parking safely; our priority will always remain 'the safety of children'.

It doesn't stop there...

We help local businesses by ensuring that there is a fluid turnaround of parking spaces on the nearby car parks which means more customers paying at the till because of increased footfall across the Town Centres. We manage timed parking bays and car parks, allowing every customer a fair chance to park up and shop.

We manage the residential parking areas and act as community watch, reporting anything 'suspicious' to the police. We fix/repair/restock parking machines – audit car parks for maintenance needs and immediate dangers. We are 'tourist information', we are at the frontline and holders of Council services information, we are advisors of where to safely park and where to shop for the best brew!

We do penalise illegal parking, which at times can see a grown-up person lose their cool and become frustrated and confrontational. We do receive a lot of negativity and verbal abuse because after all, no one likes to be told where they should and shouldn't park or be handed a fine, but a choice given is better than a PCN received. We also receive so much gratitude for our presence, our services and instruction, which is why we go into tomorrow knowing we are making a difference. Take us away from all this, and chaos will ensue, businesses will suffer, car parks will fall into disrepair, council tax bills will rise and accidents will happen. I personally love marmite and as for getting a proper job, I've had so many happy reactions when I explain with a smile, 'I have!'

### **Below are listed, in a nutshell, what our Members at Cheshire East Council set down as priority duties expected from a CEO:**

- To enforce Parking Regulations with a view to increasing compliance both on and off street.
- Seek to minimise parking contraventions through the issue of Penalty Charge Notices and education.
- Check all pay and display machines are in full working order and repair and re-stock machines to maintain income but more importantly, making it a smooth customer experience. More serious faults are reported back to management.
- Organise the daily beat to ensure maximum efficiency in respect of patrolling and enforcing of all relevant contraventions as defined in the Traffic Management Act 2004. To include acting as witness at an independent tribunal.
- Patrol designated beat. Checking vehicles for evidence of contraventions. Collate and record prima facie evidence including photographs and notes to an acceptable standard to support any appeal which may be heard at the Traffic Penalty Tribunal. Ensure the credibility of the department is not jeopardised by perceptions of overzealous enforcement.
- Act as "eyes" and "ears" for the Parking Services Department ensuring that any defects to lines and signs are reported, again taking photographs and making short reports in a designated format to enable repairs to be carried out with the minimum of investigation by the maintenance team.
- Advise the public on a whole range of parking related issues as well as other matters.
- Opening and closing of both car parks and pedestrian zone barrier gates. Activation and deactivation of elevators to fully comply with health and safety procedures.

## Residents Parking Schemes 2021/2022

During the year, Parking Services will receive requests from local ward councillors asking if an area could be considered for a Residents Parking Zone. Areas would normally incorporate several streets, mainly terraced, as properties are not likely to have off street parking and be near to local businesses and town/village centres. High density terraced residential streets away from town centres and where there is a lack of businesses and or shops are not considered, as residents are competing amongst themselves for the limited available kerb side space.

Prior to any informal consultation Parking Services carries out an initial survey to determine eligibility and suitability. Firstly, could the road support formalised parking? Accommodating parking on both sides of the street and ensuring a running lane would usually require a total road width of 7.5 meters as a minimum (kerb to kerb). Secondly, it is important to evidence base parking activity prior to any informal consultation being undertaken as the parking issues may not be as the residents had perceived them to be. Sometimes it may only be 1 or 2 residents that are raising the issues as they are unable to park right outside of their own front door. The advantage of then carrying out informal consultation right near the start of the process, is to be able to gauge genuine support and interest from the wider community (not just those residents who have voiced their concerns) it ensures that any further time of officers and resources is not wasted and resources can be redirected elsewhere.

Vehicle surveys are undertaken over several days, visiting an average of 3 times a day, staggered from early morning through to the evening, recording vehicle movements and vehicle details (registration and make), to establish the level of parking activity by non-residents and what level of parking space is available, if any. Where a vehicle survey evidences a lack of parking for residents, then an informal consultation is undertaken to establish if there is enough support from residents.

This year, Parking Services considered areas from across the borough including Macclesfield, Congleton, Alderley Edge, Elworth and Knutsford. Overwhelming



support from residents at informal stage is vital to progress a scheme further, it is at this stage that many potential schemes fall down. The scheme being considered for Alderley Edge reached the level of support required (65-70%) and has now progressed to the stage whereby legal notices under, Sections 1, 2 and 4, and Part III of Schedule 9 of the Road Traffic Regulation Act 1984, as amended, ("the 1984 Act") and all other enabling powers and in accordance with its duty under Section 122 of the 1984 Act, known as Notices of Proposal will be advertising the proposed scheme, giving the public notice of the proposed scheme and the opportunity to raise objections .

# Innovation & New Developments

## Electric Vehicle Charging; The Future



Cheshire East Council has secured funding for **two on-street and thirteen off-street EV charge points** through the Office for Zero Emission Vehicles (OZEV) On-Street Residential Charge Point Scheme (ORCS). These charge points are part of the Council’s commitment to developing an integrated charge point network alongside the developing commercial offer across Cheshire East.

At the end of October 2022, there were **35,778** electric vehicle charging points across the UK, across **21,378** charging locations. This represents a 35% increase in the number of charging devices since October 2021.

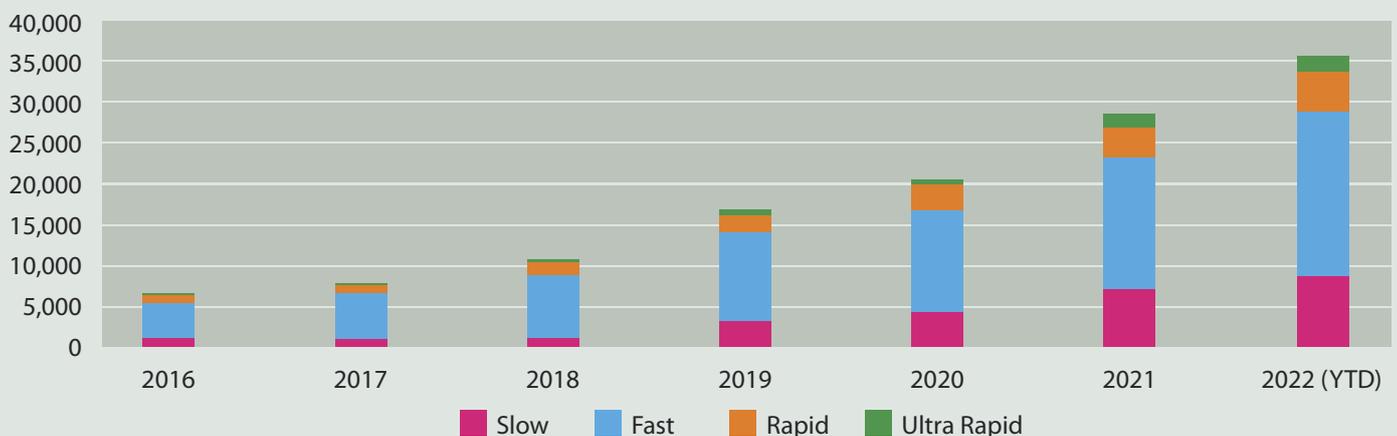
In 2022 there were more than **1,000,000** plug-in cars with approximately **590,000 BEVs** and **430,000 PHEVs** registered.

The northwest has **2253 EV charging outlets** representing 6.3% of the total distribution of charging units across the UK.

Last year saw the biggest annual increase in the number of registrations, with more than **740,000** plug-in hybrid and battery-electric cars registered, showing a growth of 70% on 2020.



## Number of public charging points by speed



Rapid charging points (7-22kW) account for the lion’s share of the available charging points nationally. Electric demand drawn from the network is less, which makes rapid charging points more attractive and importantly, more cost effective, requiring less infrastructure to deliver.

## Poynton Pilot

Discussions took place throughout 2020 and into 2021 between Poynton Town Council and Cheshire East Council to enable a pilot scheme to be set up for parking enforcement to be undertaken in Poynton, using Poynton Town Council's Community Support Team (CCST). Poynton Town Council advised that Illegal parking in Poynton had been a major problem for several years and following the creation of the CCST, it was an opportunity to work in collaboration with Cheshire East's own Parking Services Enforcement Team to tackle the situation directly at source. The pilot scheme between both organisations was set up and CCST officers undertook training with Louise and Emma, Parking Enforcement Supervisors for Cheshire East Council. CCST issued their first penalty charge notice (PCN) in September 2021. The scheme eases the pressure on the Council's own service who were struggling to recruit and one less small town to patrol really helped them to be able to focus 'beats' on higher priority areas.



“ It has been 12 months since Poynton Town Council's own Community Support Team were engaged by Cheshire East Council to undertake parking enforcement duties in Poynton. This meant that we could educate and if necessary, fine motorists for parking in contravention on behalf of Cheshire East Council. Having received initial training from Louise and Emma, we have undertaken our duties with confidence knowing that we have their support should we need it. It has certainly been a learning curve for the team and dealing with the public in what can be volatile situations, has certainly been testing. However, our perseverance over the past 12 months has clearly influenced parking issues in Poynton as we have seen a significant drop in the number of vehicles parked illegally, therefore, increasing compliance. With the help from Louise and Emma we have been able to improve the way we ourselves operate, which in turn has improved the efficiency of our team. We hope to continue with the excellent partnership that we have built with the Cheshire East Parking Enforcement Team and look forward to another successful year ahead”

**Gary Thurgoland** (Community Support Team Supervisor)

Since its inception the CCST team have issued a total of **238 PCNs** for the Council and have seen a significant reduction in parking complaints.

## Our website

The Cheshire East Council Website is a service operated by Cheshire East Council, Westfields, Middlewich Road, Sandbach, CW11 1HZ. We are continually seeking out solutions that will bring all areas of the site up to the same level of overall web usability and accessibility. Along with our Digital Services team, Parking Services recently undertook a full review of our web information to ensure that the terminology used is easily understood by the user. We have made most of the website text as simple as possible to understand but if users experience any difficulty with the information on the website, we welcome feedback via our online services team.

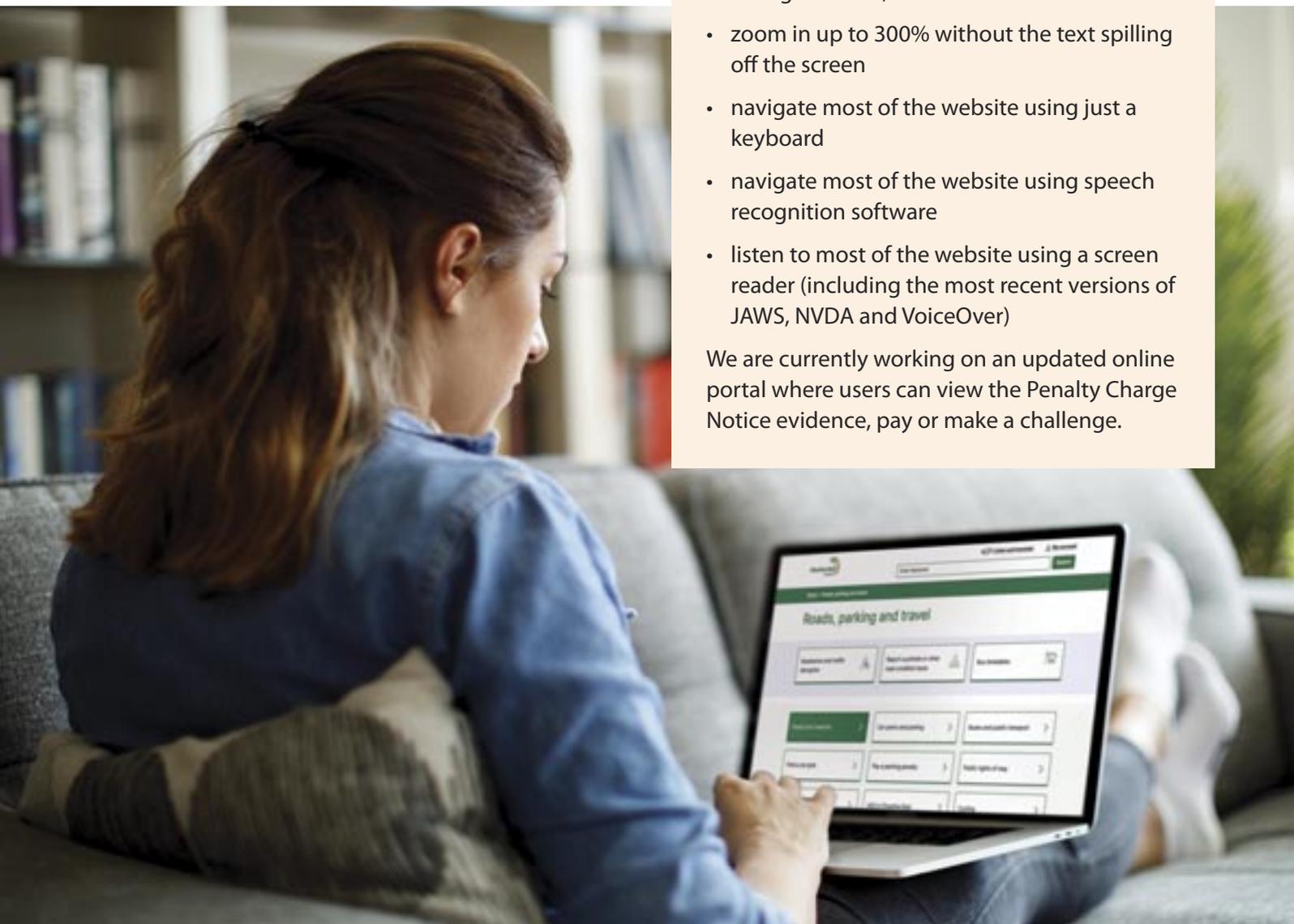
### Our website aims to:

- promote the area of Cheshire East, the Council and its services
- facilitate access to Council services
- provide information to residents, users of Council services, businesses and the general public

### We want as many people as possible to be able to use our website which means that users should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We are currently working on an updated online portal where users can view the Penalty Charge Notice evidence, pay or make a challenge.





## Safer parking around schools

As part of our role as civil enforcement officers we patrol schools daily. Each officer will aim to patrol a different school on their beat each day. During these patrols we advise drivers on safe places to park to ensure the safety of everyone travelling to and from school. We keep a log of school patrols and any issues that arise to make all other officers aware of which schools need more attention.

We make sure that the yellow zigzags and any other yellow lines in the vicinity of the school are kept clear. Where possible we use our "little people" as a visual aid to help deter drivers from parking in contravention. This invites a lot of questions from parents and children about our role and why we are there.

We are also doing school assemblies to teach children about safer parking at schools in the hope they will go home and pass information on to parents. We have also designed an activity booklet containing puzzles to hand out to the children so they can continue to learn about safer parking whilst having fun.

We arrange joint patrols with local PCSO's and the fire service. Children and parents are always happy to see our partnership. The children like to be involved with the PCSO and try on their uniform.



## Free parking initiatives in Cheshire East

### Free after 3pm

The following car parks currently offer free parking after 3pm:

- Whalley Hayes, Macclesfield
- Snow Hill, Nantwich
- South Street, Alderley Edge
- Thomas Street, Crewe
- Back Park Street, Congleton
- Princess Street, Knutsford

This was an incentive introduced to attract footfall into our towns and parishes later in the afternoons. It is used by shoppers and visitors to the area.



### Annual 4 free days parking

Since 2016 Cheshire East Council has offered Town and Parish Councils, in areas where parking charges exist, to choose up to 4 free days of parking on a rolling basis. The primary purpose of this extra incentive is to support our towns, increase and encourage footfall and provide a flexible incentive which can be used over the Summer, in the run up to Christmas or spread throughout the year to aid key town and community events.

The offer of free parking will be considered on those car parks predominantly used by shoppers. In order to avoid all the spaces being taken up by Workers/Commuters, free parking will only commence after 10am on the chosen days.

#### The car parks currently authorised for this incentive are:

- **Macclesfield:** Duke Street; Exchange Street; Churchill Way; Whalley Hayes, Park Green, Sunderland Street; Town Hall
- **Crewe:** Civic Library; Gatefield Steet; Holly Bank; Delamere Street; Wrexham Terrace (to be increased in 22/23)
- **Nantwich:** Snow Hill; Civic Hall; Bowling Green
- **Congleton:** Fairground; Back Park Street; Princess Street
- **Alderley Edge:** South Street
- **Knutsford:** Princess Street; Silk Mill Street; King Street
- **Wilmslow:** South Drive; Rex and Hoopers; Spring Street;

## Making the change

Our car park notice boards serve to inform users about the Terms and Conditions under which the car park operates. Operational hours, name of the car park, operator, length of stay and guidance is just some of the information displayed. The notice boards on the pay and display car parks were becoming dated and arguably not offering a good customer experience. Over the years we have seen advances in mobile phone technologies, smart apps, payment methods - Google Pay, Apple Pay etc. The increasing use of Infographics to communicate information. Across the borough, we have 63 pay and display car parks in 9 towns, all of them required modern and uniform signage. The time had come to "Make the Change".

A total rethink was needed on the new layout. The use of different colours to separate information and navigate in a way that made it more user friendly. Feedback from one of our civil enforcement officers, who lives with colour blindness, helped us to arrive at the colour pallet you see here. Infographics to assist those whose first language may not be English. Introducing a QR code into the design enables smart phone users' instant access to the Cheshire East web site and our car parks pages. Circa 20k was earmarked from car park income to cover the project. Working closely with internal partners and the external design team ensured a seamless delivery, delivered on time and under budget (18.5k).



## Lyceum Square (Ly2) Car Park Redevelopment Project

Crewe town centre is undergoing an exciting redevelopment.

A major part of the development is going to be a leisure complex which will incorporate a new multi-storey car park.

On the other side of the town, the old market hall has been redeveloped and further to this, it was decided that there would be an outside space which could be used for pop up events, street markets, performances and public art. The area would need to be as traffic free as possible.

The decision was made that The Lyceum Car park was to be taken off the Off-Street Consolidated Parking Order to facilitate this. You can see it is not as simple as merely closing a car park. The parking team were used as consultants by the Council's Regen team to ensure the car park was closed properly, machine bagged off, large signs erected and the correct legal procedure followed as described below.

Notice of Proposal and Statement of Reasons along with a boundary map of the car park and draft order were advertised and up for the statutory public consultation for 21 days from 26/1/22. No objections were received, just a query over displaced parking in Crewe which was answered with the press release.

Pay and display machines were removed and any remedial works required were done in May 2022.

Although the car park was closed, we ensured that the provision for disabled person's parking was retained outside the Lyceum Theatre.

At the time of writing, work has yet to begin on completing the project.



# Education, Enforcement & Appeals

## Understanding a Car Park Notice Board

As you can see below, there is a lot of information on the board but we have split it into sections that can be more easily read and digested. We have sought advice about the colours and layout from people that have sight disabilities such as colour blindness to ensure that they are understandable, clear, factual and comprehensive.



## How to understand a tariff plate

Additional information is provided and alluded to on the notice board which is situated either above, or next to the Pay and Display machine itself. The colours we use differentiate between different important pieces of information.

- 1 You can clearly see the name of the car park
- 2 Days and times of operation
- 3 Chargeable Hours
- 4 Cost and how long for
- 5 If you require any help or if the machine isn't working
- 6 Informing the public that there is a Notice board with further information
- 7 Local Authority Name
- 8 Blue Badge information



## Dispelling the Myths

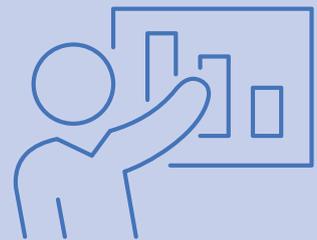
### You live on this street so you can park right outside your house?

If you have a resident permit, then possibly you could gain a parking spot outside your house, although it's not a guarantee. If there are enforceable restrictions, then these must be complied with.



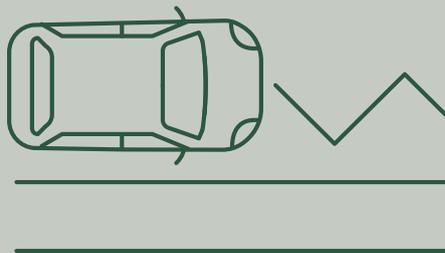
### Civil Enforcement Officers have targets?

The Council's corporate performance target is accuracy levels.



### It's ok to drop your child off at the school gates and on yellow zigzags/lines, even if your engine is running and you intend to drive away?

There is NO STOPPING, no parking, and no waiting. You will be issued a PCN, instantly.



### You have a blue badge so you feel you can park anywhere you like for as long as you like?

When parking, do not obstruct junctions, ensure you abide by the Highway Code and the Blue Badge holder instructions which are specified in the booklet that accompanies your badge.

### You weren't the driver of the vehicle; you didn't park up so it's not your problem?

If you are the registered owner/keeper of the vehicle at the time the PCN was issued, the PCN is your responsibility.



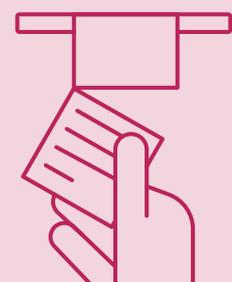
### We do not work on Bank Holidays, or Sundays?

We work 364 days a year except for Christmas day



### The pay and display machine on a car park wasn't working upon arriving, so you can park for free.

If the car park has more than one machine, you do need to obtain a ticket from the operational machine. You can also pay for parking by phone on the mobile App, by phone, or online – details here: <https://paybyphone.co.uk/>



## Top ten contraventions

### Contravention 73

Parked without payment of the parking charge.

**8,120** PCNs issued.



### Contravention 01

Parked in a restricted street during Prescribed hours.

**7,936** PCNs issued.



### Contravention 30

Parked for longer than permitted.

**2,656** PCNs issued.



### Contravention 82

Parked after the expiry of paid for time.

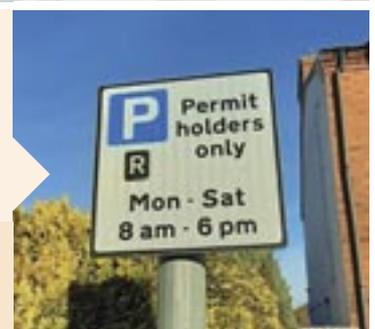
**1,573** PCNs issued.



### Contravention 16

Parked in a permit space or zone without displaying a virtual permit or clearly displaying a valid physical permit where required.

**1,263** PCNs issued.



## Contravention 40

Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner.

**1,146** PCNs issued.



## Contravention 83

Parked in a carpark without clearly displaying a valid pay and display ticket or voucher or parking clock.

**825** PCNs issued.



## Contravention 87

Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner.

**701** PCNs issued.



## Contravention 81

Parked in a restricted area in an off street carpark or housing estate.

**634** PCNs issued.



## Contravention 93

Parked in a carpark when closed.

**607** PCNs issued.



## Types of permits

### Contract Parking

The Cheshire East Council Parking Services team offer contract parking permits for some car parks on an annual (April to March) or quarterly basis. Customers can purchase a quarterly permit at any time and pay only for the proportion of the quarter that they need.

A contract parking permit offers a significant saving for customers on paying the standard daily parking charges.

**Contract permits are issued for specific vehicles to park in a particular car park and incorporate the following areas of Cheshire East:**

- Alderley Edge
- Congleton
- Crewe
- Knutsford
- Macclesfield
- Nantwich
- Wilmslow

Contract parking permits are in high demand in the Cheshire East area and there is a waiting list for some car parks.

The contract parking permit application forms and terms and conditions can be found on the Cheshire East Council website at:

<https://www.cheshireeast.gov.uk/car-parks-and-parking/parking-permits/contract-parking.aspx>

An example of a contract parking permit:



### Resident Off-Street Parking Permits

Annual resident off-street parking permits are available for residents living in properties within the defined town centres of Knutsford, Macclesfield and Nantwich.

In order to qualify for a car park permit, residents must reside permanently at an eligible address and must not have access to private off-street parking. Eligible addresses are also located on streets where there are parking restrictions in place that mean residents are unable to park outside or near their homes during the working day.

A maximum of two resident permits are available per property. The price of a first permit is £65.00 and a second permit £80.00. Applicants must submit proof of their residency at an address in the form of a council tax notice, bank statement (last 3 months) or utilities bill (last 3 months) and send in a copy of their vehicle registration (V5) document as evidence that the vehicle is registered to the qualifying address.

New applicants who have just moved into a property, upon receipt of a valid application and payment, are given a unique reference number to display in their vehicle, while the address on their V5 document is being updated by the DVLA.

The link for information on off-street permits on the website is:

<https://www.cheshireeast.gov.uk/car-parks-and-parking/parking-permits/residents-car-park-permits.aspx>

An example of a resident off-street car park permit:



### Resident On-Street Parking Permits

The Council has a number of resident on-street parking schemes in operation for:

- Alderley Edge
- Congleton
- Crewe
- Holmes Chapel
- Knutsford
- Macclesfield
- Middlewich
- Nantwich
- Wilmslow

Residents who live in an on-street permit zone can apply for up to two permits and can also purchase visitor permits (scratch cards) for use by visitors to properties located in the permit zone.

Eligible properties within a resident permit zone are those with either only one private off-street parking space or no off-street parking spaces.

The cost of a first resident permit is £65.00 and a second permit £80.00. Visitor permits are available at the discounted cost of £7.50 per book of ten for up to four books (per annum) and then £15.00 per book thereafter.

Residents in other areas not included in a permit zone may contact the Council to request a new on-street resident's parking scheme where applicable. Resident on-street parking schemes are considered where daytime non-resident parking means that residents struggle to park.

The Council only introduces parking schemes after a full consultation with the residents and the majority support the scheme.



An example of an on-street resident parking permit and visitor scratch card:

Residents who require at-home care may also apply for one permit for the use of carers to visit the property to care for the resident. Carers' permits are free of charge but applicant's must submit proof of residency and a current doctor's letter stating whether the need for care is temporary or permanent, with their application form.



An example of a carers parking permit:

Businesses in a residents' permit zone that need to park essential business vehicles and / or where customers need to park near to the business, may apply for business parking permits to park in the zone at a cost of £100.00 per permit. The number of permits granted depends on the business need.

Carer and business permits do not have a vehicle registration on because they may be subject to use by various vehicles.

The link for on-street parking permits is: <https://www.cheshireeast.gov.uk/car-parks-and-parking/parking-permits/residents-street-permits.aspx>



An example of a business parking permit:



## Penalty Charge Notice – How to Challenge/Appeal

Motorists may make an informal challenge prior to a Notice to Owner being served, if they believe that the Penalty Charge Notice should not be paid. Cheshire East provide an online portal to make it easier to challenge a Penalty Charge Notice. The portal allows users to attach any evidence they feel proves the reason why the notice should not have been issued. All informal representations will be considered on their individual circumstances.

### Deadlines for making a challenge

- You must make your challenge or pay within 28 days of getting the notice.
- If we do not get your challenge within 14 days, you lose the chance to pay the reduced 50% rate.
- If your challenge is received within 14 days and subsequently rejected, this council will generally extend the period within which the reduced Penalty Charge will be paid.
- If you make a challenge after 14 days but before the serving of the Notice to Owner this Council will not normally allow the reduced amount to be paid.

### Before you challenge a Penalty Charge Notice

1. Check that the notice says that it is from Cheshire East Council - if it is from a different organisation NOT a local authority, see POPLA for advice about appealing parking charges issued on private land and in private car parks.
2. Read the Penalty Charge Notice (PCN) carefully.
3. Check the list of contraventions to understand why the PCN was issued.
4. Check the grounds for appealing a PCN and the mitigating circumstances we may accept. Make sure you can give accurate and relevant reasons to support your claim.

## How to challenge a Penalty Charge Notice

### Stage 1 - Informal challenge

The easiest way to make an informal challenge is to use the online form.

You will need the PCN number to complete the form, this can be found on your Penalty Charge Notice and begins with the letters 'GA'. If the number cannot be obtained, then please contact the Council and supply the vehicle registration number.

#### Challenge a Penalty Charge Notice

<https://www.cheshireeast.gov.uk/car-parks-and-parking/parking-regulations-enforcement/challenge-pcn.aspx>

You can also write to us at:

**Cheshire East Borough Council**  
**Parking Services**  
**Municipal Buildings**  
**Earle Street**  
**Crewe**  
**CW1 2BJ**

Or email [carparks.mailbox@cheshireeast.gov.uk](mailto:carparks.mailbox@cheshireeast.gov.uk)

Include the Penalty Charge Notice (PCN) number, your address and the car registration number shown on the PCN in all correspondence.

#### After we get your challenge

When we get your challenge we will consider your reasons.

If we accept your challenge, we will write to you saying we have cancelled the notice and you do not have to pay.

If we reject your challenge, we will tell you why and give you 28 days to pay. During this time you may only start a second informal challenge if you have new evidence.

If we do not get payment within 28 days of you getting the rejection letter, we will issue a Notice to Owner (NtO) letter requiring payment of the full amount. The letter explains how to make a formal appeal to us if you still do not think you should pay.

You then have 28 days from the date of the Notice to Owner to pay or make a formal representation. You lose

your right to appeal if your representations are not received by the Council within 28 days and the amount you owe will go up by 50% (a total of £105 for a £70 penalty or £75 for a £50 penalty).

### Stage 2 – Formal Representations

Follow the guidelines in the Notice to Owner letter to make a Formal Representation.

If we accept your appeal, we will write to you saying we have cancelled the notice and you do not have to pay.

If we reject your appeal, we will send you a Notice of Rejection (NoR) letter. This gives you 28 days from the day the letter is delivered to either pay or appeal to the Traffic Penalty Tribunal.

### Stage 3 - Appeal to the Traffic Penalty Tribunal

If you do not agree with our decision, you can use your NoR letter to appeal to the Traffic Penalty Tribunal. You do not need to tell us if you appeal to the Tribunal - they will let us know.

#### Unpaid parking penalties

We take action through the courts when people do not pay parking penalties.



# Transparency in Finance and Statistics

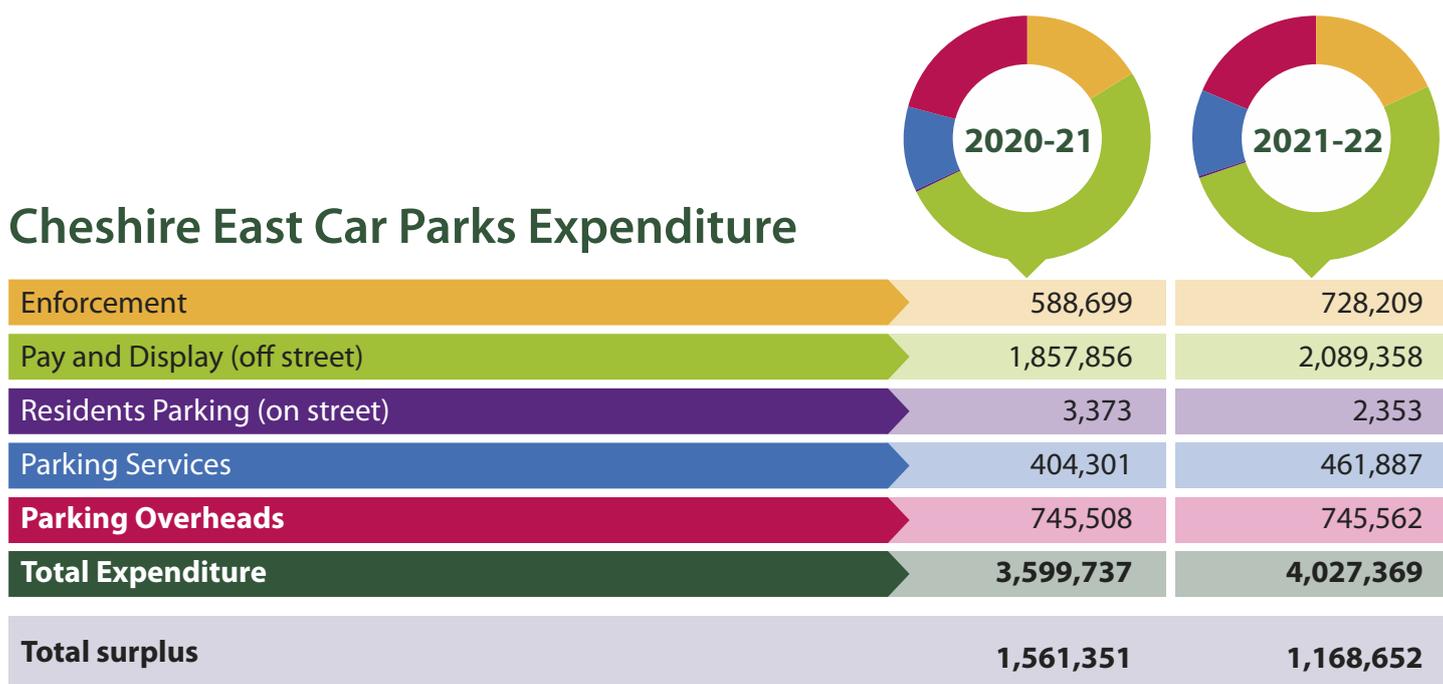
“ Greater transparency is essential to ensure that the public can see how local authorities are spending funds from both parking charges and enforcement activity. Local authorities must work harder to dispel any misunderstandings on parking finance. Annual reports are a key part of this, and all local authorities should produce them. ”

David Leibling, Transport Consultant Member, PATROL PARC Review Group

## Cheshire East Car Parks Income



## Cheshire East Car Parks Expenditure



The surplus is used to fund the councils budget for Highways and Transport. In 2021-22, the council spent **£12,205,973** on Highways and **£15,678,752** on Transport

The Highways expenditure includes spend on routine maintenance and road improvement activity such as fixing potholes and defects.

## Working Together

Ongoing maintenance of our car parks estate is managed by our Facilities Management Team. They in turn contract out the works to a third party/contractor. Resurfacing, lining and patch repairs are the main focus. Surface wear and tear is unavoidable and can be attributed to the sheer volume of vehicles that use our car parks daily. The weather also plays a part; temperature changes with extreme heat in the summer months and frosts during the winter.

Sometimes we can make good the surface with patch repairs, which comes with the benefit of cost savings when compared to full resurfacing and relining. This type of repair is usually undertaken where the running lane, as seen below, has failed. The affected area would be cut out and a new patch of tarmac laid, then edge sealed to prevent water ingress.



Sometimes patch repairs are not enough and a complete resurfacing of car parks is required. This means closing a car park for several days while a team comes in to remove the existing surface and prepare for resurfacing and then relining. We will always communicate such closures both on site and through our web pages, well in advance, to minimise the inconvenience to our customers.



Full resurfacing and patching repairs account for approximately £300k of spend per year; a necessary cost to ensure our car parks remain fit for purpose. Facilities Management also undertake defective lighting replacements, lighting upgrades, height barrier repairs and gully cleaning. Parking Services, through its comprehensive monthly car park audits, identify the faults and feed back to the FM team for repair and rectification.



## Lines and Signs

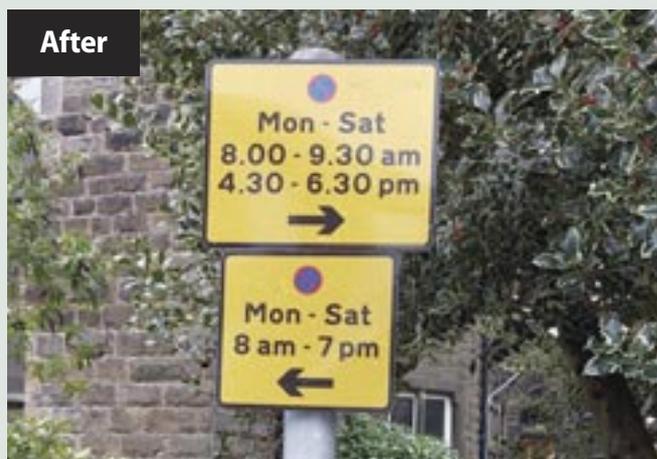
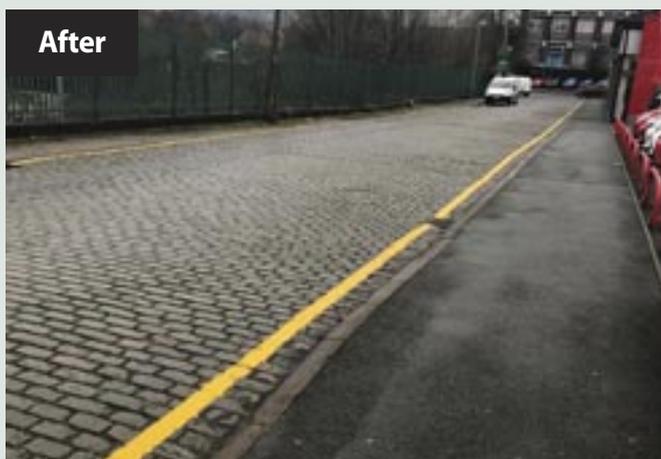
Road markings and signs carry important information and requirements to road users about what they can and cannot do. When used appropriately, they make a vital contribution to safety and traffic management. These lines can become worn over time due to movement of traffic and weather conditions.

Worn markings may be considered a safety defect dependant on their location and intended purpose. Worn lines and missing signs can have a detrimental impact on enforcement and in some cases, it can make it virtually impossible to effectively enforce these areas. Civil Enforcement Officers can report these defects through their handheld devices. The public can also report these defects through our fix my street application.

Cheshire East Parking Enforcement team are allocated a small pot of money to assist in the replacement and refreshing of lines and signs. The team collate all these defects and prioritise the works by safety concerns in the first instance (school keep clears, junctions and areas which disrupt the free flow of traffic) then by the number of concerns/complaints received with the knowledge of the Civil Enforcement Officers.

This information is then passed onto our Highways department for them to programme the works in.

**This is an example of what some of the revenue is spent on:**



## On street and Off street statistics for PCN's issued for disabled parking bays

These can be for failing to display or incorrectly displaying a Blue Badge.

### Contravention 40 Parked in a designated disabled persons on-street parking place without displaying a valid disabled persons badge in the prescribed manner

Town	Issued
Alderley Edge	34
Alsager	37
Bollington	1
Congleton	112
Crewe	314
Handforth	14
Knutsford	42
Macclesfield	29
Middlewich	1
Poynton	333
Sandbach	34
Wilmslow	195
<b>Total</b>	<b>1146</b>



### Contravention 87 Parked in a designated disabled person's off-street parking place without displaying a valid disabled person's badge in the prescribed manner

Town	Issued
Alderley Edge	22
Alsager	52
Audlem	14
Bollington	7
Brereton Heath Country Park	3
Congleton	13
Crewe	336
Handforth	12
Holmes Chapel	1
Knutsford	28
Macclesfield	74
Nantwich	66
Nelson Pit Visitor Centre	3
Prestbury	2
Sandbach	8
Wilmslow	60
<b>Total</b>	<b>701</b>

## A monthly breakdown of challenges and representations, which also includes outcomes

Date	Issued	Challenged	Representations	Total	Cancelled	CEO Error
Apr 21	2302	297	99	396	396	14
May 21	2270	428	110	538	165	10
Jun 21	2359	857	160	1017	309	20
Jul 21	2174	588	220	808	184	14
Aug 21	2329	332	170	502	132	14
Sept 21	2570	625	205	830	241	18
Oct 21	2794	610	207	817	253	14
Nov 21	2356	524	238	762	203	18
Dec 21	1934	327	156	483	137	12
Jan 22	2011	420	193	613	134	10
Feb 22	2126	324	135	459	117	7
Mar 22	2456	490	214	704	214	20

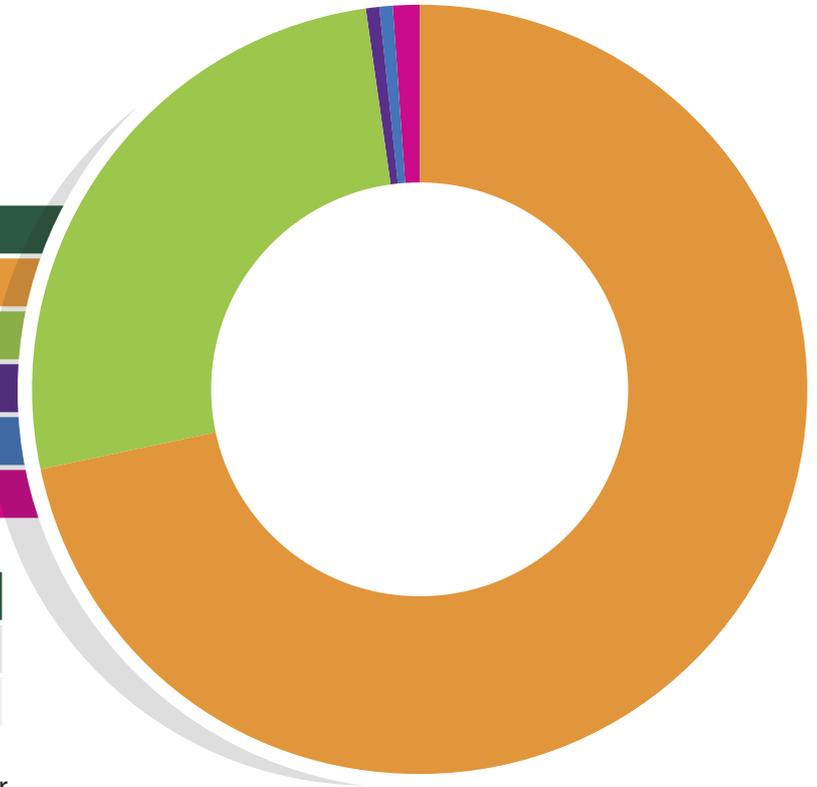


## PCN Challenges, Representations & Appeals

A yearly summary of correspondence sent and received at each progression of a PCN

Correspondence	Received
Challenges	5822
Representations	2107
TPT Appeals	51
Witness Statements	61
Out of Time Witness Statements	68

Correspondence	Received
Debt Registration	2802
Cases to Enforcement Agents	2147



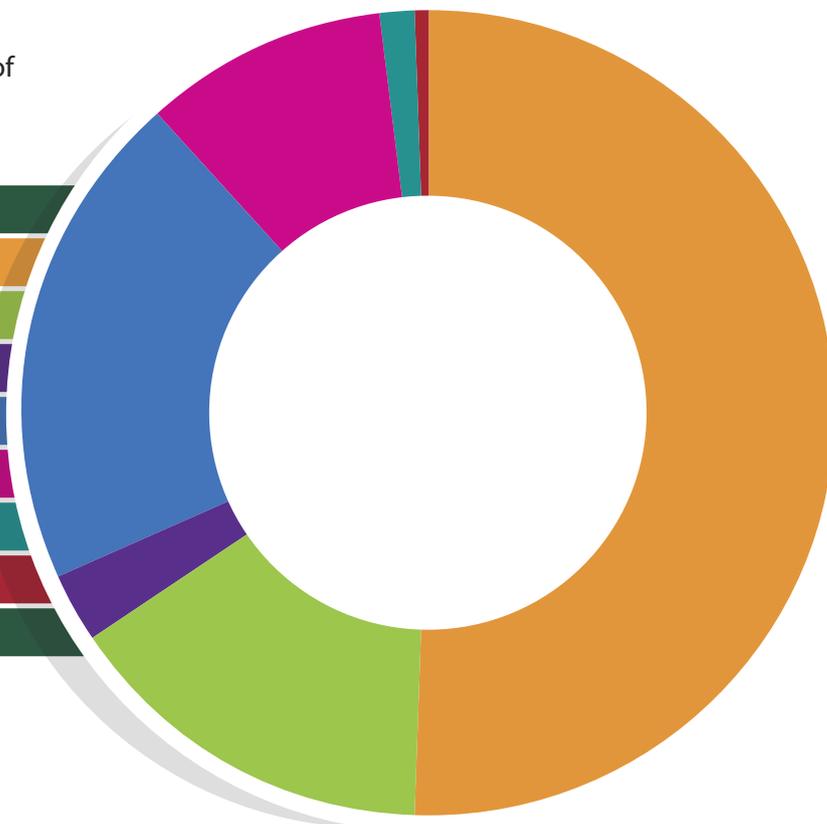
Monthly breakdown of figures and outcomes for appeals sent to the Traffic Penalty Tribunal (TPT)

Date	TPT Cases	Won	Lost	Outstanding
Apr 21	4	1	3	0
May 21	0	0	0	0
Jun 21	2	0	2	0
Jul 21	4	0	4	0
Aug 21	5	2	3	0
Sep 21	6	0	6	0
Oct 21	4	1	3	0
Nov 21	10	5	5	0
Dec 21	3	0	0	0
Jan 22	7	0	7	0
Feb 22	3	2	1	0
Mar 22	3	1	2	0
<b>Total</b>	<b>51</b>	<b>12</b>	<b>36</b>	<b>0</b>

## Permits issued during 21/22 financial year

These figures are a breakdown by each type of permit issued when the report was run

Town	Issued
Staff permits	1036
Contract Annual	304
Contract Quarter	59
Resident On Street	412
Resident Off Street	197
Business permits	26
Carer permits	10
<b>Total Permits</b>	<b>2044</b>



## Top 10 areas where PCN's were issued on-street for 2021/2022

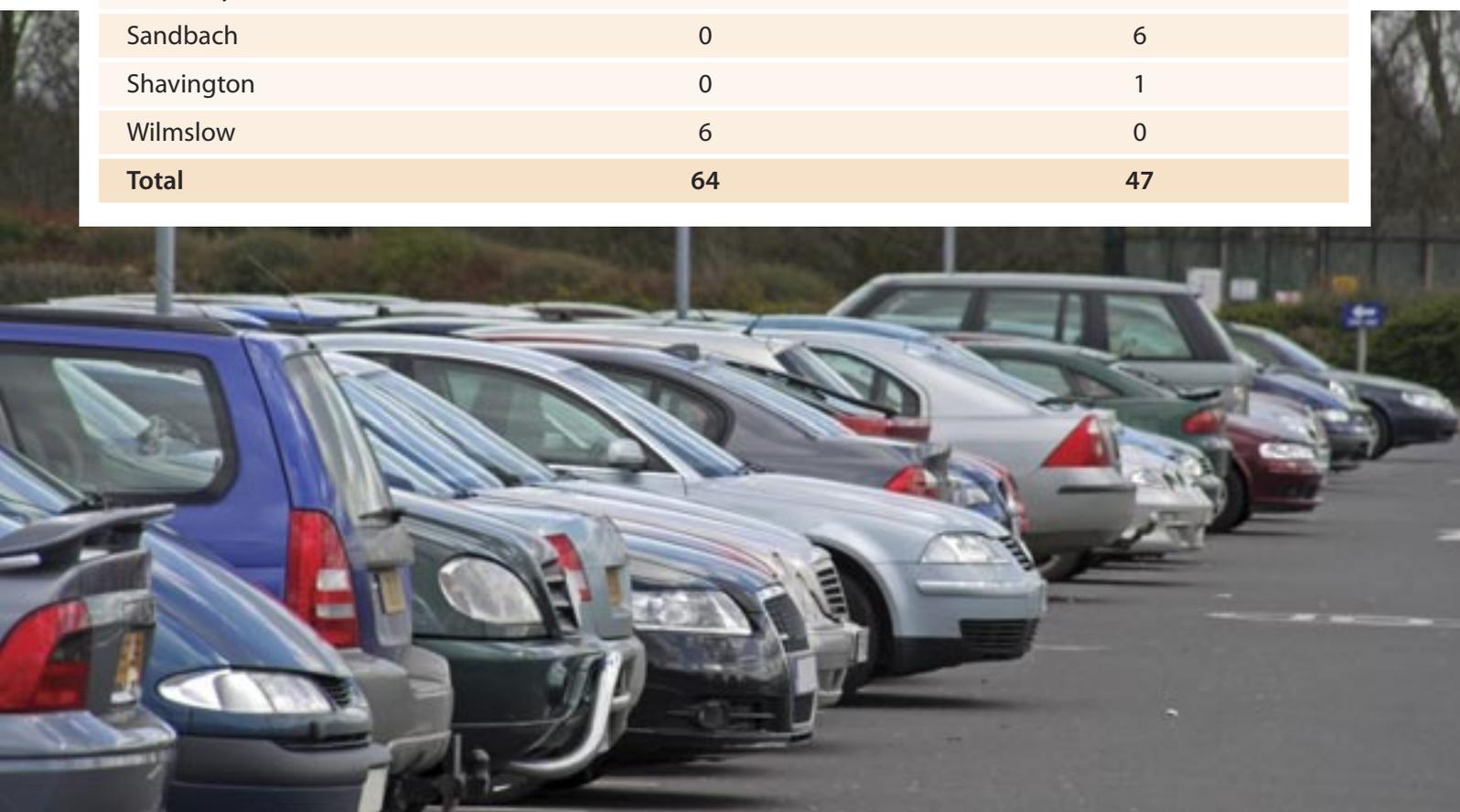
Area	Higher	Lower	Total
King St, Knutsford	313	182	495
Church St, Knutsford	403	3	406
Brereton Heath Lane, Brereton	375	0	375
Alderley Road, Wilmslow	167	175	342
London Road, Alderley Edge	120	218	338
Prince Albert Street, Crewe	297	0	297
Green Lane, Wilmslow	264	0	264
Tatton Street, Knutsford	142	71	213
Water Lane, Wilmslow	152	52	204
High St, Congleton	154	38	192

## Top 10 areas where PCN's were issued off-street for 2021/2022

Area	Higher	Lower	Total
Civic Library Car Park	18	704	722
Lyceum Square Car Park	4	608	612
South Drive CP	28	532	560
King Street Car Park	36	522	558
Rex/Hoopers Car Park	38	472	510
Whalley Hayes Car Park	5	493	498
Spring St Car Park	29	405	434
Victoria Centre Car Park	55	335	390
Churchill Way Car Park	10	375	385
South St Car Park, A Edge	6	361	367

## Pay and Display and Free Car Parks

Town	Number of pay and display car parks	Number of free car parks
Alderley Edge	1	1
Alsager	0	4
Audlem	0	1
Bollington	0	1
Congleton	7	6
Crewe	15	10
Disley	0	2
Handforth	0	3
Haslington	0	1
Holmes Chapel	0	2
Knutsford	5	0
Macclesfield	19	3
Middlewich	0	3
Nantwich	8	0
Poynton	0	1
Prestbury	0	2
Sandbach	0	6
Shavington	0	1
Wilmslow	6	0
<b>Total</b>	<b>64</b>	<b>47</b>



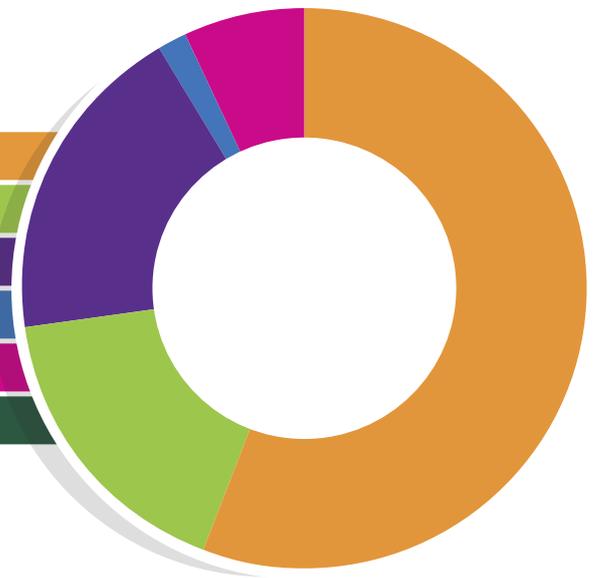
## Monthly Income Per Area

Date	Alderley Edge	Congleton	Crewe	Knutsford	Macclesfield	Nantwich	Wilmslow
Apr 21	£872.41	£4,746.07	£5,054.89	£8,803.62	£24,327.39	£5,904.43	£10,869.32
May 21	£1,233.25	£4,853.10	£5,929.39	£9,544.58	£26,699.87	£7,151.93	£12,368.08
Jun 21	£1,274.31	£4,677.59	£6,799.45	£9,961.04	£27,243.84	£7,851.96	£13,984.56
Jul 21	£1,214.98	£4,762.31	£7,464.76	£10,796.73	£28,705.35	£8,908.09	£15,519.76
Aug 21	£1,064.91	£5,212.10	£8,249.66	£10,183.05	£28,636.54	£9,238.73	£16,086.03
Sep 21	£1,224.02	£4,991.58	£9,321.85	£11,199.27	£33,220.70	£9,696.81	£21,136.66
Oct 21	£1,161.95	£5,238.16	£10,556.84	£12,014.89	£34,811.01	£10,026.71	£24,903.76
Nov 21	£1,349.60	£5,204.09	£10,896.34	£11,379.94	£38,843.20	£10,828.36	£25,868.52
Dec 21	£1,289.14	£5,192.15	£11,959.66	£12,079.30	£38,519.94	£10,705.43	£21,540.51
Jan 22	£1,397.66	£5,486.36	£9,054.46	£11,730.82	£33,650.50	£10,119.48	£20,582.03
Feb 22	£1,362.33	£4,906.81	£9,629.76	£11,151.11	£34,917.66	£10,603.58	£24,251.07
Mar 22	£1,743.81	£5,917.61	£12,325.85	£13,364.85	£40,848.27	£11,743.26	£29,769.65

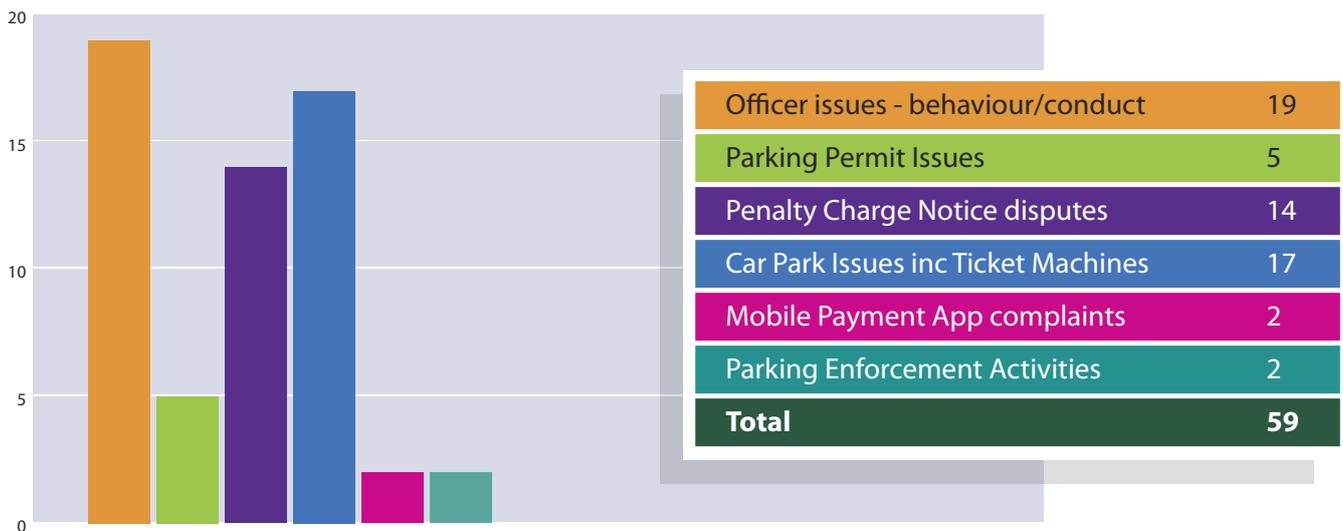


## Outcomes of Complaints

Not Upheld	33
Partly Upheld	10
Upheld	11
Not Pursued	1
Rejected	4
<b>Total</b>	<b>59</b>

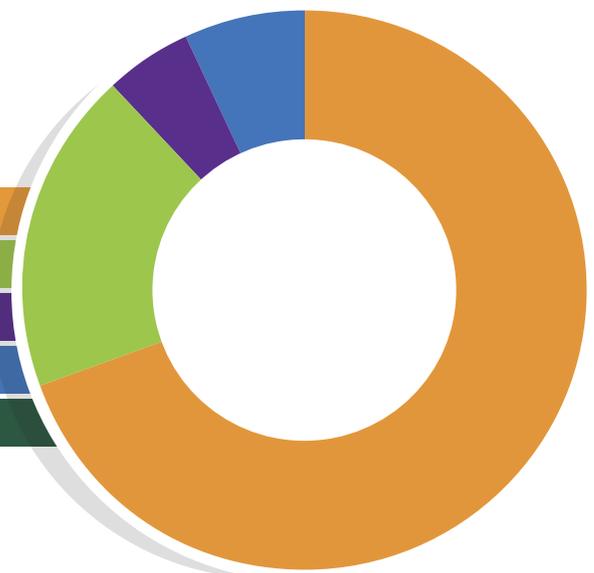


## Service Complaints



## Response Times

Within 10 Days	41
Within 20 Days	11
Outside 20 Days	3
Rejected	4
<b>Total</b>	<b>59</b>



## Freedom of Information Request Statistics

Request Subject	Type	Date	Status
Parking Fines and Car Parking Machines	Info Request	17/03/22	All info sent (closed)
Penalty Charges Notices	Info Request	17/03/22	All info sent (closed)
Parking Tickets	Info Request	11/03/22	Some info sent but part exempt (closed)
Parking Tickets	Info Request	07/02/22	All info sent (closed)
Parking Tickets	Info Request	07/02/22	All info sent (closed)
Parking Tickets	Info Request	07/02/22	All info sent (closed)
Car Parking Charges	Info Request	18/01/2022	No info sent - all held but exempt (closed)
Parking on Browning Street Crewe	Info Request	14/01/2022	All info sent (closed)
Parking Enforcement	Info Request	04/01/2022	All info sent (closed)
Parking Fines	Info Request	21/12/2021	All info sent (closed)
Parking Fines, Knutsford	Info Request	23/11/2021	All info sent (closed)
Parking Enforcement	Info Request	17/11/2021	All info sent (closed)
Brands of Cars fined	Info Request	12/11/2021	Information not held (closed)
Revenue from Parking Fines	Info Request	07/10/2021	Internal review - Not upheld (closed)
Personnel	Info Request	07/10/2021	Information not held (closed)
Personnel	Info Request	06/10/2021	All info sent (closed)
Car Parking Charges	Info Request	21/09/2021	Some info sent but not all held (closed)
Number of Parking Tickets Issued	Info Request	16/09/2021	Some info sent but not all held (closed)
Car Parking Alderley Edge	Info Request	31/08/2021	All info sent (closed)
Disabled Parking Bays	Info Request	23/08/2021	Some info sent but not all held (closed)
Car Parking Spaces	Info Request	18/08/2021	Some info sent but not all held (closed)
Car Parking Fines, Alderley Edge	Info Request	09/08/2021	All info sent (closed)
Disabled Parking Bay Fines	Info Request	11/05/2021	All info sent (closed)

## Useful Web Links

<b>Parking contraventions and codes</b>	<a href="https://www.cheshireeast.gov.uk/parking-contraventions">Parking contraventions (cheshireeast.gov.uk)</a>
<b>Car park regulations</b>	<a href="https://www.cheshireeast.gov.uk/car-park-regulations">Car park regulations (cheshireeast.gov.uk)</a>
<b>Challenge a Penalty Charge Notice</b>	<a href="https://www.cheshireeast.gov.uk/challenge-a-parking-penalty">Challenge a parking penalty (cheshireeast.gov.uk)</a>
<b>Pay a Penalty Charge Notice</b>	<a href="https://www.cheshireeast.gov.uk/pay-a-parking-penalty">Pay a parking penalty (cheshireeast.gov.uk)</a>
<b>Parking enforcement</b>	<a href="https://www.cheshireeast.gov.uk/parking-enforcement">Parking enforcement (cheshireeast.gov.uk)</a>
<b>Key facts about parking restrictions and enforcement</b>	<a href="https://www.cheshireeast.gov.uk/key-facts-about-parking-restrictions">Key facts about parking restrictions (cheshireeast.gov.uk)</a>
<b>Report illegal parking</b>	<a href="https://www.cheshireeast.gov.uk/report-illegal-parking">Report illegal parking (cheshireeast.gov.uk)</a>
<b>Report an abandoned vehicle</b>	<a href="https://www.cheshireeast.gov.uk/abandoned-vehicles">Abandoned Vehicles (cheshireeast.gov.uk)</a>
<b>Report a pothole</b>	<a href="https://www.cheshireeast.gov.uk/report-a-pothole">Report a pothole or other road issue (cheshireeast.gov.uk)</a>
<b>Sustainable modes of travel strategy (SMOTs)</b>	<a href="https://www.cheshireeast.gov.uk/sustainable-modes-of-school-travel-strategy">Sustainable modes of school travel strategy (cheshireeast.gov.uk)</a>
<b>Electric vehicle charging points</b>	<a href="https://www.cheshireeast.gov.uk/electric-vehicle-charging-points">Electric vehicle charging points (cheshireeast.gov.uk)</a>
<b>Find a car park</b>	<a href="https://www.cheshireeast.gov.uk/car-parks-in-cheshire-east">Car parks in Cheshire East</a>
<b>Using your Blue Badge in our car parks</b>	<a href="https://www.cheshireeast.gov.uk/blue-badge-scheme">Blue Badge Scheme (cheshireeast.gov.uk)</a>
<b>Parking dispensations</b>	<a href="https://www.cheshireeast.gov.uk/parking-dispensations">Parking dispensations (cheshireeast.gov.uk)</a>
<b>Parking income and spending</b>	<a href="https://www.cheshireeast.gov.uk/parking-finances">Parking finances (cheshireeast.gov.uk)</a>
<b>Residents' on-street parking permits</b>	<a href="https://www.cheshireeast.gov.uk/on-street-resident-parking-permits">On street resident parking permits (cheshireeast.gov.uk)</a>
<b>Residents' car park permits</b>	<a href="https://www.cheshireeast.gov.uk/resident-car-park-permits">Resident's car park permits (cheshireeast.gov.uk)</a>
<b>Grounds for challenging a parking penalty</b>	<a href="https://www.cheshireeast.gov.uk/grounds-for-challenging-a-parking-penalty">Grounds for challenging a parking penalty (cheshireeast.gov.uk)</a>
<b>Mitigating circumstance</b>	<a href="https://www.cheshireeast.gov.uk/mitigating-circumstances-for-challenging-a-parking-penalty">Mitigating circumstances for challenging a parking penalty (cheshireeast.gov.uk)</a>
<b>Report a car park issue</b>	<a href="https://www.cheshireeast.gov.uk/report-a-car-park-issue">Report a car park issue (cheshireeast.gov.uk)</a>
<b>Roadworks, road closures and traffic disruptions</b>	<a href="https://www.cheshireeast.gov.uk/roadworks-and-travel-disruption">Roadworks and travel disruption (cheshireeast.gov.uk)</a>
<b>Penalty Charge Notice statistics</b>	<a href="https://www.cheshireeast.gov.uk/penalty-charge-notice-statistics">Penalty charge notice statistics (cheshireeast.gov.uk)</a>
<b>Car park charges and tickets</b>	<a href="https://www.cheshireeast.gov.uk/car-park-charges-and-tickets">Car park charges and tickets (cheshireeast.gov.uk)</a>

## How to contact us

Customer Contact Phone number: **0300 123 5020**

Web address : **[www.Cheshireeast.gov.uk](http://www.Cheshireeast.gov.uk)**

Corporate Head Quarters:

**Cheshire East Borough Council  
Westfields  
Middlewich Road  
Sandbach, CW1 1HZ**

**c/o Municipal Buildings  
Earle Street  
Crewe, CW1 2BJ**